




## Why Book Our Packages?

### This Is What We Do

Our product is based on pre-packaged USA City Packages and Special Events programs. By packaging-up the many popular activities, in each of our destinations, we make it easy for you to go to your travel agent for one-stop shopping, saving lots of time over going on-line to procure each component on your own. We are hopeful that in this handy booklet, you will find a perfect long weekend escape, one week vacation trip, Sports or Festival package or Holiday Season getaway that you have always dreamed of attending. For group or independent travel.

### Providing Consumer Confidence

City Escape Holidays is a proud member of the highly-regarded  National Tour Association. Your travel agent will explain the importance of traveling with an NTA tour operator. In addition we carry a two million dollar Errors and Omissions policy.

### Close Coordination with Your Professional Travel Planner

As you may know, our brochures and products are only available through the 25,000 brick and mortar and home-based travel agencies around the USA and Canada. We have partnered with them to provide you with a wide variety of land-only travel packages from which to select your next well-deserved escape.

It has never been more important for you to visit a travel agent when planning your leisure travel. They can help you simplify, and make sense of, the many product choices in the marketplace. Your travel agent is your best source for hassle-free planning for any of our travel packages. They have traveled extensively and have most likely been to the destination you are planning to visit. They are professionally trained to give you the best possible attention to detail and thorough customer service. We will work with them to ensure that your weekend escape, special event trip or complete vacation will be one to remember.



### For Independent or Group Travel

Some folks prefer to travel on their own and others would rather travel with a group. Either way, we have you covered. We handle lots of individuals, but also groups of all sizes for clubs and organizations, to all of our destinations. We are happy to customize all group and independent travel programs.

### Excellent Selection of Hotels

Our packages are suited to mid-range to upscale budgets. Our hotel choices represent outstanding value. We have hand-picked the hotels you would most enjoy staying in...clean, comfortable and close to sights and attractions. All our hotels are ranked three or four stars.

### Exciting Activities

In each of our cities, we have a variety of features to keep you busy. Included are sightseeing tours, well-known restaurants, museums, attractions and points of interest. Last but not least are our entertainment packages with tickets to top shows in New York, Branson and Nashville.

We will pre-book all entertainment inclusions in these three cities and will get you the best seats in the house at time of booking. Generally, for the daily sightseeing excursions, you can select them after arrival at your destination; however, in some cases, we need to pre-book certain sightseeing tours and we will let your travel agent know this at time of booking!

### Combine Destinations

The land-only nature of our packages lets you combine two or three cities in our product line and with the help of your travel agent you can drive, fly, or take the train between destinations.

### We Can Customize Your Plan

Our packages allow a great deal of flexibility. If you don't see a plan that is just right for you, we will work with your travel agent to provide exactly what you want. Any package we offer can be modified. We want you to have it your way!

### Easy to Understand Documents

Whether the package you have selected includes an attraction admission, show, sightseeing tour or dinner, our vouchers are easy to read and easy to understand. A complete description of each activity or tour is included in your document packet.

In the case of group movements, our Group Department will prepare a customized itinerary, based on planning discussions with your travel agent. Each guest will have a copy of the itinerary during the trip!

## These Policies Apply To Our City Package Programs

**DEPOSIT:** Generally, a non-refundable \$200 per person deposit is due at time of booking, for City Packages, however the deposit may vary from city to city; we will advise your travel agent at time of booking.

**FULL PAYMENT:** Due 60 days before arrival date or immediately if booking is made inside 60 days of arrival.

**CANCELLATION:** If canceled up to and including the 30th day before arrival, \$200 per person fee applies (except New York, Nashville and Branson where cancelled show costs will be in addition to the \$200 per person fee); if canceled 29 to 11 days before arrival, \$250 per person fee applies (for New York, Nashville and Branson - canceled ticket costs plus \$250 per person); if canceled within 10 days of arrival or if customer is a "no-show," \$250 per person plus one Extra Night rate per person (for New York, Nashville and Branson - canceled tickets costs plus \$250 per person plus one Extra Night rate per person.)

**FORM OF PAYMENT:** Travel agency checks, Visa, Mastercard, Discover or American Express.

**RATES:** Brochure rates represent cash discount pricing; full rate applies to credit card sales. Rates are subject to change without notice. Prices include tax, ticket brokerage fees where applicable, planning costs, and gratuities on any included meals.

**NOT INCLUDED IN PRICE:** Airfare, portage at hotel, meals not shown in package inclusions, any items of a personal nature, parking at hotel, rollaway charges.

**LATE BOOKINGS:** A nominal fee will apply to process booking and express mail documents for reservations taken within 21 days of arrival.

**DOCUMENTS:** Will be sent to your travel agent 21 days before arrival (see below for Special Events). Document reissue will result in a fee of \$20 per person.

**FEATURES:** All package inclusions, including sightseeing and days of operation are subject to change. Changes will be advised at time of booking. Substitution features of equal value will be made if necessary. If shows become unavailable, other shows will be substituted.

**SHOW TICKETS:** Based on best available seats at time of booking. Nominal surcharges may apply for some shows due to ticket price differences and increases in ticket costs and fees. See important information on city package pages for shows in New York, Branson and Nashville. Shows and event tickets that customers cancel are not refundable.

**REFUNDS:** Requests must be in writing, and may take 30 days to research. Due to certain vendor restrictions, (hotels, sightseeing companies, ticket sources) we cannot guarantee refund will be granted.

**RESPONSIBILITY:** City Escape Holidays' responsibility and liability does not extend to personal injury, property damage or acts of negligence or omission related to any vendor providing services on the offered City Package or Special Events plans.

**UNUSED FEATURES:** Unused features, vouchers, admission tickets, show tickets or other package inclusions cannot be refunded.

## These Policies Apply to Our Special Events Programs

**FESTIVALS:** Cherry Blossom Parade, Country Music Fest, Mardi Gras

**HOLIDAY SEASON:** Branson Christmas, Thanksgiving NYC, Shoppers Weeks NYC, New Year's Eve NYC

Non-refundable deposit/Due: \$250 pp within 7 days of booking

Final payment due: 90 days before arrival

Penalty if canceled 60 to 89 days of arrival \$350 pp

Penalty if canceled within 60 days of arrival: Full package price

**ROSE PARADE/ROSE BOWL:**

Non-refundable deposit/Due: \$200 pp for Rose Parade;

\$300 pp for Parade/Game within 7 days of booking

Final payment due: October 15

Penalty if canceled between October 15 and November 30: \$300 pp

Penalty if canceled after November 30: Full package price

**SPORT EVENTS:** Indy 500, Kentucky Derby

Non-refundable deposit/Due: \$500 pp for Kentucky Derby

& US Open Tennis; \$300 pp for all other Sports Events

Final payment due: 100 days before arrival

Penalty if canceled 75-99 days before arrival: 50% of package price

Penalty if canceled within 75 days of arrival: Full package price

**About our Sports Event Tickets.** City Escape Holidays contracts with reliable sources 11 months before each event. Ticket allotments are based on anticipated usage and may become sold out; in this case, based on market conditions, for bookings made within 6 weeks of the event, a surcharge may apply to procure additional tickets. All tickets types included on each package can be upgraded, with surcharges quoted at time of booking

**Documents and Event Ticket Delivery.** Tickets and documents for Rose Parade/Rose Bowl are delivered to guest by a City Escape Holidays representative at the hotel. Tickets for all other event packages will be included in the document packet sent to your travel agent (via overnight mail) anywhere between 3 and 7 days before arrival or will be delivered to you at your hotel by a City Escape Holidays local representative.