

City Package Programs Policies

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 canceled 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, portorage 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.

HOTEL POLICIES:

ROOM CONFIGURATION AND ROLLAWAY CHARGES: All prices are based on the existing bedding in the room. Rollaway charges are not the responsibility of City Escape Holidays; customers should take care of these charges directly with the hotel front desk.

ROOM ALLOCATION: When City Escape Holiday's room allocations are sold out, often we have the opportunity to secure additional rooms, but they may be at a higher rate, based on the hotel's capacity pricing policy. If this is the case, we will advise your travel agent at time of booking. High demand rates may also apply to some dates.

HOTEL CHECK-IN/CHECK-OUT: Generally check-in is no earlier than 3:00 pm and check-out by 11:00 am. This is the policy of the hotels, not City Escapes.

CHANGES: For each change made after the original booking, a fee of \$15 (\$25 for Special Events) per person will apply. Cancellation policy is outlined above for each package type.

RETURNED CHECKS: Are subject to a \$35 service charge.

TRAVEL AGENT RESPONSIBILITY: Your travel agent is responsible for going over all documents with you and explaining their use and conditions. They will contact us for any questions you may have.

GROUPS: All group requests will be quoted based on desired inclusions and can be completely customized.

TRIP PROTECTION: We strongly recommend that you purchase travel insurance from your travel agent.

BOOKING PROCEDURES FOR TRAVEL AGENTS:

Our office will be closed on all national holidays, plus Friday of Thanksgiving weekend, December 31, and the afternoon of Good Friday.

Contact our Vacation and Special Events Reservations Center:

City Escape Holidays

Phone: 800-222-0022

460 Via De La Paz

Fax: 760-895-4314

Palm Desert, CA 92211

Office Hours: 8:00am to 5:00pm, Monday-Friday PST

Travel Agents Brochure RQ Fax: 760-895-4314

PACKAGES ARE AVAILABLE FOR GROUPS OR INDIVIDUALS

City Escape Holidays is registered as a Seller of Travel in California under registration number CA#2060639-40.

