1 • summary booking and cancellation terms

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Oberammergau</th>
<th>Additional Air Tickets</th>
<th>Extra Accommodation</th>
<th>Chargeable Transfers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deposit due per person</td>
<td>$200</td>
<td>$350</td>
<td>$575</td>
<td>As per airline policy</td>
<td>No additional deposit required</td>
</tr>
<tr>
<td>Final Payment Due (before departure)</td>
<td>60 days</td>
<td>90 days</td>
<td>90 days</td>
<td>As per airline policy</td>
<td>In accordance with guided holiday</td>
</tr>
</tbody>
</table>

- Cancellation charges per person if you cancel

<table>
<thead>
<tr>
<th>N° of days (before trip departure)</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Oberammergau</th>
<th>Additional Air Tickets</th>
<th>Extra Accommodation</th>
<th>Chargeable Transfers</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 days and over</td>
<td>Deposit</td>
<td>Deposit</td>
<td>Deposit</td>
<td>$75 plus airline charges</td>
<td>$35</td>
<td>$35</td>
</tr>
<tr>
<td>89 – 60 days</td>
<td>Deposit</td>
<td>30%</td>
<td>Deposit</td>
<td>$75 plus airline charges</td>
<td>Higher of $35 or 25% of accommodation price</td>
<td>Higher of $35 or 25% of transfer price</td>
</tr>
<tr>
<td>59 – 46 days</td>
<td>30%</td>
<td>60%</td>
<td>Deposit</td>
<td>$75 plus airline charges</td>
<td>Higher of $35 or 25% of accommodation price</td>
<td>Higher of $35 or 25% of transfer price</td>
</tr>
<tr>
<td>45 – 22 days</td>
<td>30%</td>
<td>60%</td>
<td>100% of Oberammergau supplement + 25% of land only price excl. Oberammergau</td>
<td>$75 plus airline charges</td>
<td>Higher of $35 or 25% of accommodation price</td>
<td>Higher of $35 or 25% of transfer price</td>
</tr>
<tr>
<td>21 – 16 days</td>
<td>30%</td>
<td>60%</td>
<td>100% of Oberammergau supplement + 25% of land only price excl. Oberammergau</td>
<td>$75 plus airline charges</td>
<td>Higher of $35 or 25% of accommodation price</td>
<td>Higher of $35 or 25% of transfer price</td>
</tr>
<tr>
<td>15 – 8 days</td>
<td>50%</td>
<td>90%</td>
<td>100% of Oberammergau supplement + 25% of land only price excl. Oberammergau</td>
<td>$75 plus airline charges</td>
<td>Higher of $35 or 30% of accommodation price</td>
<td>Higher of $35 or 30% of transfer price</td>
</tr>
<tr>
<td>7 – 1 days</td>
<td>90%</td>
<td>100%</td>
<td>100% of Oberammergau supplement + 25% of land only price excl. Oberammergau</td>
<td>$75 plus airline charges</td>
<td>100% of accommodation price</td>
<td>100% of transfer price</td>
</tr>
<tr>
<td>Departure day and no show</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>$75 plus airline charges</td>
<td>100% of accommodation price</td>
<td>100% of transfer price</td>
</tr>
</tbody>
</table>

Note: Included flights are outlined in each itinerary page price panel. Guests travelling on any flights must provide their full name (as appears on passport), date of birth and gender. Incomplete or inaccurate information may result in additional charges payable directly to the airline or in a worst-case scenario, be denied boarding.

Level 1: Cancellation fees are the minimum cancellation fee charged and is used unless the trip is described as Level 2.

Level 2: These trips are listed here but are generally trips which include cruise/ferry, train or intra-trip flight elements.
2 year guided holiday booking

For the purposes of this document reference to "you" or "your" includes all guests in the party. Trafalgar Tours West Inc is the "Solsa Company". The "Operator" for the trips will be as described in the table below. Collectively these companies are referred to as 'CostSaver'.

Your agreement is with CostSaver and a contract is formed when you make a reservation with us that we accept. Enrolment in and payment for a guided vacation shall constitute acceptance by the guest of the terms and conditions in this document. This cannot be varied except in writing by an officer of the Company.

All contracts with CostSaver are made subject to the terms of these booking conditions.

CostSaver is a trading name of Trafalgar Tours Limited ("Trafalgar") and the names are used interchangeably within these Booking Conditions.

