



Vesterheim Norwegian-American Museum

Tour Terms and Conditions

Reservation & Payment

To make a reservation, return the Tour Registration Form, along with a \$500-per-person deposit. Note that space is limited and registrations will be accepted on a first-come, first-served basis. Final payment is due 90 days prior to the tour departure.

Late Bookings

Passengers registering within 30 days of tour departure will be charged a \$50-per-person fee and any additional airline or ground service charges. Tour payment in full is required before we can request and confirm space.

Cancellation Policy

All cancellations must be in writing. The following penalties will apply: up to 90 days prior to departure - \$50-per-person handling fee, plus any unrecoverable deposits; 45 to 90 days prior to departure - deposit plus any unrecoverable payments to hotels, tour operators, or airlines; 45 days prior to departure or after - no refund. There is no refund for partial or unused land arrangements. Note: Airline tickets will be issued well in advance prior to departure and may be non-refundable. (See Travel Insurance.)

Passports

All tour members must possess a valid U.S. passport while traveling outside the U.S. and provide a photocopy with the submitted Tour Registration Form. All passports must contain at least 3 blank visa pages and must be valid for 6 months after the completion of your tour. **Please note that your airline tickets and other tour documentation must bear your name as it appears on your passport.**

Luggage

Due to limited motor coach storage capacity, each tour member is permitted one large suitcase. Handling of this bag by hotel porters is included in the tour price. In addition, each person is allowed one small piece of carry-on size luggage and is the complete responsibility of the tour member and must be taken on the motor coach with you. Vesterheim does not assume any responsibility for loss or damage to baggage or passengers' belongings. **Please note that it is your responsibility to verify the baggage weight restrictions for the individual airlines that you will be traveling on because in some instances baggage is restricted.**

Air Transportation (if included)

Tour price is based on economy class. An upgrade is available upon request, and incurs an additional charge. Airfare is based on current rates, and could be subject to change. All contracts issued with the airlines are the sole contract between the airline and passenger. Any and/or all transportation companies used shall have no responsibility for liability to any passenger other than their liability as transportation companies.

Flight Changes (if included)

Tour prices are based on round trip group air travel for the travel dates and cities shown. The group airfare contract for this tour may not allow travelers to make any date or itinerary changes. If you are considering other dates or cities, please submit your request in writing well in advance to secure the best rates and schedule, but no

later than four months prior to departure of your tour. A minimum fee of \$100 per person will apply for changes to group flights. In the event the group airfare is too restrictive to accommodate your travel plans, you may wish to purchase the "land-only" portion of this tour.

Airline Tax and Fuel Surcharges

Due to the airline's billing process, if the amount of the fuel surcharge and taxes rises before the final billing, you will receive an additional bill for the amount of the difference.

Travel Documents

Final travel documents are sent approx. 14 days prior to departure. Please notify Vesterheim of any changes to your address so that these important documents arrive at the proper address. If any documents need to be express-mailed, there will be a \$25 charge to do so.

Accommodations

The tour operator reserves the right to make changes to hotels when deemed absolutely necessary. The additional cost for a single room is shown as a single supplement. All rooms are assigned by the facility used, and not at the discretion of the tour operator. European hotel rooms, by American standards, are smaller in size. Not all hotels are air conditioned or have elevators.

Meals

Breakfasts, lunches, and dinners included in the tour price are specified in the itinerary for each tour. (B) Breakfast, (L) Lunch, (D) Dinner

Smoking

Smoking is not permitted on motor coaches. Restaurant and hotel policies on smoking vary.

Itinerary Changes

The tour operator reserves the right to make changes necessary in order to give travelers the best experience possible.

Service Charges, Tips, and Taxes

All service charges and taxes for hotel accommodations are included in the price of the tour. Gratuities and tips for guides and bus drivers are also included. If you wish to give additional tips for exceptional service, it is left to the discretion of the tour participant.

Tour Price Does Not Include

- Airport or hotel transfers for those making their own arrangements for travel
- Passport fees
- Personal expenses
- Meals not specified
- Alcoholic beverages
- Expenses due to flight delays, weather, airline strikes, or other irregularities
- Travelers insurance and baggage insurance
- Overweight or extra baggage charges
- Individual service needs
- Travel and entrance fees for time "on own"

Special Requests

All special requests must be given in writing. We will make every effort possible to accommodate requests given, but cannot make guarantees. There may be an additional fee.

Physical Condition

These tours require a blend of adventure, some spirit, physical fitness, walking ability and mental alertness, and a capacity for accepting situations as they exist and not, necessarily, as we would find them in America. If you have health concerns, we suggest that you contact your physician to help determine the suitability of one of these tours for you. Disabled travelers requiring special attention or treatment on any tour must be reported when reservations are made. A companion who is able to provide the required assistance must accompany any person who is unable to travel independently or who needs any type of assistance.

Responsibility

Vesterheim Museum, their agents, employees, representatives, associated companies, and travel agencies through which the tour was booked are not responsible for any damages, accidents, losses, detention, annoyance, or consequential damages of any kind; delays and expenses due to same; quarantine, strikes, *force majeure*, failure of any means of conveyance to arrive or depart as scheduled; disturbances, government actions, restrictions or regulations; discontinuance or change in transit or hotel services; or negligence, wrongful action or omission on the part of Vesterheim Museum, their agents, employees, representatives, associated companies, and travel agencies. Without limiting the above, you are hereby given notice, and you hereby understand and agree that all tickets and coupons issued, and all arrangements for transport or conveyance or for hotel accommodations, and any other arrangements provided herein, are made only on the expressed condition that Vesterheim Museum shall not be liable for any injury, damage, loss, expense, accident delay, problem, or irregularity that may be occasioned either by reason of any defect in any company or person engaged in conveying the passengers herewith, or of any hotel proprietor or servant or any other person, firm, or entity, not under the direct supervision, control, or employment of Vesterheim Museum, their agents, employees, representatives, associated companies, and travel agencies. Whenever Vesterheim Museum deems it necessary for the comfort, convenience, or safety of the tour participants, Vesterheim Museum reserves the right to accept or reject any person as a tour participant, to expel any tour participant from the tour, and to make any changes in the itinerary. All prices quoted are subject to change IF: airlines or ground operators increase their prices; the U.S. dollar is devalued significantly against foreign currencies; the group falls below minimum numbers; or a fuel surcharge, government tax, or user's fee is imposed.

Travel Insurance

Travel insurance is NOT INCLUDED in the tour package. We STRONGLY RECOMMEND that you purchase travel insurance to protect your investment in this tour. Depending on the policy, travel insurance can cover cancellations, loss of baggage, delays, medical expenses, and more.

Consumer Disclosure Notice

Please read the Tour Terms and Conditions carefully, because your deposit and payment for a trip constitutes consent to all terms and conditions contained in this flyer.