

## How to Make a Reservation

Call Village Tours to make your reservation and ask any questions you may have about the trip. Your reservation will be confirmed upon receipt of your deposit. *Due to stricter FAA security regulations, it is important that you pay close attention to this detail: When making your reservation on any tour that involves air travel, please give your name exactly as it appears on your photo ID or passport, whichever is required.*

**Wichita vicinity: (316) 721-4455**

(Outside Wichita, Toll-Free: 1-800-333-0312)

**Oklahoma City vicinity: (405) 478-8687**

(Outside Oklahoma City, Toll-Free: 1-800-283-3338)

After making your reservation by phone, send the required deposit to the office nearest to you:

**VILLAGE TOURS** (8620 W 21st St., Wichita, KS 67205-1756)

**VILLAGE TOURS** (7602 N. Bryant Ave, Oklahoma City, OK 73121)

Tour deposits are required in order to confirm a reservation. Deposit requirements are given in the tour pricing for each tour. Approximately 6-8 weeks before the departure date, you will receive your detailed itinerary of the tour, luggage tags and the addresses and telephone numbers of the hotels used on the tour. A billing for the final portion of the tour cost will also be included. This final payment will be due 35 to 95 days before the departure date.



*Fly tours only:* When you receive your invoice from us, please check to make sure that the name on your invoice matches the name on your photo ID or passport. *Notify us immediately if the name on your invoice is different from the name on your photo ID or passport!*

## General Information

**THE COST OF YOUR TOUR INCLUDES:** All transportation, hotel accommodations, all transfers, cruise fares, luggage handling, all sight-seeing, local guides, admissions, entrance fees and meals which are specified in the itineraries. When applicable, port charges may or may not be included. Contact our office for information regarding port charges.

**NOT INCLUDED:** Meals other than those specified in the itineraries, valet/laundry service, room service, personal tips to waitresses and maids, and other items of a personal nature. Cruise fares do not include the cost of shore excursion or tipping (*unless noted otherwise*) while on board the ship. Negotiated group airfares are subject to change until ticketed. Contracted group air space is based out of Wichita and/or Oklahoma City. Air deviations are subject to current airfares and may require an additional deposit to ticket and an additional cost to the tour price.

**LUGGAGE:** Handling of one piece of normal sized luggage per person is included in the price of the tour. If you bring an overnight case or flight bag, it must be handled by you at all times. If additional luggage is required, a charge of \$2 per day must be paid before the departure date. On fly tours, current airport safety regulations may require you to handle your own luggage between the motorcoach and the airport terminal. Although every effort is made to handle the luggage as carefully as possible, Village Tours & Travel cannot assume liability for loss, damage or breakage to luggage.

**TOUR ESCORT:** A professional tour escort will accompany you for the complete itinerary, and is in full charge of all details in order to take the worries out of your holiday. The tour escort's primary concerns are to make sure that you receive all services as outlined in the itinerary, you are satisfied and you enjoy your holiday. We reserve the right to not send an escort if the reservations do not meet our minimum requirement. However, you will be notified of this decision prior to full payment.

**TIPPING:** Included in the price of the tour are all necessary tips to luggage porters, bellhops, doormen, and dining room tips for all meals included in the itinerary. The traditional end-of-tour gratuities to the driver and escort are not included in the tour price. If you feel they performed well in enabling you to enjoy your tour, we suggest you enclose gratuities in envelopes and present them individually at the end of the tour. Generally, \$2 per day per traveler is appreciated. On all cruises, tipping is not included while aboard the ship (*unless noted otherwise*) and is a matter of individual preference.

**MOTORCOACH SEATING:** In order to give everyone an opportunity for the "best" seats on the coach, you will be asked to rotate seats on a predetermined basis by the tour escort. Please do not ask the escort to show partiality by deviating from the seating arrangements.

**SMOKING POLICY:** Smoking is NOT permitted while on the motorcoach. Rest stops are made so that smoking may take place while off the coach.

**MOTORCOACH RESTROOMS:** The restroom on board the motorcoach is there for the convenience of the passengers whenever they need it. However, to insure the traveling enjoyment of all passengers, we request the usage be limited if possible.

**FREQUENT FLYERS:** The airline representative will assist you with this matter when you check in at the airport.

**DOCUMENTATION:** When traveling outside of the United States, it is very important that you have in your possession a valid passport, or birth certificate as proof of U.S. citizenship. This required documentation will be noted in the follow-up information on the applicable tours. **You must present a photo ID at the airport if you are flying.**

**CANCELLATIONS:** We realize that illness and personal problems do occasionally arise and make it impossible to continue your plans. If you are able to find someone to take your place on the tour, a full refund (less any expenses incurred for the name change) will be issued. **One-Day Tours:** A full refund will be issued if the cancellation is received 22 days or more prior to departure. Cancellations received 21-11 days of departure will be assessed a 50% cancellation fee. Cancellations received within 10 days of departure will not receive a refund. **Multi-Day Tours:** You will receive a full refund on cancellations made prior to the date that the final payment is due, less any tickets that had to be pre-purchased. For cancellations received after the date final payment is due, there is a 10% cancellation fee plus any nonrefundable expenses incurred for hotels, transportation, or other suppliers utilized on the tour. Refunds will be issued no later than 30 days after the tour in question returns. **All cancellations must be sent in writing to the Village Tours office near you.** We highly recommend purchasing cancellation insurance to protect our passengers from losses.

No refunds are possible for unused portions of a tour unless arrangements are made prior to departure. If you must cancel en route, refunds will be whatever net funds Village Tours & Travel can recover from contractors.

**RESPONSIBILITY:** Between tour planning time and the actual tour operation, Village Tours & Travel constantly strives to improve each itinerary. If improvements can be made or unforeseen conditions beyond our control deem necessary changes, we reserve the right to vary itineraries and substitute facilities of equivalent or better value without notice. If substitutions are at a lower cost, a refund will be made at the end of the tour. Village Tours & Travel's liability is limited to a refund of monies received. Village Tours & Travel is not responsible for any act, omission or event during the time passengers are not on board the conveyances used on the tour.

**INSURANCE:** Village Tours offers insurance for protection through *Insure America* for losses due to cancellation and/or sickness and accident. Cancellation insurance will pay for the nonrefundable expenses for unused travel if you cannot begin the scheduled tour or the scheduled tour is interrupted because of illness or injury to you, or your traveling companion. The insurance provides medical benefits and trip interruption benefits. Medical benefits are paid in case of illness or injury to you while on the tour. Trip interruption benefits include supplemental cost of your transportation home in case of illness or injury to you, your traveling companion or either's immediate family. Cancellations that occur due to pre-existing conditions are covered if insurance is purchased at the time of deposit. However, passengers must be medically able to travel at the time deposit is made. The insurance payment may be made at the time of final payment, but pre-existing conditions will not be covered in the policy. Insurance premiums are completely nonrefundable.



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For specific questions regarding this insurance coverage, contact Insure America at 888-826-1300. Refer to product number 007144.