The invalidity of any provisions herein shall not affect the validity of any other provisions. The agreement shall be construed as though the web page providing acceptance herein was replaced with an enforceable provision as similar as possible to the original provision. Should any conflict arise between these booking conditions and those contained within our brochures, these booking conditions shall prevail.

Compulsory Insurance

All guests must have travel insurance with medical evacuation and repatriation cover covering all applicable dates of travel with CostSaver. This insurance must cover trip interruption, personal injury, medical expenses and repatriation cover including during pandemic events.

The availability of travelinsurance and extent of cover is constantly changing, please refer to our website costsavertour.com for most up to date information or talk to your reservation agent.

COVID-19

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the WHO senior citizens and guests with underlying medical conditions are especially vulnerable.

We ask that you please take personal responsibility for your wellbeing. This begins with packing any personal protective equipment and sanitisers you require. Please adopt physical distancing and hygiene practises throughout your pre-trip travel arrangements and follow all health instruction whether physical signage or requests from our professional staff, once you are vacationing with us. To travel with CostSaver, you voluntarily assume all risks related to exposure to COVID-19. Full details of hygiene protocols can be found at https://www.costsavertour.com/travel-wellbeing

Oberammergau and Passion Play

All Oberammergau inclusive vacation prices are subject to change including, but not limited to, hotels, meals, sightseeing inclusions, itineraries, transfers and transportation.

No Book Early savings nor any other discounts are applicable to the Oberammergau portion of the trip.

Deposit protection guarantee is not available on trips including Oberammergau.

Trafalgar has secured hotel accommodations either in Oberammergau or close by in the Bavarian Alps. Please note that single and triple rooms are not available for the Oberammergau stay. Solo travellers and triple share guests will be matched and accommodated in a double room with a fellow solo Trafalgar traveler of the same gender for the duration of the stay.

All services in Oberammergau are provided by a local agent, and hotel details will be advised by the Travel Director during the trip.

Note Where Oberammergau specific terms and conditions conflict with those for vacations excluding Oberammergau, the specific Oberammergau terms and conditions shall prevail.

what's included in the guided holiday price

air transportation

Not included unless otherwise outlined in each itinerary page price panel.

Please be advised that due to the Transportation Security Administration's (TSA) Secure Flight rules, airlines must collect required information from guests. For more information regarding TSA's Secure Flight rules, please visit tsa.gov.

guided vacation

By air-conditioned luxury motorcoaches, minibuses or 4x4 vehicles, trains, ferries and intra-trip flights including light aircraft as described in the respective itinerary. Please note on some regional vacations, transfers and sightseeing trips smaller motorcoaches without toilet facilities may be used. If, due to circumstances beyond our control, motorcoaches are used other than as advertised, a refund of $10 per person will be made.

Toilets may be affected by higher altitude or extreme weather conditions such as freezing temperatures and for the comfort of those on board the motorcoach the toilets may have to be closed. In these circumstances, additional rest breaks will be incorporated into the itinerary.

hotel accommodations

Prices are per person, based on two persons sharing a room with private bath or shower. Triple rooms may be available on selected vacations in limited numbers. Triple or quad occupancy rooms may utilise rollaway beds and these adults must be adults 15 years of age or more. This can be confirmed with your local travel expert or CostSaver reservations agent.

Every effort has been made to reserve two-bed rooms; however, on some occasions, rooms with one double bed may be the only option available. These rooms will be allocated to single travellers and couples first; other rooms may feature a single bed and rollaway bed, Murphy bed or sleeper sofa. Limited number of twin rooms are available with our shared rooming service. When using this service on certain trips, CostSaver shall not be responsible or liable for any claims or issues arising out of the shared rooming.

Special room requests (adjacent, connecting or lower-floor rooms, as examples) must be made at time of booking. Special room requests are not guaranteed and are based on availability at time of check-in. Many hotels, lodges and luxury tented camps are 100% smoke-free, including all guest rooms, restaurants, lounges, meeting rooms and public spaces. Smoking in a non-smoking room will result in a fine.

Substitute accommodation may be used sometimes. We try to use those of similar standard. Hotel Frequent Traveller program points are not earned with hotels on CostSaver trips.

