

2012 Queen of the Americas Guild Mexico Pilgrimage February 23 – 28, 2012

Terms and Conditions

By signing below, I verify that I have read and agreed to the following Terms and Conditions (all passengers must sign):

DEPOSIT:

A non-refundable deposit of \$200 per person is required to secure your reservation. Travel Protection (insurance) premiums are not covered by the initial deposit.

FULL PAYMENT:

Full payment is due 30 days prior to travel. An invoice with amount due will be sent approximately 50 days prior to travel. Reservations made within 45 days of travel will require full payment to secure reservation. If there is a balance due by the Final Due Date listed on your invoice, all travel services will be subject to immediate and automatic cancellation.

PRICES:

Prices as listed in the trip brochure are per person and based upon double occupancy. Every effort will be made to match up single roommates as requested. In the event that we cannot find a roommate for you, you will be required to pay the single supplement fee of \$300. This fee is also required when specifically requesting a single room.

PASSENGER INFORMATION:

Passengers are responsible to ensure that the Queen of the Americas Guild has the correctly spelled name, address, e-mail and fax data for all passengers. Names printed on the reservation form must exactly match the first and last name written in their passport. The Queen of the Americas Guild will not be responsible for airfare fees incurred due to incorrectly provided information.

DOCUMENTS:

Provided that full payment is received by the final due date, travel documents will be sent approximately 20 days prior to departure. Documents will include nametags, luggage tags, trip itinerary, air travel information (if booked through Queen of the Americas Guild), hotel information, and Mexico airport pickup instructions. A valid mailing address must be provided for each passenger to ensure delivery of these documents.

AIRLINES:

Airfare is not included in the price of the trip listed in the brochure. As a courtesy, the Queen of the Americas Guild will be happy to assist you in booking your air. Please note that the Queen of the Americas Guild is not a travel agency, nor does the Guild represent any particular airline or travel booking service. We will simply search for the best airfare from your city, and book it upon your request and approval. Payment for all airline tickets must be made using traveler's own credit card.

For all air flights booked by the Queen of the Americas Guild, the Guild is not responsible for changes in schedule, trip delays or cancellations due to weather or any other circumstances. Should flight changes prevent or delay you from reaching Mexico City during the pilgrimage dates, the Queen of the Americas Guild will not issue refunds for any portion of your trip. The Guild is not responsible for lost, stolen, or damaged luggage, or any personal accident, injury or loss incurred while traveling. Any claims for lost or damaged luggage are the responsibility of the traveler. Fees incurred for any airline changes requested by the traveler, even those due to an airline change in schedule, will be the sole responsibility of the passenger.

HOTEL ACCOMMODATIONS:

Will be provided in accordance with the trip brochure or similar. We reserve the right to make substitutions with hotels of equal standard. There will be no refunds for any difference in the cost of those accommodations. All rooms are standard twin or king bedded rooms with private facilities, unless you have specifically requested and paid for an upgraded room category. Special requests such as bed types, smoking preference and connecting rooms are subject to availability. Room selection in all cases, unless otherwise reserved, is strictly at the discretion of the hotel's management on a run-of-house basis. Triple rooms consist of standard twin beds plus a sofa / folding bed or cot for third person. There is no discount in the per passenger rate for a triple room. The number of persons accommodated does not dictate the room size. All hotel rates are based on Queen of the Americas Guild agreements with suppliers and are not negotiable. Additional room nights may be booked for two nights before and/or two nights after the included nights at the negotiated room rate. Hotel check-in time is generally not before 4:00 p.m. and check-out time is prior to noon. Please be sure that adequate arrangements for accommodations have been taken into consideration when a late night or early morning flight is being used. Hotel profiles are based upon information provided to Queen of the Americas Guild by hotel partners and their representatives, including images and descriptions of individual properties. Star ratings may differ from country to country. The Queen of the Americas Guild does its best to maintain current information, however is not responsible for any inaccuracies, changes in description details or amenities, or images provided by third parties.

CHILDREN:

All children under the age of 18 must be accompanied by an adult. Discount tour rates may apply to children under the age of 12; please inquire for quote before booking.

MEALS ON TOUR:

As specified in the trip brochure. Meals are based on the hotel's or restaurant's buffet or set menu. Attempts at menu substitutions for specific dietary requirements will be made with advance notice, but are not guaranteed. No refunds will be made for meals not attended or consumed for any reason. Gratuities for waitstaff are included in price.

TRANSFERS:

Transfers from Mexico City airport to hotel and back are provided for all passengers by car, minibus, or motor coach, as determined by Tour Guide. You will be met at the airport by Tour Guide and transferred in groups based on arrival time. It is your responsibility to make sure your luggage is on the transfer vehicle with you at all times. In case of a flight delay, it is your responsibility to notify your Trip Coordinator of all changes in flight plans. A cell phone number will be provided for such notifications.

SIGHTSEEING:

Will be operated by air conditioned motor coach, it's size dictated by the number of participants, at the sole discretion of Tour Guide. Any times listed in itineraries are approximate and meant only as guidelines. Each day's itinerary and departure times will be reviewed with the group as the trip moves forward. Arriving late for a day's initial departure may be considered a "no-show", and passengers may be left behind (or choose to stay behind) at the hotel for the day. You will not be eligible for refund for the unused tour or services.

CLOSURES:

On dates including, but not limited to religious holidays, national celebrations, or construction projects, some monuments and sites may be closed. On these occasions, touring itineraries may be amended to reflect these closures.

