

Terms & Conditions when booking with Europe Your Way
870 Market Street Suite 1065, San Francisco, CA 94102
Phone 415-902-7354 FAX 415-732-7785
<http://www.europe-your-way.com> / info@europe-your-way.com

General Information

RESERVATIONS: Generally accepted up to 3 business days prior to US departure for hotel only bookings and most sightseeing and services; up to 5 business days prior to US departure for air, car, or rail inclusive bookings; up to 21 days prior to US departure for apartment bookings. Additional restrictions may apply for private transfers and services.

Airfare: Airfare is non refundable unless you have travel insurance and for medical reasons only.

CONFIRMATION: Normally provided within 24-48 hours. If a requested hotel or service is unavailable, a suitable alternative will be offered.

RATES: Rates are available online at [www.BookEurope Your Way/Savvyonlinetravel/GTA - TVLB.com](http://www.BookEuropeYourWay.com) (all rates in US dollars) and are subject to availability at the time of booking. Surcharges may apply for certain holiday, trade fair, and/or weekend periods. Rates are subject to change without notice due to currency fluctuation, changes in airfare, government taxes and/or contract amendments. Rates are guaranteed upon acceptance of full payment.

CHILD RATES: Many hotels offer discounts for children when sharing a room with two full-paying adults. Discounts for children vary by hotel and supplier, and will be advised at the time of booking. Children under the age of 2 are always free when sharing a room with two full-paying adults. Surcharge for a crib may apply, and will be advised at time of booking.

HOTELS/ APARTMENTS: Hotel rates are per person per night including hotel taxes and service charges. Breakfast is included in all European hotels. Breakfast may or may not be included in other destinations and will be advised on confirmation invoice. Apartment rates are per unit per night including taxes and service charges, but not breakfast. Rates do not include: additional meals, beverages, room service, telephone charges, dry-cleaning, and all other items or services of a personal nature. Hotel/apartment descriptions (available online) are based on Europe Your Way/Savvyonlinetravel/GTA - TVLB's assessment and are drawn from a variety of sources. Locations of hotels are approximate and Europe Your Way/Savvyonlinetravel/GTA - TVLB cannot accept responsibility for any inaccuracies. Room assignments are made strictly at the discretion of hotel/ apartment management upon check-in and specific requests cannot be guaranteed unless stated clearly on the booking invoice prior to payment and US departure.

HOTEL ARRIVAL & DEPARTURE: Varies by property, but cannot be guaranteed prior to 3pm. Departure is typically required by 11am.

Room Types and Bed Types IN U.S. HOTELS: Important: Please note that all room types are subject to availability upon check-in and cannot be guaranteed. Room Type designations are defined as follows: Twin/Double: These designations refer to the number of room occupants and not the type of bed. If a "twin room" is requested, hotels may provide 1 double bed or 2 single beds, as both accommodate 2 people. Triples/Quads: These designations are generally used for rooms containing two double beds, rather than 3 or 4 single beds. Other: Extra beds and cribs can be pre-requested, but cannot be confirmed prior to arrival. Guests must request

extra beds upon check-in and pay the hotel directly, if available.

AIR CONDITIONING: Specific air-conditioning requirements must be advised in writing at the time of booking, but are subject to availability and cannot always be guaranteed. Europe Your Way/Savvyonlinetravel/GTA - TVLB cannot accept responsibility for actual air conditioning standards or availability, which may vary greatly between countries and properties.

HANDICAPPED FACILITIES: Specific handicapped facility requirements and/or requests for wheelchair-accessible rooms must be advised in writing at the time of booking, but are subject to availability and cannot always be guaranteed. Europe Your Way/Savvyonlinetravel/GTA - TVLB cannot accept responsibility for actual handicapped facilities standards, which may vary greatly between countries and properties.

PARKING: Specific parking requirements must be advised in writing at the time of booking, but are subject to availability and cannot always be guaranteed. Europe Your Way/Savvyonlinetravel/GTA - TVLB cannot accept responsibility for any parking charges, fees, or violations.