Note Please note that hotel room sizes, standards, facilities and services provided may vary from country to country and region to region and are often local in style and may not have air conditioning. Accommodations outside of the USA may not be in compliance with the Americans with Disabilities Act and may not have wheelchair accessibility.

disclaimer

Travel is personal and each individual's goals and experiences may differ. CostSaver will not be liable for, or responsible for, any description, photograph, representation or warranty made by or provided by any independent third party sales representative, Travel Agent, or other person or entity relating to any vacation offered by CostSaver.

departure date

The departure date is the date indicated on the booking confirmation.

security

Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the "Travel Advisories" put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation. You must accept these risks involved in travel to any country that may experience security difficulties and accept responsibility for your own travel decisions. You are urged to consult with government sources, including the United States Department of State, news sources as well as your Travel Agent prior to making your travel plans.

Note Where Oberammergau specific terms and conditions conflict with those for vacations excluding Oberammergau, the specific Oberammergau terms and conditions shall prevail.

free wifi internet service

Complimentary WiFi service is available in many CostSaver hotel guestrooms and/or the public areas of most hotels. In most countries complimentary WiFi is also provided on-board the motorcoaches except in remote locations. The WiFi on the motorcoaches uses the cellular phone network and as a result the connection will be slower than standard broadband and at times may not be available. Audio and Video streaming is not available using motorcoach WiFi.

Note Please note that it may not be available on train trips or when the main CostSaver motorcoach is not being used, such as on transfer motorcoaches and other local services. For further information on which countries WiFi is offered in as well as daily data allowances please refer to the CostSaver website.

travel director

Guided vacations are generally conducted in English by a professional Travel Director or Driver Guide. Mini-stays, Explorers or Independent是一款 not normally accompanied by Travel Director and are operated on a locally hosted basis using English-speaking Local Host services unless otherwise described.

In the unlikely event that there are fifteen guests or less travelling on a departure, CostSaver reserves the right to operate this departure on an individual basis with private transfers and independent arrangements. Please refer to the individual guided vacation itinerary.

meals

Meals are included as detailed on itineraries.

sightseeing

Experiences, entrance fees and an English-speaking Local Specialist (when required) are included as detailed in the itinerary pages.

transfers

Between airports, hotels, railway stations and piers are only included as indicated on each guided vacation itinerary. There will be no refund for missed or unused transfers. If you did not purchase your flights from CostSaver, you will need to provide your arrival and departure flight information to CostSaver no less than 21 days before flight departure. It is your responsibility to update CostSaver with any changes to your flight schedule to ensure that you receive your transfers. Failure to do so may result in missing these services and no refund shall be due for missed arrival transfers resulting from missing or outdated flight information. Transfers resulting from missing or outdated flight information.

porterage

Luggage handling of one suitcase per person, at each guided vacation, is included in the price.
3 • reservations and payments

- Your guided vacation will be confirmed after receipt of a deposit as detailed in the Summary Booking and Cancellation Terms table. We reserve the right to refuse a booking without giving any reason and shall in that event return any deposit received. If the deposit is not received within 3 days of booking, the reservation will automatically be cancelled. On certain departures, deposits may be required at time of booking to hold seats.
- Air-inclusive bookings may require an additional non-refundable deposit or payment in full at the time of booking, see Air Arrangements section below.
- Final payment for your land reservation will be due prior to departure no later than as detailed in the Summary Booking and Cancellation Terms table. Payment in full will be required at time of booking for reservations made later than the final payment due date (see Summary Booking and Cancellation table). Payment may be made by credit card, bank transfer, or other means of payment as stated in the Summary Booking and Cancellation Table.
- Costsaver reserves the right to cancel the reservation and impose cancellation charges if any payment is not received as detailed within the Summary Booking and Cancellation Table. Costsaver will not be responsible for lost land and/or air reservations.
- Credit Card Bookings: Costsaver should be advised of your credit card number when making your reservation directly with us. For security purposes, we are required to collect the guest’s credit card billing address, card expiration date and the customer verification code every time a payment is applied.
- Any special meal requirements, including allergies, must be provided at time of booking and are received on a REQUEST basis only. Costsaver cannot ensure that special meal requests will be fulfilled and does not assume responsibility or liability if requests are not fulfilled.
- Your Travel Agent shall hold all monies for each and every person named in the booking until the booking is confirmed at which time your Travel Agent shall provide the monies promptly to us. You consent to us depositing monies received by us as required by law. We will be entitled to keep interest earned on monies. You warrant that all monies paid to us whether through your Travel Agent, by deposit or otherwise, may be disturbed by us as and when we see fit.

notes

Please be advised that stricter luggage allowances may be in place for other methods of transportation such as flights. Please confirm with your local sales representative or online reservation agent.

