

GUEST NAME _____ GUEST # _____

IT IS MANDATORY THAT EVERY GUEST SEND US BACK THIS TOP OFFICE FORM SIGNED. FAILURE TO DO SO WILL RESULT IN BEING TAKEN OFF THE TOUR/DANCE/EVENT.

CANCELLATIONS AND REFUNDS: In order to control costs and accommodate individuals who may be on the 'waiting list' for a tour, the following Cancellation / Refund Policy will be strictly adhered to at all times:

ALL cancellations must be **in writing**, in accordance with the refund conditions, and certified mail / faxed / emailed to Exceptional Adventures. (*Cancellations on confirmation pages or answering machines are NOT acceptable.*) A follow-up phone call by the person / Agency submitting the cancellation is required to confirm the receipt of the written notice of cancellation.

REFUNDS

1 or 2 day tours: (dances and events)

- No-shows or cancellations less than 14 days before the departure /event are non-refundable.
- Cancellations 15 to 21 days before the departure result in the loss of the deposit.
(*Excluding New Years, which is 30 days).

3 days or more tours:

- No-shows or cancellation less than 45 days before departure are non-refundable.

Flight tours:

- No-shows or cancellation less than 75 days before departure are non-refundable.

IDENTIFICATION: All guests on all tours are required to bring a **VALID state-issued I.D. that must be given to the Tour Coordinator during check-in. Failure to do so will result in the guest being sent home, without a refund. On tours leaving the country, all staff and guests MUST have valid passport.** (Refunds will not be issued if the traveler is refused boarding due to lack of proper identification.)

If full payment is not received before the trip, your payment and your space on the trip may be forfeited unless special arrangements have been made in advance. You will be notified if your seat was forfeited, **SIMPLY NOT SENDING IN PAYMENT DOES NOT TELL US THAT YOU ARE CANCELLING OR NOT GOING.** If you were not notified and you are a no-show you will still be billed for the trip. Cancellations must be in writing. Thank you!

RELEASE AND HOLD HARMLESS AGREEMENT

I understand and agree that Exceptional Adventures and its Directors, Officers, Employees and Representatives Shall not be liable for and shall be held harmless from any claims, actions, and / or liabilities due to circumstances beyond their control during the course of sponsoring trips and / or travel services.

I have read the refund policy outlined above and the release and hold harmless agreement, and understand and agree to its provisions

Signature of Guest _____ Date _____

Witness _____ Date _____

EXCEPTIONAL ADVENTURES OFFICE FORM

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GUEST COPY OF HOLD HARMLESS AGREEMENT