

DEPARTURE POINTS: There is no charge for parking at all departure points, however, Klein's and the listed departure areas do not accept responsibility for theft, damage or loss of your parked car or its contents.

DOUGLASSVILLE - Klein's School Bus Lot, Route 422 West, behind tire station in our fenced in lot.

WYOMISSING - Vanity Fair Outlet Center, Lot C, Behind Willoughby's corner of Park and Van Reed Roads (*Overnight parking is at your own risk*)

KING OF PRUSSIA - Park & Ride on King of Prussia Road, King of Prussia, PA

Check your itinerary for departures available and departure times on your tour.

Schedules will be arranged according to direction and customer reservations. Schedules are subject to change.

RESERVATIONS: Advance reservations are required, providing your cell phone number, address, and email address if available. A \$30 charge will be issued for any checks that are returned to us by the bank. **Please bring photo ID on all tours.**

MULTI-DAY: Every Klein Tour requires walking and it is imperative that every passenger must be able to maintain our schedule. A deposit of \$50 per person is due within 10 days of reservation and the balance is due six weeks prior to departure unless specified otherwise on itinerary. All special room requests must be made more than 30 days before departure date and cannot be guaranteed. Examples include two beds, location near an elevator, first floor lodging, etc.

ONE DAY: Most day tours require a lot of walking. Full payment is due within 10 days after reservation.

SEATING: Seats are reserved at time of reservation with credit card payment and will be held 10 days pending receipt of cash or check. We reserve the right to change the assigned seats.

CANCELLATIONS: Cancellations must be received during business hours, Monday through Friday, from 8:00am to 5:00pm. Travel Cancellation & Medical Insurance is recommended for overnight tours which must be purchased no later than 10 days prior to trip date. Cancellation Insurance is available for one day tours, however medical coverage is not provided. Klein Tours reserves the right to cancel any tour.

ONE DAY CANCELLATION: Cancellations made 30 days or less before departure date is subject to a Klein Credit less any non-refundable expenses (such as tickets or meals) which cannot be refunded, credited, or transferred. Cancellations made less than 48 business hours before departure will receive no refund, credit, or transfer. Cancellation Insurance is available, however medical coverage is not provided for one day tours.

MULTI-DAY MOTOR COACH, CRUISE & AIR TOURS CANCELLATIONS: Motor Coach tour refunds will be issued for customer cancellations made more than 30 days before scheduled trip departure date minus any non-refundable monies paid on your behalf (such as hotel, tickets, meals, etc). Refunds, credits, or transfers cannot be issued for nonrefundable expenses.

Additionally, cancellations made 30 days or less of scheduled trip departure date will be subject to a 10% service fee per person. Nascar, Air and Cruise cancellation policies are indicated on each itinerary. No refunds, credits, or transfers will be issued for cancellations received less than 48 business hours before the departure date. We recommend travel cancellation and medical insurance to protect your investment.

EMERGENCY/WEATHER CANCELLATIONS: Klein's will notify you if transportation is cancelled due to any circumstances beyond Klein's control. You will receive a full refund for the transportation cost of your trip. Ticket purchases, meals, and hotel accommodations may not be refundable depending on the policy of the vendor. Travel insurance is recommended for overnight tours to protect your investment which must be purchased no later than 10 days prior to trip date. If the trip runs and you choose to cancel less than 48 business hours before departure, there will be no refunds, credits, or transfers for transportation costs or non-refundable expenses.

INSURANCE: Travel Cancellation and Medical Insurance is available and recommended for overnight tours with non-refundable tickets, attractions, meals, and hotel rooms. Travel Cancellation Insurance is available for one day trips, however medical coverage is not provided. Purchase must be made covering the full amount of the tour cost within ten days of the date you reserved the tour to waive preexisting illness exclusion. Call 800-826-1300 and use code 42586, or click the link on our web site to purchase insurance.

PRICES INCLUDE: Sightseeing and admissions to attractions listed on the itinerary. No refund for sightseeing, admissions or meals if you do not attend. Accommodations and baggage handling are included on multi-day tours. **Meals:** Any included meals will be specified on the itinerary. Alcoholic beverages are not included unless specified. **Tickets and Scheduled Entertainers are subject to change; this is beyond the control of Klein Tours.**

TOUR COACHES: Our vehicles are clean, modern coaches equipped with air-conditioning, lavatory, reclining seats, air-ride suspension, stereo, DVD, and public address system, all designed for the utmost in comfort. Wi-Fi, outlets and a wheelchair lift are available upon request, but not guaranteed.

DEPARTURE TIME: Please refer to the tour itinerary for your departure time. We ask that passengers report at least 15 minutes prior to departure time. We apologize for the fact that we will be unable to wait for late-comers.

DESTINATION DEPARTURES: Departures from tour destinations will be from site and time stated by tour director or driver. There will be no exceptions. We ask that passengers report at least 15 minutes prior to departure time.

TOUR DIRECTORS: Klein Tour Directors keep traveling companions informed of times and meeting places. Other duties include picking up tickets at attractions, handing out room keys, making payments, and reconfirming reservations. They are not licensed guides or personal assistants, and are not trained to provide medical assistance. Tour Directors are off duty after arriving at destinations and distributing keys/tickets, during free time and meals.

GRATUITIES: Included are all necessary tips to bellmen, baggage handlers and dining room personnel for meals included in the motor coach tour itinerary. Gratuities are not included on a Riverboat Cruise or Cruise Ships. Gratuities to Klein drivers and tour directors should be offered individually on a personal voluntary basis. Customary industry guidelines are two to five dollars per person, per day.

BAGGAGE: Passengers are permitted one suitcase per person (maximum weight of 40 pounds) plus one carry-on bag small enough to fit in compartment located above seats. We recommend the purchase of baggage insurance and cannot assume any liability for lost or damaged luggage.

SMOKING & ALCOHOL: We thank you for not smoking on the coach or in the coach lavatory. Comfort stops will be made at frequent intervals. No alcohol is permitted on the motor coach. In the interest of customer safety and comfort, intoxicated passengers will not be tolerated.

PROOF OF CITIZENSHIP: U.S. Citizens entering Canada require a passport or passport card. If you are refused entry into Canada or back into the U.S., expenses for hotels and transportation will be your responsibility and there will be no refund for any unused portion of the tour.

RESPONSIBILITY: We act only as an agent in all matters related to the tour, and are not to be liable for damage, injury, loss or accident to person or baggage or other personal property. We reserve the right to make itinerary changes, substitute accommodations, meals and attractions of equal value. Entertainers and ticketed shows are subject to change. We reserve the right to cancel, or decline to book, any person by making a full refund. For the safety and enjoyment of everyone we recommend that children be 4 years of age and not require a car seat. All passengers will be charged for transportation. Any passengers under the age of 18 must be accompanied by an adult.