Costsaver and Costsaver’s affiliated entities shall not be liable for loss or damage to luggage or any guest’s belongings. Guests should immediately report lost luggage to the Travel Director who will assist in completing a lost property form that can be used for an insurance claim. Costsaver cannot assist in locating lost items after the guest disembarks or completes the Costsaver vacation.

tips/gratuities

Tips/gratuities are included for services on guided vacation, except to your Motorcoach Driver and Travel Director (and outside of the Americas to your Local Host and Local specialists) whose tips/gratuities should be extended on a voluntary, individual basis at the end of your vacation. Included tips/gratuities cover all services provided by dining-room waiters, housekeeping staff and porters at hotels.

optional prepaid gratuities

If you have opted to prepay your gratuities to your Travel Director and Motorcoach Driver, this will be detailed within your vacation documentation. We offer this option on the majority of our vacation itineraries. Please check the vacation price panels for the applicable vacations where this option is available.

not included in guided holiday price

- Any items and matters not referred to above, including, airfares to and from your destination, air-related taxes and fees (except where specified); additional fees charged by airlines such as checked and/or excess baggage, seat selections and any other services; passport and visa fees; insurances of all kinds; tips/gratuities to Travel Directors, Local Hosts, Local Specialists) and Motorcoach Drivers; laundry; phone calls; beverages; meals not detailed in the itinerary; Optional Experiences; and all items of a personal nature. Additional taxes and surcharges may be collected by foreign governmental and non-governmental entities. The price does not cover costs and expenses, including your return home, if you leave the guided vacation early. As such, our decision based on behaviour that disrupts the trip, due to illness, action by any government, or other reason. This list is illustrative and not a complete list of every item not included.

travel documents

Provided full payment has been received on time and registration completed, travel documents will be sent in electronic format no later than 21 days prior to departure.

passports, visas and other entry/exit requirements

All guests including children must be in possession of a machine-readable passport valid for 6 months after their trip return date along with applicable visas. Due to government security/immigration measures, passport and emergency contact information is required for all guests prior to the release of travel documents.

It is the guest’s sole responsibility to secure and/or pay for any and all visas, affidavits, immunizations, etc. that are required in order to be permitted entry into each destination. In some countries you may be subject to entry (reciprocity) fees and/or departure taxes/exit fees which will be collected at the airports upon entry/departure by local government authorities.

name changes

An administration fee of $75 per person will be charged for name changes or name corrections together with any costs incurred, including airline charges and fees.

other booking changes

A fee of $35 per person, per change plus any costs incurred, including online charges and fees, will be charged for any revision or alteration made to a reservation after the booking is confirmed. Costs and charges may increase the closer to the departure date that changes are made. We will try to make your requested change but it may on occasion not be possible.

A change of guided vacation date or itinerary after final payment is due (see Summary Booking and Cancellation table) of departure date will be treated as a cancellation. Cancellation fees will apply except when the change is to an earlier departure date and the guided vacation price is equivalent or greater, in which case a $35 per person amendment fee will be charged, together with any costs incurred including airline charges and fees.

The charges detailed in the Summary Booking and Cancellation table will apply when notice of cancellation is given after the booking is confirmed.

If a person in a party cancels and there is a room change caused by this cancelation (such as a Double to Single, or Triple to Double), changes in the new room type will be the responsibility of the remaining party.

The right to cancel your reservation and your deposit will be forfeit. Costsaver will not be responsible for lost reservations.

Notice of cancellation must be made in writing directly to Costsaver or through your Travel Agent. Please also refer to Costsaver’s Travel Protection.

If a person in a party cancels and there is a room change caused by this cancelation (such as a Double to Single, or Triple to Double), changes in the new room type will be the responsibility of the remaining party.

The charges detailed in the Summary Booking and Cancellation table will apply when notice of cancellation is given after the booking is confirmed.

If notice of cancellation is received by Costsaver before final payment due date (see Summary Booking and Cancellation table), deposit will be retained along with the Travel Protection payment.

If full payment is not received by the due date (see Summary Booking and Cancellation table), Costsaver has the right to cancel your reservation and your deposit will be forfeit.
If a guest fails to join the guided vacation on the day of departure, cancelation fees will be 100% (unless the guest notifies us of the delay and joins the guided vacation later at their own expense).