AIR: Must be booked with a minimum of 2 hotel nights for economy class and generally 6 hotel nights for business class, depending on contract terms and conditions as set by each carrier. All offered flights are via regularly scheduled IATA carriers with applicable rules of carriage applied as per the Warsaw Convention. Baggage allowance varies by carrier, with all responsibility for compliance assumed by the passenger. Airline tickets are completely non-refundable once issued and Europe Your Way/Savvyonlinetravel/GTA - TVLB cannot accept responsibility for any carrier's schedule changes, equipment changes, flight delays, or flight cancellations for any reason, including financial insolvency of the carrier. Europe Your Way/Savvyonlinetravel/GTA - TVLB does not issue airline seat assignments, which are solely the responsibility of the booking agent or passenger.

CAR RENTAL: Rates are per car including: Europe - tax and unlimited mileage. Optional CDW insurance is available at a supplement. Australia and New Zealand - tax, unlimited mileage, and CDW. United States & Canada - unlimited mileage only. Rental is subject to Hertz terms and conditions including minimum age requirements, which vary by country and type of vehicle. Rates do not include refueling, additional insurance options, airport surcharges, additional driver charges, or drop-off charges or one-way fees (if applicable). Specific car makes or models are not guaranteed.

RAIL: Minimum of 2 hotel nights required. Rates are per person including all taxes. A flat \$15 per booking handling fee will be applied to all rail-inclusive bookings, with no limitation on the number of segments that may be booked. Additionally, supplier fees for seat reservations and other services may apply and will be advised at the time of booking.

SIGHTSEEING & SERVICES: Minimum of one hotel night is required in order to book any sightseeing, tourist attraction, or transfer service, with the exception of services booked online at [www.BookEurope Your Way/Savvyonlinetravel/GTA - TVLB.com](http://www.BookEuropeYourWay/Savvyonlinetravel/GTA-TVLB.com), in which case no minimum hotel nights are required. Sightseeing, tourist attractions, or transfer services unused due to passenger's own volition are completely non-refundable.

DOCUMENTS: Vouchers are available to be printed online once the booking is confirmed and

fully paid. Additional time may be required for supplier confirmation of private transfers and services. Otherwise, vouchers are sent no later than two weeks prior to US departure with shipping included as follows: air (excluding e-tix), car, or rail-inclusive documents are shipped via 2-day express mail; hotel, e-tix and/or selected sightseeing and services bookings are shipped via regular mail, faxed, or e-mailed. Any printable voucher requiring express mail, will be charged a \$15.00 fee for overnight service. Requests for early processing of documents are subject to a \$15 per booking handling fee and may be denied due to ticketing restrictions for certain transportation services. Reissuing of documents and/or requests for shipment to multiple parties are subject to a \$15 per booking and/or per shipment handling fee.

INSURANCE: Included on every initial booking invoice for optional purchase at the time of deposit or full-payment. Insurance may not be purchased after final payment has been made and is completely non-refundable. Complete policy description including full details of coverage, provisions, limitations, exclusions, and conditions may be faxed on request prior to purchase and will be included with final documents.

PASSPORTS & VISAS: Solely the responsibility of the booking agent or passenger. Europe Your Way/Savvyonlinetravel/GTA - TVLB cannot accept responsibility for the provision of information relating to passports or visas, or for their actual issuance.

Payment & Cancellation

PAYMENT TYPES: Accepted forms of payment include agency check, money order, American Express, Discover, MasterCard, or Visa. Credit card transactions can be easily and securely processed at [www.BookEurope Your Way/Savvyonlinetravel/GTA - TVLB.com](http://www.BookEuropeYourWay/Savvyonlinetravel/GTA-TVLB.com). Alternatively, a properly completed and signed Europe Your Way/Savvyonlinetravel/GTA - TVLB Credit Card Payment Form must be submitted in order for payment to be applied. Signed, imprinted UCC forms will not be accepted without an accompanying, properly completed, and signed Europe Your Way/Savvyonlinetravel/GTA - TVLB Credit Card Payment Form. Europe Your Way/Savvyonlinetravel/GTA - TVLB will obtain all necessary approval codes.