LUGGAGE:

All passengers are allowed one piece of luggage per person and one carry-on bag. Gratuities for portage of these bags is included in price. Excess or overweight luggage may be subject to additional charges. Airline luggage fees vary greatly; check with your airline before booking to confirm their fees. The Queen of the Americas Guild or its hired Tour Guide shall not be held responsible for any damage to

or loss of luggage / personal items. All damage / loss must be reported at time of incident and documented in writing by local authorities for submission to the insurance company or airlines.

SUGGESTED TIPPING:

Tour Guide: \$6 or \$7 per person per day

Bus driver: \$3 per person per day

Tour Coordinator: None accepted.

CANCELLATIONS:

Once a partial or full payment has been made, cancellations will only be accepted in writing. Cancellation terms will be applied based on the date that the written cancellation is received and based on the following dates prior to departure:

Up to 90 days prior to departure: \$100 / per person

60 to 89 days prior to departure: 50% of cost

59 to 45 days prior to departure: 75% of cost

44 to 2 days prior to departure: 90% of cost

1 day or less prior to departure: 100% of cost

NON OPERATION OF ESCORTED TOUR:

Pilgrimage packages and pricing are based upon a minimum number of participants. Cancellation of any tour for lack of participation will be advised at least 30 days prior to the tour's departure, and all money will be refunded. Air will not and should not be booked until advised by Queen of the Americas Guild Tour Coordinator that minimum numbers have been reached. Queen of the Americas Guild will not be responsible for any costs relating to the issuance and/or cancellation of airline tickets or visa fees.

Voluntary cancellations due to political instability, acts of terrorism, government intervention or US State Department warning will be subject to the above Cancellation fees, provided the program is deemed by Queen of the Americas Guild able to continue. Should Queen of the Americas Guild elect to cancel a departure for any of these reasons, every effort will be made to obtain refunds from supplier, however no guarantees can be provided on their behalf.

TRAVELERS WITH DISABILITIES:

Pilgrimage participants requiring any form of assistance are required to notify Queen of the Americas Guild in writing at the time of reservation, and must be accompanied by an individual responsible for providing those services. Tour coordinator, guides, drivers, other tour passengers or hotel personnel are not able to provide such assistance. Queen of the Americas Guild reserves the right to remove any person from a tour who has not provided the required notification and has not received written confirmation from the Guild. All related expenses, including those to return home, will be borne by the passenger. Please keep in mind that streets and buildings in Mexico are not particularly handicapped-friendly; ramps are not always readily available. Bus parking is not always near our destination, a walk of several blocks may be required. Also keep in mind that the altitude of Mexico City is 7,349 ft., much higher than most U.S. cities, and air pollution can be an issue at certain times of year. Passengers with breathing difficulties may have difficulty adjusting. Please check with your physician prior to booking. After arrival, if for any reason, passenger feels incapable of continuing the tour, it is the sole responsibility of passenger to arrange and pay for early flight home.

PASSPORTS AND VISAS:

Passports are required for all U.S. citizens when traveling to Mexico, and must be valid for at least six months after the date of travel. Passengers are responsible for ensuring that they have the proper travel documents. Non-U.S. citizens should check with the Mexican consulate for current entry requirements.

TRAVEL PROTECTION AND INSURANCE:

Travel protection (insurance) is optional and is non-refundable. Trip insurance must be purchased within 30 days of booking pilgrimage, and must be paid for with traveler's own credit card. A quote will be provided if interested. Coverage descriptions and limits will be provided prior to purchasing, and must be agreed upon by passenger. The Queen of the Americas Guild is not responsible for filing claims against

purchased insurance, or for failure to pay against any such claims. Claims processing is the sole responsibility of the passenger.

RESPONSIBILITY:

- A. The Queen of the Americas Guild or its hired Tour Guide or drivers shall not be in any way liable for injury, damage, loss, accident, delay, or irregularity in any vehicle, or through the act of default of any company, or person engaged in conveying passengers, or of any hotel proprietor, personnel, servant or any other person otherwise in connection therewith.
- B. The Queen of the Americas Guild shall not be held responsible for potential risks and hazards associated with travel to Mexico, where injury, delay, or unanticipated events may occur. The Queen of the Americas Guild shall not assume responsibility for standards of quality, hygiene, political stability, cuisine, sanitation facilities, cleanliness, telecommunications facilities, methods of conducting business, emergency medical evacuation, treatment, or medical services found in Mexico. Travel to Mexico may entail risks including but not limited to the hazards of traveling in politically unstable areas, civil disturbances, war, and arbitrary changes mandated by government authorities or private concerns. It is the responsibility of the passenger(s) to check with the U.S. State Department, Consular information, http://www.travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html for any current advisories and updates to the destinations on their itinerary. Queen of the Americas Guild shall be held harmless from any and all liability in connection with the foregoing.
- C. The Queen of the Americas Guild cannot accept responsibility for loss or expense due to delay or changes in transportation schedule or other causes. Queen of the Americas Guild shall not be held responsible for potential loss of services due to inclement weather conditions.
- D. The Queen of the Americas Guild, and/or its hired Tour guides and drivers shall NOT be responsible for the property of any participants or other persons on their way to the pilgrimage, during the pilgrimage, and/or on their way home from the pilgrimage, which are lost, damaged or stolen.

 I have read and agreed to the above Terms and Conditions

Passenger 1 Signature

Date

Passenger 2 Signature

Date

Passenger 3 Signature

Date

Passenger 4 Signature

Date

Please use additional copies for additional passengers in your party. Parents must agree to the above Terms & Conditions and sign for children under the age of 18.