Cancelation fees as per the Summary Booking and Cancellation table apply to additional accommodations and/or chargeable transfers prior to and after the guided vacation or itinerary extensions reserved through Costsaver.

All cancelation fees as per the Summary Booking and Cancellation table are additional to any cancelation fees or other charges that may be levied by your Travel Agent.

Please also refer to Air Cancelation Section where applicable.

Travel Protection Plan premiums are non-refundable.

Costsaver designates a number of scheduled trips as a ‘Definite Departure’. These are trips which within all reasonable control, Trafalgar/Costsaver guarantees to operate. However, the ever-changing landscape of global travel and extraordinary events (such as the Covid 19 Pandemic) has made many aspects of planning travel difficult to guarantee. Changes to government policy, rules and regulations, transportation availability and other issues may force Trafalgar/Costsaver to cancel or amend a trip to ensure the wellbeing of our travellers. We therefore reserve the sole right, at our discretion, to modify or cancel any trip (definite or not), accommodation, in-destination activity or arrangement at any time.

Costsaver is not responsible for other travel arrangements that you or your party have made outside Costsaver and which are affected by our cancellations.

If the reason for your cancellation is covered under your insurance, you may be able to reclaim these charges from your insurer. You or your Travel Agent are responsible to make the claim to your insurer.

6. general information and conditions

6 • general information and conditions

Illness or absence

Early return expenses are the guest’s responsibility. There is no refund for absence or early departure from a guided vacation, including but not limited to missed hotels, transfers, meals or sightseeing excursions or optional extensions. Costsaver urges you to purchase travel insurance to cover such circumstances.

Note Please also refer to Costsaver’s Gold Seal Additional Protection. Costsaver makes no representation or guarantees concerning reimbursement, scope of coverage, or other aspects of any travel insurance policy or claim.

5 • air arrangements

Reservations/ticketing

Air-inclusive bookings require an additional non-refundable deposit at time of booking. Upon receipt of air deposit, your airfares, taxes and surcharges are final. This will be regardless of future price fluctuations up or down. When booking a guided vacation including flights, you will be required at the time of booking to provide us the full name as detailed on the passport, date of birth, passport number, date and place of issue and expiration date for each guest. For published airfare bookings, a $75 per person processing fee will be charged. Some intra-trip flights may require a deposit or full payment which may be up to 100% and non-refundable.

Changes to flight itineraries and name changes and/or corrections may either not be allowed or may result in penalties charged by the airline. These are the guest’s responsibility along with the fees charged as described above.

Air changes or cancellation

After deposit has been received changes or cancelations incur a service fee of $75 per person, reduced to $35 if air ticket has not been issued prior to cancelation, plus any airline penalties. Airline imposed penalties may be up to 100% of the air ticket price. Published Fares, Priced Match Fares, Promo Fares and some other airfares booked are non-refundable.

Not showing up for your outbound flight as booked and ticketed will be considered a no-show, and all the connecting flights associated with this one, even a return flight will be cancelled and no refund will apply.

Airline seating

Seats are limited in our contracted class of service and may not be available on every flight. Costsaver does not hold block space on any airline and does not assure seat availability for every single guided vacation departure date. Not all airlines offer pre-assigned seats. Some may charge for pre-assigned seats. Seat assignments are not guaranteed and are subject to change without notice due to a schedule change, equipment change or other unforeseen circumstances. Seating is solely under the airline’s control. Any additional charge imposed by airlines will be at guests’ expense. Where pre-assigned seats are not offered or different seats are desired, guests must contact the airline(s) directly to arrange seating assignments as well as special meal requests. Costsaver does not assure that these requests will be granted.

Airline schedule changes

Itinerary changes due to flight delays and schedule changes is solely under the airline’s control. Costsaver reserves the right to offer alternative schedules for itineraries affected by airline schedule changes and equipment. Flight delays, flight cancellations and schedule changes are the responsibility of the airline. Costsaver is not responsible or liable for such delays or rescheduling and extra charges.

Airline frequent flyers

Frequent flyer miles can be accrued on most air carriers. Upgrades using mileage are not permitted. Many airlines do not automatically add frequent flyer numbers to records for flights booked and ticketed by Costsaver. It is the guest’s responsibility to request frequent flyer credit from the airline. Costsaver shall not be responsible for matters concerning frequent flyer miles.

