

GENERAL INFORMATION

VERY VERY IMPORTANT - PLEASE - PLEASE - READ CAREFULLY

HOW TO MAKE RESERVATIONS

Fill out the reservation form and send it along with your deposit.

MAIL TO: **Knoxville Tours**
P. O. Box 12580
Knoxville, TN 37912

REQUIRED DEPOSITS PER PERSON ALL TOURS:

| | FULL PAYMENT |
|------------------------------------|---------------|
| Tours priced less than \$100 | \$ 50 Deposit |
| Tours priced from \$100 to \$500 | \$100 Deposit |
| Tours priced from \$500 to \$2,000 | \$200 Deposit |
| Tours priced over \$2,000 | As Specified |
| ALL CRUISES | |

FINAL PAYMENT ON MOTORCOACH TOURS is due no later than 45 days prior to departure. Mark this date on your calendar. **YOU WILL NOT BE BILLED!**

FINAL PAYMENT ON FLY, CRUISE OR INTERNATIONAL TOURS is due no later than 65 days prior to departure. **YOU WILL NOT BE BILLED!** Because of strict deposit, final payment and cancellation structure of cruise lines, airlines and international companies, we highly recommend trip cancellation insurance. On all international tours trip cancellation insurance has been included. Each individual itinerary will say if it has been included—if not, contact the office for information regarding the purchase of cancellation insurance.

METHOD OF PAYMENT: Knoxville Tours accepts payment on all tours in the form of cash, personal check, or by credit card (Visa or Mastercard) transaction. Debit Cards not accepted.

CREDIT CARDS: For your convenience we accept MasterCard and VISA; however, most of the credit card companies send out checks that you can write against your credit card. Some even offer a lower rate if you use the checks in place of the card. We suggest you check and consider using the checks. Cost factors will not allow us to accept any credit transactions for less than \$100. Due to the volume of deposits, reservations must be made by mail or at our office. If you are paying for your tour by Credit Card in order to be eligible for Travel Insurance furnished by your Credit Card Company, then you must pay the entire cost, deposit and balance with your card. Suggest you contact your Credit Card Company for details.

CREDIT CARD REFUNDS: "Cash" refunds are not given on a credit card transaction. The refund must be credited back to your credit card account.

SMOKING: Smoking is not allowed on motorcoaches, mini-buses, vans or trains. Also, many hotels, restaurants and other venues are 100% smoke-free. Smoking in a non-smoking room or facility will result in a clean-up fee charged to the guest and in some instances a fine may be assessed of up to USD \$350 per room.

REFUND POLICY MOTORCOACH TOURS: A full refund will be made on all reservations 31 days or more prior to departure. Any reservations changed or cancelled within 30 days of departure will result in a termination or change fee of \$25.00 per person for each change made plus any non-recoverable expenditures. Cancellations should be made as soon as possible. **NO SHOWS RECEIVE NO REFUNDS.** If you are forced to leave a tour anytime after departure, refunds will be based on monies recoverable. Refunds cannot be made for unused motorcoach transportation and some hotel fees or advance ticket purchases which must be paid if cancellation occurs after departure date. Refunds are NOT given on tours for attractions, meals, etc. that individuals choose not to participate in. **Refunds are made once a month, usually at the end;** however, errors are always possible so if you have not received your refund after a month, please call us again. If you are rooming with someone then please advise if your roommate also desires to cancel. We can change the roommate to a single if he or she wishes to go on; however, he or she will be required to pay the single supplement. We realize roommates must cancel and that it does place a hardship on the other person if he or she decides to go single; however, Knoxville Tours cannot pay the difference between the single and twin rooms. This is a good reason to purchase trip cancellation insurance which we recommend.

FLY, RAIL, CRUISE OR INTERNATIONAL TOURS: Cancellation of these tours will result in a fee. Cancellation fees are determined by the individual air, rail, cruise or international company. You will be charged according to their policy. **Trip cancellation insurance is available and highly recommended** for these type tours as well as any air tours. If you are forced to leave a tour anytime after departure, refunds will be based on monies recoverable by Knoxville Tours. Refunds cannot be made for unused motorcoach transportation and some hotel fees or advance ticket purchases which must be paid if cancellation occurs after departure date.