DEPOSITS: \$100 per passenger due within 48 hours of receipt of confirmation or booking will automatically cancel. Additional deposit requirements for air, car, or rail, and selected sightseeing and services may apply and will be advised on the booking invoice at time of confirmation.

FULL PAYMENT: Due no later than 45 days prior to departure, unless otherwise indicated on the booking invoice.

REVISIONS: (except for simple addition of hotels or services): 48 hours or less prior to US departure: \$100 per booking after full payment has been received and/or documents have been processed. Additional fees for air, car, or rail tickets and selected sightseeing and services may apply and will be advised at the time of revision.

CANCELLATIONS: 48 hours or less prior to US departure: subject to a 2-night hotel fee per person or \$200 per person (whichever is higher). Additional fees for air, car, or rail tickets and selected sightseeing and services may apply and will be advised at the time of cancellation. Certain packages are completely non-refundable and will be advised at the time of confirmation. Non-arrivals or early checkouts from hotels are subject to a 2-night hotel fee per

person or \$200 per person (whichever is higher), as well as any additional fees imposed at the discretion of Europe Your Way/Savvyonlinetravel/GTA - TVLB's suppliers. A letter from the hotel, indicating the number of nights charged, is required for a possible refund.

APARTMENT CANCELLATIONS: \$50 per booking once under deposit; \$150 per booking once full payment has been received and/or documents have been processed. Cancellations received within 21 days are completely non-refundable. Non-arrivals or early checkouts from apartments are subject to a 100% cancellation fee equivalent to the full value of the booking.

TRADE FAIRS: Trade fair or special event bookings may be completely non-refundable as per additional terms and conditions as stated on the booking invoice at the time of confirmation.

REFUNDS/COMPLAINTS: Requests must be made in writing along with inclusion of any unused documents and supporting receipts to Europe Your Way/Savvyonlinetravel/GTA - TVLB, Customer Service Department, 599 Broadway, 12th floor, New York, NY 10012 within 45 days of the date of travel. Please allow 3-5 weeks for investigation and notification of intended action.

CORRESPONDENCE: Please send all payments and correspondence to: Europe Your Way/Savvyonlinetravel/GTA - TVLB, 599 Broadway, 12th floor, New York, NY 10012.

Responsibility

GTA North America, Inc., doing business and referred to as Europe Your Way/Savvyonlinetravel/GTA - TVLB and/or its agents, act only as agents in making arrangements for hotels, sightseeing tours, and transportation or any other service in connection with the itineraries of individual tour members who by acceptance thereof, acknowledge that neither Europe Your Way/Savvyonlinetravel/GTA - TVLB, the sponsoring organization and/or its agents and suppliers shall not be liable for injury, damage, loss, accident, delay or irregularity, liability or expense to person or property due to act or default by any hotel, carrier or other company or person providing or rendering services included in the tours. Further, Europe Your Way/Savvyonlinetravel/GTA - TVLB, the sponsoring organization and/or its agents accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restraints, acts of war and terrorism, weather conditions, defect in any vehicle of transportation or for any misadventure or casualty or any other causes beyond their control. Europe Your Way/Savvyonlinetravel/GTA - TVLB reserves the right to cancel, change or substitute any service and to decline to accept or retain any tour member at any time for any reason including, without limitation, insufficient number of participants. The sole responsibility of any airline used in any tour is limited to that set out in the passenger contract evidenced by the ticket. Any ARC or IATA carrier shall not be liable for any inconvenience, loss, damage, injury, accident, delay or irregularity which may be occasioned by reason of defect or through the acts or omissions of any person or company performing or rendering the services, other than carriage by air, described in this brochure. Airlines and other carriers are not responsible for any act, omission or event during the time passengers are not on board their planes or conveyances. Europe Your Way/Savvyonlinetravel/GTA - TVLB is not responsible for any charges or increased costs incurred by passengers as a result of the cancellation of services due to be provided by its agents or suppliers for any reason including, without limitation, insufficient number of participants.