Guided vacations participation

Minors

Young travellers under 18 years of age must be accompanied by an adult, who will be responsible for their welfare and supervision. Alcoholic beverages will not be served to guests under the legal age for alcohol consumption in the country being visited. Minors under age 18 travelling to certain foreign countries must be accompanied by both parents or have a notarized letter of consent signed by the parent(s) not travelling. Trafalgar is not responsible for any losses if you fail to have appropriate documentation. If the other parent is deceased or the child has only one legal parent, a notarized statement must be obtained to proof. Trafalgar seeks to provide a safe, enjoyable and memorable travel experience for all guests.

Special requests, health, reduced mobility, medical conditions/disabilities and assistance when travelling

If you suffer from reduced mobility or have any other disability or medical condition which may affect your holiday arrangements, you must provide us with full details before booking so that we can advise you if we can accommodate your request and provide you with precise information as to the suitability of the holiday taking into account your needs. Reduced mobility of course means different things to different individuals as we fully appreciate that individual capabilities, restrictions and requirements are likely to vary considerably. When we refer to

Guided vacation prices

Fares are capacity controlled and are subject to change at any time without notice. Preview pricing is not protected should you decide to cancel the guided vacation at any time. Please contact your dedicated regional call centers or check on our website to see the most up to date prices. The final price is only guaranteed when space is booked and deposit has been paid.

Are based on costs, charges, tariffs, rates, prices, taxes, levies, exchange rates and other considerations. All are subject to change. For up-to-date pricing contact your Travel Agent or visit costsavertour.com. No surcharges regarding cost or currency fluctuations will be made to the LAND only price once the deposit is received. No refund will be made on account of reduction of any of the above. If the total guided vacation price increases by more than 10%, guests will have the option to cancel the guided vacation within 7 days of notification of the surcharge without penalty. All prices are in US Dollars unless specified.

Other fees and taxes

Taxes and fees are subject to change without notice and will be confirmed at time of booking. Any additional fees charged by the airlines such as baggage handling, seat selections, and/or any other services are the sole responsibility of the guest(s). Additional air-related restrictions apply.

Guided vacation essentials by us, tailored by you.
Costaver strives to improve guided vacation itineraries, services or accommodations to guests including any results or any of its related entities liable for any actions taken under the same terms and conditions.

**holiday changes**

During local or national holidays, certain facilities such as museums, sightseeing trips and shopping may be limited or unavailable. In such instances itinerary changes are made by Costaver seeking to reduce inconvenience to guests. Such changes are deemed not to be a major change to the itinerary, and no compensation will be payable to guests. Holiday, closing days and other circumstances may necessitate a change to the day of the week for scheduled regional meals, sightseeing or other activities. If you feel your enjoyment might be diminished by any of these circumstances please check with the respective national tourist office before selecting a specific departure date.

**extended hotel stays**

If you arranged with us to remain at a destination before or after your guided vacation, your stay will be at your sole expense as is the transfer to either the hotel or airport. Please see the 'Extend your Vacation' section of our brochures for a list of pre- and post-guided vacation accommodation. Availability is limited, on a first-come, first-served basis. Please call your Travel Agent.

Breakfast and luggage handling is not included unless otherwise noted. Costaver does not provide complimentary transfers for guests booking pre- and post- night accommodations unless otherwise stated. However, inexpensive airport transfers can often be purchased from Costaver. If your extra night accommodation is not within the itinerary where your guided vacation begins or ends, you will be responsible for your transfer arrangements at your own expense.

**for your comfort**

Costaver operates a daily seat rotation system and enforces a strict no smoking (including e-cigarettes) and no alcohol policy on board motorcoaches. Regular comfort stops are made on traveling days. Many hotels, restaurants, trains, cruises and other venues are 100% smoke free.

**guided holiday cancellation**

Costaver reserves the right to cancel, re-schedule or make other adjustments to any guided vacation departure in any circumstances, including in accordance with operating requirements or circumstances beyond its control. If cancellation is made by Costaver any prior time to the departure date of the trip, the refund will be made to the guest within 60 days following the final cancellation date. If the balance on time, Costaver will offer a comparable vacation if available or a future travel credit. Costaver will refund any difference in price if the alternative is of a lower price however, the guest will be responsible for additional costs if the alternative is more expensive. (This does not apply for cancelling due to a vaccination or vacation brought about due to force majeure or other circumstance beyond its control that prevents or interferes with any aspect of the tour, also including governmental and administrative actions. Costaver is not responsible for other travel arrangements affected due to our cancellations and it is not liable for any cancellation penalties incurred on other travel arrangements including air tickets.

