



**INSIGHT  
VACATIONS**  
*The Art of Touring in Style*

## **2012 AAA Vacations BOOKING CONDITIONS & OTHER IMPORTANT INFORMATION**

### **WHAT'S INCLUDED IN THE TOUR PRICE**

**Inter-city Travel:** By private motorcoach, trains and ferries (see itineraries).

**Touring:** Insight's premium touring coaches feature air-conditioning, reclining seats, on-board washroom and are configured with 40 or 41 seats for just 40 guests. However, the following exceptions apply;

- Due to EC regulations on driver's hours, replacement coaches may be required to be used once per touring week on certain selective itineraries. When this occurs the replacement coach may have in excess of 40 seats.
- Transfer coaches, sightseeing vehicles, or, in the event of a mechanical breakdown, relief coaches, may feature 49 or 53 seats.
- Select tours utilize only sightseeing and transfer vehicles and therefore these itineraries may feature 49 or 53 seat coaches, without washrooms.

If, due to circumstances beyond our control, coaches are used on tours otherwise than advertised, a refund of \$10 per person will be made.

**Air Transportation:** Internal air flights are included in the land price only when indicated in the 'Included Features' panel on specific itineraries.

**Hotel Accommodation:** Prices per person are based on two persons sharing a twin-bedded room with private bath or shower.

- When booking triple rooms please note that this is based on a twin room where the third bed may be a 'roll-away' bed, which will limit space in the room. Availability of triple rooms is limited and in some hotels may consist of a double bed with a 'roll-away' bed or two double beds.
- Please note that single rooms in Europe will generally be smaller than twin-bedded rooms.
- Please note European hotel standards & services provided might vary from those in other parts of the world and are often in the local style.
- Members of Hotel Frequent Traveler programs are not entitled to earn points with any of the hotels featured on an Insight Vacations tour.
- Any special room request will be made on a REQUEST basis only. Insight cannot guarantee special room request although every effort will be made to request from respective hotels.

**Tour Director:** Escorted tours are conducted in English only - by a professional multi-lingual Tour Director.

- Any special meal requirements will be made on a REQUEST basis only. Insight cannot guarantee special meal requests nor will it assume any responsibility or liability if clients' special meal requests are not fulfilled.

**Sightseeing:** Excursions and entrance fees to places of interest as detailed on each itinerary with an English-speaking guide where necessary. Headphones will be provided as advertised on the itinerary pages. No refund will be made if they cannot be provided for operational reasons.

**Premium Highlights:** Featured sightseeing is integral to our tours; therefore no refund will be given (or value attached) if not used or operated for any reason.

**Continental Europe Airport Transfers:** AAA Vacations Passengers will only be entitled to transfers to and from European Gateway Airports providing the following conditions have been met:

1. Coach transfers only operate at the scheduled times and days specified for each tour. Passengers arriving or departing outside these times may purchase a transfer through Insight or make their own way to/from the tour hotel. Flight details are required at the time of purchasing the transfers.
2. Your clients' flights should be timed to allow them time to clear customs in good time for the scheduled transfers.
3. As these are group transfers, in the unlikely event of a missed transfer through flight delays outside Insight's control, passengers will need to make their own alternative transfer arrangements at their own expense.
4. Passengers who have booked pre or post tour accommodation with Insight will NOT be entitled to be transferred to or from the Airport and transfers will be at the client's expense. These can also be purchased through Insight.

**Baggage Allowance & Portage:** Baggage handling for one suitcase is included in the tour price at arrival and departure from each tour hotel. Due to limited coach capacity this single bag should have a weight not exceeding 30kg (66lbs) and dimensions not exceeding 77.5cm (30.5in) x 56cm (22in) x 32cm (12.5in). Charges will be levied in the event these limits are exceeded and our promise to transport your clients and their luggage as indicated may be invalidated. Airlines may restrict checked luggage allowance by weight – e.g. a max of 50lbs/23kgs per person. Carry-on/hand luggage is restricted to one piece per person, not exceeding 12x11x6 in or 30x28x14cm in order to fit under your coach seat or in the small overhead compartment. Carry-on/hand luggage handling is the responsibility of each tour member and must be taken on and off the motorcoach by the tour members each day of the tour. Please note that carry-ons with telescopic handles and wheels will not fit in the overhead compartments and therefore cannot be accepted as carry-on luggage for safety reasons.