*TRAVELERS NOTES:

Once you have decided to purchase this vacation, when you make your final payment you will need to provide us with everyone's Passport Number, Date of Issue, City of Issue, Country, and expiration date. Also, if you are paying the deposit and airline taxes or drastic schedule changes may cause the price of the airfare to go up. Paying in full is the only way to guarantee the price of the tickets does not get effected.

Any services that we did not book we can not be held responsible for including any inter Europe Flights, seat assignments for rail passes. If you have a rail pass and want to make seat assignments please call Rail Europe at 1-800-438-7245 for more information.

You must contact the airlines to make your seat assignments. You must also call the airlines at least 24hrs before departure to check on any flights changes, and confirm your flight details. Seat assignments and attaching your frequent flyer number is your responsibility. For numbers to your airlines please check this website. The airline can pull up your reservation by date and time of your flight: Airline Too-Free Numbers and Websites:

<http://www.geocities.com/Thavery2000/>

Remember that Europe has different standards then you may be accustomed to when traveling. Such as in hotels; it is not uncommon for a hotel to push two twin beds together and call it a double bed. Please feel free to ask to see several rooms at a hotel, as most hotels are converted manor houses and have varying types of rooms, ranging from very tiny to extra large depending on where they are in the hotel. Non smoking rooms are on request only and upon check in at the hotel. Along with the email are hotel descriptions, please review them carefully. We don't recommend 1 and 2 star hotels, but do sell them for those who are traveling on a strict budget. If you have a medical issue, please email me no later then 3 weeks before travel and we will send the hotel a message on your behalf, however, it is not guaranteed what so ever.

Documents are printed up to 3 weeks before departure. If you have not received them in that time, you must contact us directly. You cannot board a plane with out them, or check into a hotel and so forth. In your documents you receive before travel you are given a list of phone numbers to contact for any problems you may have while in Europe. Do not contact our office until you have contacted our local office in the country you are in. They will and can help you with any problems you may have. Also, you are provided with phone numbers for every service you are traveling with, such as hotel, transfers, and sightseeing. If you have any problems while in Europe, you must contact the local offices FIRST. Those numbers will be provided to you in your documents. Without first contacting the local offices, we cannot assist with any after travel issues you may have.

If you are on your honeymoon: we have sent an email to the hotels and advised them you are traveling on a honeymoon. If the hotel wishes to extend an upgrade or additional services this is between you and the hotel and in no way a guarantee.

Rail Travel: if you are traveling with a Rail PASS you must have the customer service person at the train station stamp and validate your pass before boarding your first train. Failure to do this will result in a fine and being asked to step off the train. WHEN TRAVELING WITH A PASS: some trains Premier Trans such as the Eurostar, Thalys and overnight trains do require a supplemental price. That price and booking seat assignments can either be paid while you are in Europe or booked in advance. To book these please go to **<http://www.europe-your-way.com/Rail.html>** and click

USTOA \$1 Million Travelers Assistance program

Europe Your Way/Savvyonlinetravel/GTA - TVLB, as an Active Member of USTOA, is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of Europe Your Way/Savvyonlinetravel/GTA - TVLB customers in the unlikely event of Europe Your Way/Savvyonlinetravel/GTA - TVLB's bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Europe Your Way/Savvyonlinetravel/GTA - TVLB may be sufficient to provide only a partial recovery of the advance payments received by Europe Your Way/Savvyonlinetravel/GTA - TVLB. Complete details of the USTOA Travelers Assistance Program may be obtained by writing to USTOA at 275 Madison Avenue, Suite 2014, New York, New York 10016, or by email to: information@ustoa.com or by visiting their website at www.USTOA.com.

Last update: May 01, 2005