MILNE TRAVEL AGENCY, INC. POLICIES & PROCEDURES

Milne Travel Agency, Inc., d/b/a Milne Travel American Express (MTA), d/b/a Milne Educational Tours provides you with the following agreement concerning the payments, policies and procedures of your reservation.

CANCELLATIONS and LATE PAYMENTS

Deposit is non-refundable.

$25 per person fee for any changes after reservation deposit has been received.

91 - 120 days before trip - $150 per person cancellation fee for tour portion only. Air cancellation fees are subject to airline rules and regulations and will be at additional cost per person. However, MTA will do its best to recoup as much as possible.

90 days before trip – Full amount non-refundable
However, MTA will do its best to recoup tourist attraction fees for your group, not guaranteed.

Late payments may result in reduction of room block and/or loss of reservations and deposits.

Lodging:

- Lodging block is reserved on an estimate based on number of people in your group. Group numbers and the reservation block can be adjusted up to 2 months prior to trip date without penalties.
- We will attempt to accommodate all lodging requests, based on availability. However, requests are not guaranteed.

Charges will be incurred for unit damage, excessive cleaning, and/or unreturned keys. NOTE: Pets are not allowed. Smoking is only allowed in designated rooms.

LAND TOUR RESPONSIBILITY/ AGREEMENT

The responsibility of Milne Educational Tours (MET) dba Milne Travel is strictly limited. As a tour operator, MET organizes, promotes, and sells tour programs and vacations consisting of certain travel services, including, but not limited to, surface transportation, sightseeing excursion, cruise/hotel accommodations, and meals and entertainment that MET purchases or reserves from various suppliers. The suppliers providing travel service for MET’s tour programs and vacations are independent contractors and are not agents or employees of MET. To the extent that MET is involved in the sale of air and/or cruise transportation to you, MET acts as agent of the air carrier and/or the cruise line. For all other purposes, MET does not act as agent for any party whatsoever. MET is not responsible for the willful or negligent acts and/or omissions of such suppliers or of any air carrier and/or cruise line or their respective employees, agent’s servants, or representatives, including, without limitation, their failure to deliver or their partial or inadequate delivery of services. All Coupons, receipts, invoices and tickets are issued subject to the terms and conditions specified by the suppliers, air carriers, and/or cruise lines. By utilizing the travel services of the suppliers, you agree that neither MET nor any representative shall be liable for any accident, injury, property damage, or personal loss to you or to those traveling with you in connection with any accommodations, transportation, or other travel services, or resulting directly or indirectly from any occurrences or conditions beyond MET’s control, including but not limited to, acts of terrorism war, defects in vehicles, breakdown in equipment, strikes, theft, or delay or cancellation of or changes in itinerary or schedules. All pricing is subject to change. MET reserves the right to correct promotional or pricing errors at any time, or increase the program price in the event of cost increases due to changes in airfare, cruise fares, currency fluctuations, park fee increases, taxes or fuel surcharges. MET reserves the right to decline to accept or retain any person as a member of any tour or vacation at its discretion. MET and/or its tour director retain the right to terminate the participating (without refund) of any group member at their discretion, if such person’s health, actions or general deportment impede the operation of the tour and/or causes any hardship to the tour director and/or other tour members. In such case, there will be no refund to the tour member for the unused portion of the tour, and all
additional expenses incurred, such as airline ticket change penalties, transfers to the airport etc., will be the sole responsibility of the tour member whose membership was terminated. MET reserves the right to cancel or alter at its discretion and without notice, any tour or vacation including, but not limited to, change of dates, routing, change of hotels, meals, shows and/or sightseeing services of any itinerary and/or tour and/or vacation outlined in this flyer and/or brochure. If for any reason, MET changes a hotel(s) to a lower category, you may either accept the alteration or elect to cancel, in which case you will be entitled to a full refund. MET reserves the right to cancel any tour or vacation up to three weeks before departure if the number of passengers has not reached the minimum required to operate. By sending in your non-refundable deposit you are adhering to this responsibility/agreement set forth.

Airline Transportation:
- Payment and Policies of the supplied airline are disclosed upon invoicing. Please refer to your invoice for your airline booking specifics.
- $25 per person cancellation fee applies for air only groups upon cancellation of group air regardless of airline cancellation policies.
- Flight taxes and surcharges are subject to change until tickets are issued.
- There is the option to issue your group’s tickets early in order to lock in flight taxes and fuel surcharges. Full payment (in addition to any land payments that are due) is required before tickets can be issued.
- Once tickets are issued they are non-refundable and all above dates are void. There can be no refunds for individual or group cancellations after tickets are issued.
- The airline reserves the right to change flight schedules and aircraft at any time. MTA will not be liable for any airline delays including cancellations due to weather, equipment, crew changes or delays, or any other cause.
- Name changes and corrections are subject to airline guidelines. If allowed, there is a minimum fee of $150.00 per charge.
- Baggage fees apply for all checked bags on domestic flights and on some international flights. Please inquire for the most up to date information. All airlines reserve the right to change their baggage policy without notice.
- MTA books seats on group contracts and therefore cannot guarantee specific seat requests. Each airline allots group seats according to different rules. Our suggestion is to make seat requests upon check-in at the ticket counter.

Chartered Transportation:
- Prices are based on itinerary information provided by the trip leader at the time the price is requested. Should the actual itinerary vary significantly, the price is subject to change accordingly, at the discretion of the charter company. Typically, any time in excess of ½ hour is added to an itinerary on the day of, or during, a trip will be charged at the rate of $100/hour (in increments of one hour).
- Return times are critical and must be adhered to in order to avoid conflict with Federal Regulations.
- Damage and/or excessive cleaning is the responsibility of the group and will be billed accordingly. Alcoholic beverages onboard the bus is strictly prohibited.
- The charter company listed on your confirmation reserves the right to lease equipment from other companies in order to fulfill their commitments.
- Directions to the “pick up” location are the responsibility of the group. You must provide MTA with accurate and sufficient addresses and directions. The group may request desired routing but the charter company retains sole authority for selecting routing via roads and highways suitable for the efficient operation of their vehicles and safety of the passengers.
- Lost items left onboard the vehicle are not the responsibility of the charter company or MTA.

Disclosure Statement: A group is considered 20 people or more. If a group reservation falls below 20 people, MTA reserves the right to increase the contracted rate by a minimum of 20% or to the established “retail” price. The resort reserves the right to change lodging reservations due to certain circumstances, such as maintenance challenges, etc. We will make every effort to find similar lodging accommodations and will discuss options with you.

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800-336-4563 www.milnetravel.com
MTA does recommend that US Citizens traveling to Canada, Mexico or the Caribbean, do so with a valid US Passport. For information concerning possible dangers at international destinations, contact the Travel Advisory Section of the US State Department at 202-647-5225 or access their on-line travel advisory service at www.state.gov/travel information/travel warnings.

For medical information call the US Center for Disease control (CDC) at 404-3332-4559 or log on to www.edc.gov/travel.

**PRIVACY POLICY**

Your Privacy Matters. The Milne Travel ALTOUR Privacy Policy is Effective May 25, 2018. Milne Travel is a global travel services company that serves corporate and individual client travel needs. In order to deliver your services, it is necessary for us to collect and process your personal information. We care about your privacy. Our Privacy Policy explains the policies and practices we follow to protect your personal information that we hold. This Privacy Policy applies to information we collect about you either through your use of this Website http://www.milnetravel.com or through other means. The server(s) that make(s) this Site available may be located outside the country from which you accessed this site, but we will collect, process and use personal information only in accordance with this policy and as required by local law in the places in which we operate.

To see our full privacy policy, please visit http://www.milnetravel.com/travel-tools/privacy-policy If you have questions not answered in this policy, our Privacy Officer may be contacted directly at altour.gdpr@altour.co.uk .

Our European Union Privacy Policy can be found in the “European Union Privacy Notice” section of our privacy policy found at http://www.milnetravel.com/travel-tools/privacy-policy.

**TRAVEL INSURANCE**

MTA strongly recommends that you protect your travel investment by purchasing recommended travel insurance. Recommended travel insurance may also protect you against additional costs due to unforeseen changes or cancellations after final payment has been made. Your travel counselor is pleased to review various options with you when securing your reservation. You are under no obligation to purchase travel insurance, although we do strongly recommend it. Cancellations MUST be for covered reasons and according to the terms and conditions of the group program you purchase.

**FORCE MAJEURE**

MTA shall not be responsible for delays in the trip schedule, missed transfers or any failure to arrive at destinations due to circumstances beyond its control, including, but not limited to acts of God, war mobilization, civil commotion, weather conditions, riots, embargoes, domestic or foreign regulation of orders, fires, floods, strikes, lockouts or other labor difficulties or shortages or unavailability of transportation. Trip cancellation/interruption insurance is highly recommended for this protection.

**CONDITIONS CLAUSE**

MTA acts only as an agent for the owners or contractors providing services including lodging transportation or other services and is not liable for injury, loss or damage to or in respect of any person or property on this tour package. The issuance and acceptance of all lift tickets and coupons are subject to the terms and conditions specified by suppliers.

While MTA makes every effort to guarantee these prices, they cannot absorb such price increases beyond their control including fuel surcharges, tax increases, international exchanges, bankruptcy by airlines or suppliers or any other act outside the actual control of MTA. Trip participant(s) must absorb these increases. In the event of irregularities due to inclement weather, MTA is not responsible for providing hotel rooms, meal vouchers or any other expenses incurred. It is the policy of MTA to write letters to vendors on behalf of the...
group (organization) to attempt to recoup additional out-of-pocket expenses incurred by the group or its members arising from any such circumstances. This letter would be sent in conjunction with one sent from the group describing the incident in detail.

COVID-19 CLAUSE
Please note that due to Covid-19 every effort will be made to ensure your safety, the safety of your group and our Milne Travel team. We agree to be held mutually harmless in regards to possible virus infection. Social distancing and required safety measures are recommended at all times. Milne Travel will not be held liable for any refunds or exchanges in the event required safety measures for attractions and activity participation is not followed by the group participants.

Thank you for choosing Milne Educational Tours as your group travel provider. We look forward to providing your group with an exciting and fulfilling experience. Your payment of the deposit due shall be deemed as your consent to be bound by the terms and conditions of this agreement.
Please call your Milne Travel counselor with any questions or concerns with this agreement.

OLLI AT UVM GROUP TRAVELER TO CROATIA MAY 2023