**Tips & Taxes:** All tips are included for services on tour provided by dining room waiters, and chambermaids. Where portage is specified as being included, tips are included for the porters.

#### **WHAT'S NOT INCLUDED IN THE TOUR PRICE**

Transatlantic airfares (on 'Land Only' tours), passport & visa fees, insurance, laundry, phone calls, beverages, meals not detailed in the itinerary, tips to Tour Directors, motorcoach drivers and local city guides, items of a personal nature, excess baggage, optional excursions.

#### **PAYMENTS**

**A non-refundable/non transferable deposit:** Your land reservation will be confirmed on receipt of a non refundable deposit of \$100 per person, per tour which is required within 7 days of booking, (except on some departures where space is limited and your deposit may be required sooner. You will be advised at time of booking.) The reservation will automatically be cancelled if the deposit is not received within the specified period..

Final payment is due 45 days prior to departure.

1. Payment in full is required at time of booking for reservations made less than 45 days before departure\*.

2. Insight reserves the right to cancel the reservation and apply cancellation charges should payments not be received within the above-specified periods.
3. Payment in full may be required for all airfares at the time of booking your flights in conjunction with Insight's tour arrangements, to get you to the starting point of the tour and from the ending point of the tour. Upon receipt of full air payment airfare, taxes and fuel surcharges are final. This will be regardless of any future price fluctuations.
4. If full payment is not received 45 days prior to departure the Airline(s) have the right to cancel the air reservation. Regrettably, if payment is not received by Insight Vacations we will not be responsible for lost reservations.
5. All such monies received by Insight will be deposited as required by law. We will be entitled to keep for each account any interest earned on such monies. It is a condition of our confirmation of your booking & acceptance of your deposit in respect of your tour, that all monies paid by you to us, whether by way of deposit or otherwise in respect of your tour, may be disbursed by us as & when we see fit or in respect of the services to be provided or fees payable under the tour program, & the payment of a deposit or otherwise for your tour shall be deemed to be a direction to disburse such monies as aforesaid.
6. Travel documents & instructions for joining your tour will be sent approximately 21 days prior to departure provide full payment has been received\*. Travel documents are required the next day or earlier than 21 days prior to departure.

### **CANCELLATIONS, REFUNDS & BOOKING CHANGES**

1. Notice of cancellation must be made in writing either directly to Insight or to your booking agent.
2. If cancellation is received by Insight Vacations more than 45 days prior to departure\*, the non-refundable, non-transferable deposit will be retained.
3. If after your booking has been confirmed, you wish to change to an alternative departure date or your client wishes to change to a different Insight vacation, you may do so subject to availability and providing the new vacation is also in the AAA Vacations brochure or any other Insight Vacations brochures. A fee of \$30 per person will be charged for any revision or alteration made to a reservation after the booking is confirmed. A change of tour date or tour itinerary within 45 days of tour departure will be treated as a cancellation and normal cancellation fees will apply.
4. The following scale of charges will apply when cancellation is notified

<i>No. of days prior to tour commencement</i>	<i>Cancellation fee as % of tour fare (Land Only)</i>
<b>45 days or more</b>	<b>\$100 per person, per tour</b>
<b>44 - 22 days</b>	<b>25% of tour fare</b>
<b>21 - 08 days</b>	<b>30% of tour fare</b>
<b>07 - 01 days</b>	<b>50% of tour fare</b>
 Day of departure*	 100%* of tour fare

The following scale of charges applies when cancellation is notified for additional accommodation.

<i>No. of days prior to date of stay</i>	<i>Cancellation fee as % of hotel price</i>
<b>45 days or more</b>	<b>\$30 per person.</b>
<b>44-22 days</b>	<b>25%</b>
<b>21-15 days</b>	<b>30%</b>
<b>14 days or less</b>	<b>100%</b>

\*Please Note: The departure date constitutes the date indicated on Insight's confirmation. If your clients do not join the tour on the day of departure then cancellation fees will be 100%.

**Airline Arrangements:** These cancellation charges apply for airline arrangements made by Insight Vacations:

- Prior to Airline Ticketing service fee of \$50.00 per person
- After Airline Ticketing service fee of \$75.00 per person plus any airline imposed penalties, which may be up to 100% of the air ticket value.