**travel insurance**

Costaver recommends that all guests purchase comprehensive Travel Insurance. Certain countries have a requirement for foreign visitors to have valid medical insurance on entry. Costaver cannot be held responsible for denied entry if a guest is unable to provide details to authorities of insurance or denial of entry for any reason.
knowing there are risks. You agree to accept any and all risks. You release and discharge Costsaver, its related companies and personnel from, and agree not to make a claim against any of them for, any and all claims, known or unknown, arising from contracting for, travelling to or from, or travelling during, and in any and every way participating in a trip, even where caused by negligence of any of these released and discharged persons and entities. This release and discharge of liability, assumption of risk and agreement not to make a claim is entered into on behalf of you and all members of your family and party, also including minors. This agreement also binds your heirs, legal representatives and assigns.

safety
Where the guest occupies a motorcoach seat fitted with a safety belt, neither Costsaver nor the Operator nor its agents or co-operating organisations or service providers will be liable for any injury, illness or death or for any loss or damages or claims whatever arising from any accident or incident, if the safety belt is not being worn at the time of such an accident or Incident. This exclusion and limitation of liability shall not be used to imply that the Operator or its agents or affiliated entities are liable in other circumstances.

international treaties
Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time guests are not on board planes, transportation or conveyances. We rely on international convention which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions which may apply include: Warsaw Convention 1929, (as amended by Hague Protocol or Montreal Protocol) in relation to air travel, or Montreal Convention; the Borne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for Hotels. We are to be regarded as having all the benefits of these conventions and limiting our liability in relation to any claim for death, injury, loss, damage and delay to guests and luggage.

Trafalgar Tours West Inc's Limited role
Trafalgar Tours West, Inc., a California corporation, serves only as sales representative, and is not responsible for any activity beyond its limited role in arranging reservations and ticketing. Trafalgar Tours West, Inc. shall not be responsible or liable for any act, omission or default, whether negligent or otherwise, of any other entity whether or not affiliated with the Operator.

choice of law and venue selection
This Agreement is deemed to be entered into in Orange County, California. The exclusive venue for any action concerning the interpretation, enforcement, or breach of any term, obligation, or duty as contained or related to these Booking Conditions or any grievance relating to the trip shall be solely in the Superior Court of California in or for Orange County or the United States District Court for the Central District of California. This Agreement shall be construed according to the internal laws of California without regard to conflicts of law principles. All guest claims must be submitted in writing and received by Costsaver no later than 60 days after completion of the Costsaver vacation. Guest claims not submitted and received within this time shall be deemed to be waived and barred. In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms of this Agreement, or concerning any grievance relating to the trip, the prevailing party shall be entitled to recover actual reasonable attorneys' fees, costs and expenses.

errors and omissions
In the case of computer or human billing errors, we reserve the right to re-invoice guests and their Travel Agents with correct billing.

Every effort is made to ensure accuracy of our brochures and website; however, Costsaver cannot be held responsible for printing or typographical errors, or errors or omission in unforeseen circumstances. Moreover, photographs and descriptions of locations or attractions are merely representative of conditions that existed at time of brochure printing and conditions may not be the same at the time of your journey.

The airline(s) featured or nominated in our brochures or website do not operate or control the aircraft, and as such, may use a variety of different airlines or carriers to perform the services featured. All airline flights are subject to the rules and regulations of each airline, as well as their own policies and procedures. Airlines are not agents of Costsaver or any of the companies in the Costsaver group of companies, or any of their agents or co-operating organisations or service providers.

By flying with any airline or participating in any travel activity, guests agree to release Costsaver, its related companies, and any other person, organisation or entity from any claim of any nature brought by you against us as a result of the provision of those services. International conventions which may apply include: Warsaw Convention 1929, (as amended by Hague Protocol or Montreal Protocol) in relation to air travel, or Montreal Convention; the Borne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for Hotels. We are to be regarded as having all the benefits of these conventions and limiting our liability in relation to any claim for death, injury, loss, damage and delay to guests and luggage.

Trafalgar Tours West Inc’s Limited role
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complaint procedure
If you have a problem during your vacation please inform Costsaver’s Travel Director/Local Representative immediately, who will try to make things right. Such assistance may include providing information on health services, local authorities and consular assistance as well as arranging communication and/or making alternative travel arrangements.