SPECIAL REQUESTS: Requests such as nonsmoking or smoking rooms, king-size beds, side-by-side rooms, dietary requirements, handicap room, lower level room, or travel on the same motorcoach as friends, are usually not a problem. To help us meet these requests, please make them when booking or at least 45 days prior to departure. We always request all non-smoking rooms unless notified of Smoking Room request. Please be aware that more and more hotels are changing over to a Non-Smoking facility and will assess a charge for smoking in the rooms. We will try to notify you of any such facilities before departure; however, we cannot guarantee advance notice. The Tour Directors will share this information with you along the way.

WAITING LISTS: We do take waiting lists on all tours since we do have frequent cancellations. Due to the demand for certain tours which vary from year to year, some tours fill up faster than others. In fact, some tours sell out within weeks of the time our catalog is distributed so we recommend that you make your reservations early. If the tour you request is filled, go ahead and send in your deposit. You will then be confirmed on our waiting list and as soon as we have a cancellation, we automatically place you on the trip and notify you of same. **Deposit is required to place you on our waiting list.**

TOUR PRICES: All prices are based on rates (including foreign exchange rates) known at the time of printing. Prices including taxes and fees, are subject to increase without notice, if such rates change prior to departure. If the total price increases by more than 10%, you may cancel within 7 days after we notify you of the increase. We reserve the right to recover from you increases in airline or transportation imposed fuel surcharges and in taxes, charges or levies imposed by any government or its agencies, up to and including the first day of travel.

ROOM CLASSIFICATIONS

Single One Person / One Bed
Twin/Double..... Two Persons / Two Bed
Couples may request 1 King Bed-Cannot guarantee
Triple Three Persons / Two Beds
Quad Four Persons / Two Beds

FAMILY PLAN OR CHILDREN'S RATE: A special rate is given for children under the age of 15 when traveling and sharing a room with two adults. Half-fare does not apply to one day trips or tours with air, rail, or cruise included. **We do not recommend motorcoach tours for children under age 7.**

SINGLE ROOMS: A limited number of single rooms are available at the single price shown for each tour. **Anytime the coach is filled, singles will have a seat mate unless you wish to pay double for two seats.**

SHARE ROOM / TWIN: If you are traveling alone but prefer to share with another, we will try to work out congenial rooming arrangements. **If a single room must be assigned due to your roommate's cancelling, incompatibility or for any other reason (even at the last moment or while on tour) we must out of necessity charge you the Single Rate** or prorate thereof since the hotels make no allowances. In many instances the single and twin room rate is the same. Couples may request 1 King or Queen Bed; however, we cannot guarantee request will be honored by all hotels. We will make request known to all hotels.

TRIPLE OR QUAD ROOMS are available in most places for family or friends traveling together. However, we discourage triple and quad room accommodations because they are normally not spacious. The rooms are usually two double beds or 2 twin beds. (Twin beds are usually in old Inns or historic hotels and a cot or rollaway bed can be added for a fee.) Keep in mind, not all hotels have cots or rollaways. If you sign up triple, all we can guarantee is two double beds.

SIGHTSEEING: All sightseeing tours, guides and admissions are included as outlined in the itinerary.

MEALS: Meals are not included in the cost of the tour unless so stated in the itinerary as being included. The following codes describe what meals are included and can be expected: B or CB - *Breakfast, BR - Brunch, L - Lunch, D - Dinner. *Breakfast may be a full or a continental breakfast. Due to circumstances beyond our control it may be necessary to substitute meals on different days of the itinerary. Every effort will be made to provide the number and type of meals described. Any special meal requirements will be made on a REQUEST basis only. Knoxville Tours cannot guarantee special meal requests nor will it assume any responsibility or liability if passengers' special meal requests are not fulfilled.

TOUR DIRECTORS: Each tour is accompanied by an experienced, competent tour director who is there to assist you in every area. In certain cities and foreign countries, a local guide will join the tour to provide detailed information about a particular area.

SEATING: The location of your seat the first day on the tour is based on when your deposit is made. Seats are assigned as deposits are received and are rotated twice a day, each day, on multiple day tours. This method affords equal opportunity for each tour member to view scenery from different areas of the motorcoach.

during the course of the trip. In fairness to everyone, no exception is made to our seat rotation policy; however, seating may vary when friends or relatives traveling together request to be seated together.