**Airline Availability:** Seats are limited and not available on every flight. Insight does not hold block space on any airline and does not guarantee air availability for every single tour departure date. You should be advised that due to demand during peak travel times, there might not be availability in popular European gateway cities. Passengers originating from different gateway cities and sharing a room or traveling with other passengers, may not be confirmed on the same airline or routing.

Seat assignment and special meal requests can be requested at time of booking. Insight Vacations cannot guarantee confirmation of preferences. Frequent Flyer miles can be accrued on most air carriers but upgrades using mileage is not permitted. Note that not all airlines automatically provide pre-reserved seats, add frequent flyer numbers to records or apply frequent flyer bonus upgrades to flights booked and ticketed by Insight unless informed.

**Illness or Absenteeism:** In case you have to withdraw from a tour after it has begun for reasons such as illness, be sure to obtain a medical certificate in support of any insurance claim. Insight regrets that they are not able to make refunds for absences from a tour, including but not limited to missed meals or sightseeing. If a promotional airfare is broken or extended for any reason, an additional fare may be payable.

#### **GENERAL INFORMATION & CONDITIONS**

**Tour Prices:** Tour prices are based on costs, charges, tariffs, rates, taxes, levies and exchange rates and are subject to increase before full payment to account for variations in these factors. Your consent to this potential increase may be required at the time of your deposit. If, before full payment, the total tour price increases by more than 10%, passengers will have the right to cancel within 7 days of notification of the new price, without penalty. (Tour prices are not subject to increase due to currency fluctuations once the deposit for your land tour is received. This guarantee does not apply to pre-registered bookings or departures where prices are still subject to confirmation. In exchange for these guarantees no refund will be made if costs are reduced.)

**Airline Fuel Surcharges and Air-Related Taxes, Fees, and Restrictions:** All quoted land and air prices include airline fuel surcharges and Air-Related Taxes and Fees, applicable as of 11 Aug 2011. However, if the customer is notified of the potential for a price increase prior to the time that the full amount agreed upon has been paid and customer's written consent prior to accepting any payment has been obtained, we reserve the right to recover the increases in those surcharges from your client. Additional air-related taxes, fees, and airline baggage charges collected at check-in may apply. Any additional fees charged by the airlines, such as baggage handling, seat selections, and/or any other services are the sole responsibility of the passenger(s). Restrictions apply.

The new Secure Flight Program enacted by the U.S. Department of Homeland Security, the Transportation Security Administration (TSA) requires Insight to collect your clients' full first, middle and last name as it appears on their passport or government issued ID as well as date of birth, gender and redress number (if available). If this information is not provided, your clients may be subject to additional screening or denied transport or authorization to enter a sterile area. This information is required before we can accept the deposit and if not received will prevent your clients' documents from being processed. Any increases to the airfare due to lack of these details will be the sole responsibility of the passenger/AAA Travel Agent.

**Pre-registered Bookings** – As the published price for subsequent years may vary depending on a number of factors including, but not limited to, international exchange rates, possible changes to the itinerary or different product content, the final price may need to be adjusted.

**Tour Membership:**

1. Children under 5 years of age are ineligible. Children under 8 years of age are ineligible on pre/post tour options including European river cruises.
2. Insight Vacations strives to provide a safe, enjoyable and memorable travel experience for all passengers. Insight Vacations welcomes passengers with special needs or disabilities. However, please note the following:
  - Passengers are required to advise Insight Vacations, in advance, of any physical, medical or other special needs that require accommodation.
  - All guests must ensure they are medically and physically fit for travel. Insight Vacations may impose safety requirements necessary for the safe operation of the tour. Insight Vacations may also exclude an individual from participating in a tour or an activity if that individual's participation poses a direct threat to health or safety.
  - Insight Vacations does not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses) or services of a personal nature (such as pushing a wheelchair or assistance in eating, toileting or dressing). A companion capable of providing such assistance must accompany any passenger who requires services of a personal nature.
  - Insight Vacations does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the passenger's expense. Insight Vacations is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on tour, or for the quality of the care or services received.

Passengers should be aware some tours include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and locations which may not be easily accessible or accessible by wheelchair. During the tour, Insight Vacations may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities over which Insight Vacations has no control. Accommodations on international tours may differ from those in the United States. Insight Vacations cannot guarantee disability access or accommodations for passengers travelling on international tours. Insight Vacations may, in its sole discretion, decline the booking of any passenger or remove any passenger who cannot comply or refuses to comply with Insight's terms and conditions. Insight Vacations is not responsible for any costs incurred in the event a passenger is removed from a tour. Passengers agree not to hold Insight Vacations or any of its related entities liable for any actions taken under these terms and conditions.

**Itinerary Variations:** Insight constantly strives to improve tour itineraries & features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. At certain peak periods multiple duplicate departures may operate, sometimes in reverse, in which case hotels will probably vary from those listed in this brochure. Trade fairs (e.g. IBC congress in Amsterdam) and other events (e.g. Venice film festival on Lido) occasionally cause changes from scheduled hotels. In these and in other cases substitute hotels may be used and will be of a similar standard and location whenever possible.

**Holidays & Changes:** During local or national holidays abroad, certain facilities such as museums, sightseeing tours and shopping may be limited. In such instances, and whenever possible, slight itinerary adjustments are made by Insight Vacations to minimize inconvenience to our passengers. If, however you feel your enjoyment might be diminished by such minor limitations please check with the respective national tourist office before selecting a specific

departure. Similarly, holidays, closing days and other circumstances may necessitate a change of the day of the week for scheduled highlight dinners, sightseeing or other activities.

- Pre or post tour accommodation is subject to availability. If not available, an alternative may be offered, however, additional transfers to or from the tour hotel are not included.
- On locally hosted tours, sightseeing and other services may occasionally be provided by third parties in which case transportation and itineraries may vary.
- Note that hotel information is provided as a guide; Information on facilities has been provided by the hotels concerned. While every effort has been made to ensure accuracy, facilities may change without notice.
- Due to religious festivals or other reasons it will occasionally be necessary to rearrange some itineraries and hotels.

**Tour Cancellation:** Insight reserves the right to cancel any booking not later than thirty (30) days before the departure\*. However, between 01 May and 15 October, Insight will give fifty (50) days notice before departure\*. Insight will, wherever possible, offer an alternative tour of similar standard. If there is a difference in cost, this will be for your clients' account. If an alternative tour is not accepted by the tour participant within seven (7) days, Insight will refund all monies and Insight will be under no further obligation or liability. Please note that Insight Vacations is not liable for any cancellation penalties incurred on another travel arrangements including air tickets purchased separately from the 'Air & Land' inclusive package.

\*The departure date constitutes the date indicated on Insight's confirmation.

### **RESPONSIBILITY**

All tours are operated by Insight Vacations Limited (Picquet House, St. Peter Port, Guernsey GY1 1AF, Channel Islands).

1. The Operator shall be responsible to the passenger for supplying the services and accommodations described in this brochure, except where such services cannot be supplied or the itinerary used is changed due to delays or other causes of whatever kind of nature beyond the control of the Operator. In such circumstances, the Operator will do their best to supply comparable services, accommodation and itineraries and there shall be no refund in this connection.
2. This document represents the entire agreement between the passenger and the Operator.
3. In the absence of their own negligence, neither the Operator nor their agents or co-operating organizations shall be responsible for any cancellations, delays, diversions or substitution of equipment or any act or omission whatsoever by air carriers, transportation companies, hotels or any other persons providing any of the services and accommodations to passengers including any results thereof, such as changes in services or accommodations necessitated by same. Nor shall they be liable for any loss or damage to baggage or property, or for injury, illness or death, or for any damages or claims whatsoever arising from loss, negligence or delay from the act, error, omission, default or negligence of any person not its direct employee or under their exclusive control, including any act, error, omission, default or negligence of any country, government or governmental authority, officer or employee. All baggage and personal effects are at all times and in all circumstances at the risk of the tour participant. Baggage insurance is recommended. The carriers, accommodation and other suppliers providing services are independent contractors and are not agents, employees, servants or joint ventures of the Operator or their affiliates. All certificates and other travel documents for services issued by the Operator are subject to the terms and conditions specified by the carriers and suppliers and to the laws of the countries in which the services are supplied. Carriage by sea is subject to the Carrier's Conditions of Carriage, which are expressly incorporated into this contract, copies of which are available upon request. The Operator is not responsible for any criminal conduct by third parties.
4. Where the passenger occupies a motorcoach seat fitted with a safety belt, neither the Operator nor their agents or co-operating organizations will be liable for any injury, illness

or death or for any damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn, or the passenger is not seated when the coach is moving, at the time of such accident or incident.

5. Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time passengers are not on board planes, transportation or conveyances. We rely on international convention, which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel, or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for Hotels. We are to be regarded as having all benefit of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage and delay to passengers and luggage. Enrollment in and payment for a tour shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in this brochure which cannot be varied except in writing by an officer of the Company.
6. Insight Vacations Inc., is only responsible for the services of reservations and ticketing, it does not accept any responsibility or liability for any of the acts, omissions, or defaults, whether negligent or otherwise, of its principal Insight Vacations Limited or any of the companies of the Insight group of companies. All matters arising in relation to the services provided by Insight Vacations Inc., but not in respect of other things, are subject to the laws of the state of California, which shall have exclusive jurisdiction in the case of any dispute between the parties.

#### **THINGS TO KNOW BEFORE YOU GO**

**Tour Documents:** AAA Vacations Tour documents, travel literature, wallet & comprehensive pre-departure documentation will be sent to you prior to your clients' departure\*. Please read this information carefully as it contains essential information & helpful advice to make your clients' vacation as enjoyable as possible.

**Passports & Visas:** All passengers require a MACHINE-READABLE Passport & it is the responsibility of each passenger to have appropriate entry visas and a Passport valid for the entire duration of their trip and/or a period of time after completion of their trip. It is recommended your clients have a minimum of three blank pages in their passport when traveling, as many countries require blank pages. Multiple-entry visas are needed for some countries. All Passengers are responsible for obtaining and paying for all visas and entry documents, for meeting all health and other requirements, and for any documents required by the laws, regulations, orders, and/or requirements of the countries they will visit. Insight is not responsible for providing specific visa and passport information or documentation, and Insight cannot accept liability for any passenger refused entry onto any transport or into any country due to failure of the passenger to carry correct documentation. Please contact applicable government authorities to get necessary travel information.

**Travel Insurance:** Insight recommends that all passengers purchase comprehensive Travel Insurance. Certain European countries have a requirement for foreign visitors to have medical insurance on entry. Insight cannot be held responsible for denied entry should a passenger be unable to provide details to the authorities of such insurance.

**Walking Tours:** Many of Insight Vacations' tours feature special walking tours and comfortable walking shoes are recommended for all passengers.

**Plan Your Budget:** AAA Vacations Passengers are advised to do this well in advance & be sure to allocate funds for special events while on tour, such as theatre, celebration meals, shopping & side trips, & 'Optional Excursions'.

**Optional Excursions:** Insight carefully plans each itinerary to include the important sightseeing highlights and excursions. Understanding that each of our guests has different interests and priorities, it is neither possible nor desirable to include every possible excursion in the tour itinerary. To enhance your clients' experience, we offer a range of optional visits, activities and local meals available throughout your tour. Our Optional Excursion List is designed to cater for all tastes and is included with documentation for use as an aid in budgeting. Payment can be made in cash and with credit cards, Discover Cards are not accepted.

**Complaints Procedure:** Should your clients have a complaint in respect of their holiday, they are advised to inform their Insight Tour Director or Representative during the course of their holiday. If the matter cannot be resolved after the representative's best endeavors to do so during the holiday, the complaint should be made in writing to Insight Vacations as soon as possible after the holiday.

**For Your Comfort:** A non-smoking policy is strictly enforced on board motor coaches; however, plenty of convenience stops are made while travelling. Insight operates a seat rotation system, so the position on the coach will change each day, allowing you a variety of vantage points.

**Passengers who purchase from within California:** Transactions entered into with Insight Vacations are covered by the California Travel Consumer Restitution Fund (TCRF) if the passenger is located in California at the time of payment. Eligible passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded to you when required. The maximum amount, which may be paid by the TCRF to any one passenger, is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within 12 months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or by faxing a request to: (213) 897-8846

Passengers purchasing from outside of California: Transactions entered into with Insight Vacations are not covered by the California Travel Consumer Restitution Fund.