We may charge a fee for these services where you have caused the problem intentionally or by your own negligence. If the matter was not resolved locally, please write to Costsaver’s Guest Relations Department at the address below within sixty (60) days of the end of your Costsaver vacation, as it is important that you provide us the information quickly.

Note
Please quote your booking reference number and all relevant information. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, which may affect the way your complaint is dealt with and your rights under this contract. Accordingly, any claim not received in writing within this time is waived and barred.

guests who purchase from within California
Transactions entered into with Costsaver are covered by the California Travel Consumer Restitution Fund (TCRF) if the guest is located in California at the time of payment. Eligible guests may file a claim with TCRF if the guest is owed a refund of more than $50 for transportation or travel services which the selling company failed to provide in a proper amount or such money was not refunded when required. The maximum amount which may be paid by the TCRF to any one guest is the total amount paid on behalf of the guest to the seller of travel, not to exceed $15,000.

A claim must be submitted to the TCRF within 12 months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a $25 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or by faxing a request to: (213) 897-8846.

guests purchasing from outside of California
Transactions entered into with Costsaver are not covered by the California Travel Consumer Restitution Fund.

data protection
To process your guided vacation booking, Costsaver will need to use personal information for you and guests in your booking. Personal information may include each guest’s name, address, phone number, email address, passport number, and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organisations, and otherwise as required by law. We may need to provide personal information to contractors who provide services to us or for us (e.g. sending mail, providing marketing assistance, contacting you about your trip, processing payments, and checking your occupation and income). You may request access to your personal information by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or by faxing a request to: (213) 897-8846.

terms & conditions
8. other conditions

Each guest is required to comply with the terms, conditions, requirements, laws, rules and/or regulations of any service provider, or any country or governmental authority, and shall be liable for any such non-compliance.

booking arrangements

Your booking arrangements can be made through your Travel Agent or with Costsaver directly. When you make a booking, you must be at least 18 years of age at the time of booking. You are guaranteeing that you understand and have the authority to accept and do accept on behalf of yourself and all members of your party the terms of these booking conditions. We will deal only with the lead booking name in all subsequent correspondence and dealings. You are responsible for making all payments due, ensuring the accuracy of all personal details and other information supplied in respect of yourself and your party, notifying us of any changes or cancellations and for receiving correspondence and keeping your party informed.

additional optional experiences

With Costsaver, you will enjoy many famous highlights as included features on your guided vacation, at no extra cost. An exciting array of additional optional experiences and activities may be made available to further enhance your experience. These experiences and activities are optional, and are offered at special preferential prices. They can be booked only after you start your guided vacation, as many of them are carefully programmed to coincide with highlights available at the time of your visit. A detailed list and cost of these will be included in your travel documentation as well as available on the Costsaver website once they have been confirmed for your itinerary. You can book and pay for them through your Travel Director, by cash or credit card. Optional experiences and activities may vary due to seasonal conditions and often require minimum guest participation. Prices are subject to change without notice. Please also see the relevant section of “Guided Vacation Participation” regarding limitation (exclusion) of our liability for optional experiences and activities operated by independent third party suppliers.

The Trafalgar group of companies has Marketing/Sales/Administrative offices/agents in:

- Trafalgar Tours Ltd, Travel House, Rue du Manoir, St Peter Port, Guernsey, GY1 2JH
- Destination America Inc, 5551 Katella Avenue, Cypress, California, 90630

The Trafalgar group of companies shares the coverage available under the USTOA $1 Million Travellers Assistance Program with affiliates of The Travel Corporation who, as an Active Member of the USTOA is required to post $1 Million with USTOA to be used to reimburse, according to the terms and conditions of the USTOA Travellers Assistance Program, the advance payments of Trafalgar Tours Ltd customers in the unlikely event of The Travel Corporation bankruptcy, insolvency or cessation of business. Further, you should understand that the $1 Million posted by The Travel Corporation may be sufficient to provide only a partial recovery of the advance payments received by Trafalgar Tours Limited. Complete details of the USTOA Travellers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 275 Madison Avenue, Suite 1404, New York, New York 10016, or by email to information@ustoa.com or by visiting their website at www.ustoa.com.

United States Tour Operator Association

$1 Million Travelers Assistance Program

Proud Member of: USTOA, ASTA, IATA

Major Credit Cards Accepted

sales company

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- 5551 Katella Avenue, Cypress, California 90630

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