

POLICIES

Reservations can be made by calling our office during regular business hours or through our website www.lowees.com. The following information is necessary to process your reservation: name(s) of person(s) traveling, address, telephone number, number of people traveling and desired boarding location.

DEPOSITS & FINAL PAYMENTS

We accept cash, check, money order and credit card (Visa, Mastercard, Discover or American Express) for payment. There is a service charge for all returned checks.

ONE-DAY TOURS: requires a \$25.00 per person deposit within 7 days of making the reservation, and the balance of the trip must be paid in full 45 days prior to the departure date. One-day tours involving a special ticket (Broadway Shows, Concerts, Sporting Events, etc.) are to be paid in full at the time of booking.

MULTI-DAY TOURS: requires a \$100.00 per person deposit within 7 days of making the reservation, and the balance of the trip needs to be paid in full at least four (6) weeks prior to the departure date (with the exception of air travel and cruise trips). Air Tours and Cruises: Typically, a \$500 per person deposit within 7 days of making the reservation. Some Air Tours and Cruises vary in their requirements. Multi-day tours involving a special ticket (Broadway Shows, Concerts, Sporting Events, etc.) may have special requirements and non-refundable deposits, please see trip details if there special requirements.

CANCELLATIONS/REFUNDS

Refunds will be given for one day tours if cancellations are made at least 6 weeks prior to the departure. If there are special circumstances they will be listed on each tour. In the event that you must cancel a tour that includes a non-refundable ticket, a refund will only be issued if the ticket can be re-sold before the departure date.

Refunds will be given for multi-day trips if cancellations are made prior to final payment date, typically 45-60 days out. Dates will vary based of each multiday trip. Multi-day tours involving a special ticket (Broadway Shows, Concerts, Sporting Events, etc.) may have special requirements and non-refundable deposits, please see trip details if there special requirements. The trip policy will be noted on each tour at registration.

We reserves the right to cancel a tour if less than 18 reservations have been received. Some exceptions may apply. Lowee's will be enforcing this cancellation policy, due to the strict policies set forth by the attractions, restaurants and hotels.

TRAVEL INSURANCE/TRAVEL PROTECTION

To help you handle unforeseen travel headaches, we offers travel insurance through TravelSafe. We also offer our own travel protection plan. We highly recommend trip cancellation protection; however, it is not required. Travel insurance/travel protection must be purchased at the time of reservation. Travel insurance and travel protection rates vary based on trip. Travel insurance and travel protection are non-refundable, unless tour is canceled by Lowee's Group Tours.

MOTORCOACH SEATING

MULTI-DAY TOURS 4 + DAYS: In order for all passengers to enjoy the motorcoach equally, assigned seating and seat rotation will be practiced on our multi-day tours. Your driver or escort will explain the procedure to you on the first day of the tour. To be fair. When space on the motorcoach allows, the driver or escort may establish an area at the rear of the coach where travelers can sit and not participate in seat rotation. When this option is chosen, the traveler(s) will not have an assigned seat in the rotation. Please note: Travelers who have signed up at the double occupancy level will be assigned seats together on the motorcoach. Travelers who have signed up as singles or the third person in a triple room may be expected to share a seat on the motorcoach with another traveler. In this case, you are asked to switch from aisle to window with each rotation. If the option is made available, all members of a double or quad occupancy party are expected to either participate or not participate in assigned seat rotation. Your driver or escort will inform the group of

the daily coach disembarkation sequence. All tour passengers are expected to cooperate with and participate in the sequence.

ONE-DAY AND MULTI-DAY TOURS 2-3 DAYS: Seats are assigned based on the time of reservation. Each passenger is expected to utilize his/her assigned seat for the duration of the trip.

BAGGAGE

Each tour guest is permitted to bring one piece of luggage for storage in the luggage bay of the coach. Additional bags will be accepted on day of departure only based on space availability and will not be included in hotel baggage handling (the tour guest is responsible for getting the extra luggage to/from their room). In consideration of our Drivers, every effort should be made to keep luggage weight to a maximum of 40 pounds. Under no circumstances should luggage exceed 50 pounds. If luggage exceeds 50 pounds, the guest will be responsible for handling their heavy luggage throughout the trip. A small bag or purse, if carried onto the bus by the tour guest and stored in the overhead compartment on the coach, is permissible. Please do not leave valuables, important documents, or medications onboard, as Lowee's Group Tours, LLC is not responsible for items left behind. Although every effort is made to handle our guests' luggage carefully, we cannot be responsible, assume liability or accept claims for loss or damage to luggage and personal effects. It is important for you to have adequate insurance to cover these eventualities.