LUGGAGE: Sturdy luggage should be used for group handling. Luggage is limited to one large bag per person (45 lbs. Maximum). **Please. . . Please no oversized/extra large bags—remember if you can't lift it, then think of our drivers and the hotel bell staff. Suitcases seem to be getting larger and larger and heavier and heavier. Hotel bell staff can refuse to handle excessively heavy bags. Please. . . Please pack lighter.** We have limited luggage space both inside and underneath the coach. This bag will be delivered to your hotel room upon arrival and picked up the morning of departure. While great care is taken to handle your luggage carefully, nevertheless, we cannot assume liability or accept claims for loss or damage. One small flexible "Carry-On" is allowed per person. This must be small enough to fit in the overhead rack above your seat. Each "carry-on" is solely under the daily care of the passenger, therefore, it is to your advantage to make it as **SMALL** as possible.

TOUR PRICE DOES NOT INCLUDE GRATUITIES TO TOUR DIRECTOR AND DRIVER: All expected tipping is included to luggage porters, bellmen, doormen, and dining room waiters for meals that are included. The traditional end-of-trip gratuity to your tour director and driver is not included. It should be extended on an individual basis and not as a group at the end of the tour. The amount per person is at your discretion. **Suggested \$2-4 per person per day for the driver and \$2-4 per person per day for the tour director.**

YOUR HEALTH and physical condition are important. Any physical and / or mental disability requiring special attention or treatment must be reported when application is made for reservations on any tour or cruise. We request any person who cannot travel independently and who would need special assistance be accompanied by a traveling companion who will be responsible for this person.

INSURANCE: All passengers are insured while on the motorcoach only. Knoxville Tours is not responsible for lost, stolen, or damaged articles or luggage. It is strongly recommended that all passengers take out comprehensive travel insurance including international air, cancellation and medical coverage. This may be arranged through Knoxville Tours (See Travel Insurance on next page).

CLOTHING: The wise traveler travels light. We suggest lightweight casual clothing (preferably wash & wear), good comfortable walking shoes (not new shoes), and always a sweater or lightweight jacket. You may wish to take a swimsuit on some tours. Any special or unusual clothing needs will be designated in the individual itineraries or mailed with your travel documents.

ITINERARY VARIATIONS: These tours are planned a year or more in advance. Between planning time and the actual tour operation, Knoxville Tours constantly strives to improve each itinerary and all features to your advantage, convenience and enjoyment. If improvements can be made or unforeseen conditions beyond our control deem necessary, we reserve the right to vary itineraries and substitute facilities equivalent or of better value. During local or national holidays and Sundays, certain features such as museums, sightseeing tours and shopping may be limited or unavailable. In such instances and whenever possible, itinerary adjustments and substitutions are made to minimize inconvenience.

PASSPORT, PROOF OF CITIZENSHIP: A passport or passport card is required for all travel outside the USA. Passport Card is valid for travel to Canada and Mexico not for International Travel. Certain International tours require a visa. Please be aware if you have been convicted of a criminal act you may not be allowed into Canada. When planning international travel, be sure your passport is valid for at least six months after the return date of the tour. Foreign visitors to the United States, entering Canada, must have a Canadian visa. **We require everyone to carry a Photo I.D. on all tours (drivers license with photo) as many government buildings and certain attractions require a Photo I.D. for entrance.** Also, on some tours we are required to submit a list of all passengers with dates of birth and either driver's license or passport numbers. When this information is needed someone from our office will contact you.

TRANSPORTATION: All transportation will be furnished by Knoxville Tours via deluxe Prevost motorcoaches owned and operated by Knoxville Tours, with the exception of extreme emergencies or during Peak Travel Season which occurs only during Fall Foliage Season or special holidays. During the Fall of the year and over some holiday periods, there are not enough Knoxville Tours coaches to go around and, on occasion, we may have to contract outside coaches during this time of the year. All coaches are equipped with restroom, air conditioning, adjustable and reclining seats and public address system, and feature tinted panoramic view windows.