Trips with airfare do not apply. For information on luggage restrictions please check with the airline.

BAGGAGE RESPONSIBILITY

Although every effort is made to handle passenger luggage as carefully as possible, we cannot be responsible, assume liability or accept claims for loss or damage to luggage due to breakage, theft, or fair wear and tear through hotel and group carrier handling.

SMOKING & ALCOHOL

Smoking is prohibited while aboard the motorcoach on all Tours. Frequent rest stops are made for those wishing to smoke. Drinking of alcohol is prohibited while aboard the motorcoach. Passengers who do not abide by this rule, or who appear to be intoxicated while on the motorcoach, will be asked to leave the tour. Any passenger asked to leave the tour is responsible to make his/her own return travel arrangements and are personally responsible for all costs incurred. The cost of the tour will not be refunded.

SCHEDULE CHANGES ON TOURS

Itinerary changes may occur that are beyond the control of Lowee's Group Tours. Reasons may include, but are not limited to: failure on the part of outside agencies to deliver accommodations, admission tickets, and/or unusual circumstances. Itineraries may be changed to benefit the quality of the tour at the discretion of Lowee's Group Tours. Passengers will only be notified if there is an extreme change in the itinerary.

GRATUITIES

The cost of your tour package includes all gratuities for baggage handling at hotel, meals included in the tour, and all related taxes, unless otherwise specified. Gratuities to individuals noted below are not included in the price of your tour. If you wish, such appreciation may be extended on an individual basis. Customary recognized guidelines are as follows:

- Motorcoach Driver – \$3-\$5 per passenger, per day
- Tour Director – \$3-\$5 per passenger, per day
- Step-on (local) Guide – \$1.00 per passenger for a half-day sightseeing tour, \$2 for a full-day sightseeing tour
- Maid Service at Hotel – \$2.00 per room, per overnight

Typically the escort will pass an envelope for the driver. Escort gratuities should be handed to the escort directly.

PROOF OF CITIZENSHIP: A current passport with at least six months validity from departure date will be required.

Travelers will be responsible to secure their own passport. Lowee's Group Tours is not responsible for anyone who does not have the proper documents or forgets their documents.

CONVENIENT DEPARTURE POINTS

Please be at your pick-up point 15 minutes prior to departure. Not all pick-ups are available on all trips. Pick up locations are listed on each tour for you to choose at reservation time. Please note: Parking in any lot with public access is done so at your own risk. Neither Lowee's Group Tours nor the property owner can assume any responsibility for theft, damage, vandalism, etc. that might occur to vehicles parked in any lot.

RESPONSIBILITY

Lowee's Group Tours, LLC acts only as the agent for the passenger, accepts no responsibility in whole or in part for any delays, cancellations, inconveniences, loss, damage or injury to person or property, resulting from mechanical defect or failure, of any nature, howsoever caused, or for any substitution of hotels or other event or attraction, as deemed necessary, for any reason such as acts of God, war, terrorism, strike, weather, traffic, or beyond the control of Lowee's Group Tours, LLC. Lowee's reserves the right to make changes to itineraries with or without notice. Although every effort is made to handle guests' luggage carefully, Lowee's cannot be responsible, nor assume liability or accept claims for loss or damage due to breakage, theft, or wear and tear through hotel, airline, or group carrier handling. Lowee's is not responsible for any personal items left behind. Lowee's Group Tours reserves the right to decline acceptance of any person on their tours. Lowee's Group Tours will make every reasonable effort to accommodate all persons with special needs. Notice upon booking would be appreciated; however, a minimum 48 hour notice is required.

PERSONAL RESPONSIBILITIES

- No passenger may remain on the motorcoach during comfort or other stops.
- Do not leave any valuable items on the coach.
- Watch the stairs and overhead entrances when ascending or alighting from the motorcoach.
- Always check for traffic when exiting and walking away from the motorcoach and when re-entering the coach.
- Passengers must remain seated at all times while the motorcoach is in motion. Failure to do so may result in serious injury if the driver has to change speed, brake or slow suddenly. Passengers who choose to stand, walk, change seats, use the on-board restroom, etc. while on the motorcoach do so at their own risk.