HOTELS: Hotels and motels used are of the highest quality and chosen on the basis of location as well as hospitality of management and staff. In all National Parks the most deluxe accommodations available are always requested; however, in some areas they are somewhat rustic, but afford you the opportunity to view the majestic splendor of these undeveloped areas.

TRAVEL INSURANCE: We now have available to our travelers through the National Tour Association Travel Protection And 24-Hour Assistance which includes the option to Waive the Pre-Existing Condition Exclusion. This new insurance covers Trip Cancellation, Trip Interruption, Travel Delay—\$500, Accident and Sickness—\$10,000, Baggage Protection of \$1,500 Personal Effects and \$500 Baggage Delay. You will be sent a Travel Insurance pamphlet explaining the coverage along with an enrollment form with the receipt for your deposit. **Pre-Existing Conditions may be waived, if you purchase the Enhanced Plan within 14- days of making your initial deposit. Coverage must be for the full cost of the trip in order to waive the Pre-Existing Condition Exclusion.** You may also call the office and request a form prior to making your reservations.

PERSONAL INFORMATION: Authority to Use and Sell Pictures, Video Images and Audio Recordings: Personal information we collect from you may be used by us or our affiliates for marketing purposes; it will not, however, be sold to unaffiliated third parties. In addition, some governmental and quasi-governmental agencies require or request that we provide them with your personal information. You authorize us to use and/or provide to others your personal information as described above and acknowledge that we do not assume any liability to you for our doing so. We periodically photograph or otherwise film people participating in tours for retail, marketing, promotional, publicity and training purposes. Without any requirement that we compensate you or obtain any additional approvals from you, we are authorized to include photographic, video recordings and other visual portrayals of you, as well as voice recordings included with any videos, in photographs, videos, DVDs or other mediums that we sell at retail or utilize for marketing, promotional, publicity and/or training activities.

RESPONSIBILITY: Knoxville Tours operates under ICC Broker License No. MC-12669, ICC Certificate of Convenience and Necessity No. MC-134519 and USDOT No. 206130. Knoxville Tours act only as an agent for tour members in arranging transportation, accommodations, sightseeing, admissions and other services. Knoxville Tours and/or their tour leaders, in anticipating bookings for the

tours in this brochure, clearly stipulate that they are not liable for the faults or defaults of all companies and persons that may be used in carrying out the tour services; also, for accidents, baggage losses, strikes, political unrest, riots and acts of God and war. In the event it becomes necessary or advisable for the comfort or well being of passengers or for any reason whatever to alter the itinerary or arrangements, such alterations may be made without penalty to the operator. Additional expenses, if any, shall be borne by the passengers. The right is also reserved to withdraw any or all tours. Knoxville Tours reserves the right to terminate participation of any person whom Knoxville Tours management considers to be objectionable and who disrupts in any way the relaxed atmosphere of our tours. In the event of cancellation of a tour, all deposits will be refunded in full. The airlines or bus companies concerned are not to be held responsible for any acts, omissions, or events during the time passengers are not on board. The passage contract in use by the companies concerned when issued shall constitute the sole contract between the tour company and the purchaser of this tour and/or passengers. The tour price is based on tariffs and rates published and quoted at time of printing and subject to change. All airline transportation sold in conjunction with Knoxville Tours, of which Knoxville Tours is not responsible for injury, damages, loss, accident or delay due to any act or default of the airlines. Knoxville Tours cannot be responsible for any damage to luggage, nor can they make refunds for any portion of the tour missed or omitted. The tours are sold as a package deal and services are contracted for on a group participation basis. Every effort is made to ensure brochure accuracy at the time of printing. Knoxville Tours is not responsible for omissions, printing and/or typographical errors in brochures, on internet sites, correspondence or invoices or in any other media where such information may be presented. We reserve the right to make corrections as required.

Knoxville Tours is proud to be an active member of the National Tour Association. In 1951 the Association was formed to promote the group tour and travel industry. Today NTA is one of the largest industry organizations in North America. The NTA "Code of Ethics" promotes and maintains high standards of service and conduct so that the public may have continuing confidence in the integrity of each NTA Tour Operator Member.

TRAVEL

...the perfect freedom

Current Member Of:

