

2024-2025 NORTH AMERICA HOLIDAYS

General Information and Terms & Conditions

For availability details and our latest offers visit mayflowercruisesandtours.com

Payments

All deposits and final payments can be made by check or credit card. We accept the following credit cards: Visa Mastercard and Discover Card.

Prices Subject to Change

We reserve the right to vary itineraries and prices and substitute facilities, hotels or events of equal or better quality if necessary. Guaranteed Share Program for Single Travelers If you are traveling alone, are a non-smoker, and would like a roommate for cost savings, let us know at the time of booking your reservation. You will be paired with another traveler of the same gender at the twin rate. If no roommate is available, you will get a single room yet only pay the twin price. Guaranteed share reservations are available until the final payment period of a tour.

Roommate Cancellation

If you are booked as a "twin" and your roommate cancels their reservation, and you cannot find another roommate, you may either travel as a guaranteed share (see above) or travel as a single and pay the single supplement.

Health and Walking on Tour

Some sites visited have limited motorcoach access and may involve considerable walking, stairs or inclines. Travelers should be in reasonably good health. Some programs include destinations in higher elevations that may have varying effects on individual travelers. Tour Managers and Coach Drivers cannot lift or assist travelers into transportation vehicles. Mayflower Cruises & Tours requires that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance.

Revision Fees

A fee of \$25 per person per transaction will be charged for any changes, revisions or alterations made to your reservation after confirmation.

Luggage Handling

The tour cost includes portage for one average size suitcase. A charge of \$5.00 per hotel will be collected by the Tour Manager for each additional piece of luggage that you bring.

Travel Documents

Your travel documents will be in your possession approximately 14 days prior to departure. Documents include tour itinerary, departure and arrival information and times, hotel and ship information, clothing suggestions, baggage tags, plus any helpful hints.

Mayflower Loyalty Program, First Time Travelers and Referral Rewards

Earn \$100.00 travel credit for every North America Air holiday taken with Mayflower Cruises & Tours. No restrictions to the amount of credits an individual can acquire. Loyalty Credits can be applied to any reservation made within one year of the return of the tour they were earned on. Multiple credits can be used on a single tour. Credits are nontransferable but can be combined with Referral Rewards.

Rewards and Mayflower promotional savings*

First Time Travelers, earn \$50.00 to be applied to their first reservation with Mayflower Cruises & Tours. FTTs cannot be combined with any Free Airfare promotional offer. With Mayflower's Referral Rewards program you can earn hundreds of travel dollars when you refer a friend to us. Here is how it works - refer a friend that is NEW to Mayflower Cruises & Tours and you will earn up to a \$100 Travel savings when your friend makes a reservation and pays the deposit on a tour that is 5 days or longer. The Travel savings is per friend. So if you bring in a couple that is new to Mayflower - you will earn \$100 x 2 = \$200 in savings. You can apply these savings on upcoming tours* you have with Mayflower Cruises & Tours. Your Friend also gets a First Time Traveler savings of \$100.

*Some restrictions apply, call for details.

Smoke Free Environment

Although smoking is not allowed on the motorcoach, frequent rest/ smoking stops are made.

Travelers with Special Needs

You must advise Mayflower at the time your booking is made of any disability requiring special attention. Mayflower will make reasonable efforts to accommodate the special needs of our travelers. Be aware that the Americans with Disabilities Act is applicable only within the United

States and that accommodations for disabled travelers outside the United States may be more limited. If a traveler requires assistance, we require that he/she be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Mayflower personnel, nor its suppliers, may lift or physically assist travelers. If a traveler thinks he/she might need assistance during a trip, he/she should call Mayflower to determine what assistance might reasonably be provided. If special arrangements are provided, and these arrangements add to the Tour Operator's cost, the Tour Member will be responsible to pay the additional costs. Mayflower cannot provide special individual assistance to travelers with special needs for walking, dining or other routine activities.

Membership

Mayflower reserves the right to withhold tour membership, or to require any traveler to leave a tour at any time, when such action is determined by Mayflower to be in the best interests of the traveler or the tour group. Children must be at least six years of age and accompanied at all times by a guardian.

Force Majeure

Except where otherwise expressly stated in these terms and conditions we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of Force Majeure. "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.

Responsibility

These tour programs are operated by Mayflower Cruises & Tours, Inc. 650 Warrenville Rd, Suite 500, Lisle, IL 60532. In common with other companies, Mayflower acts only as an agent for Tour Members in arranging room accommodations, transportation, sightseeing, admissions and restaurants. Mayflower reserves the right in its sole discretion to make changes in the itinerary and is not responsible for expenses, loss of time, money or other occurrence resulting from a change of tour scheduling made for Tour Members. Mayflower reserves the right to accept, decline or retain any person as a member of the tour, and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred by any Tour Member.

United States Tour Operators Association \$1 Million Travelers Assistance Program

Mayflower Cruises & Tours, Inc. shares the coverage available under the United States Tour Operators Association ("USTOA") \$1 Million Travelers Assistance Program with affiliates of Mayflower Cruises & Tours who, as an Active Member of the 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 Mayflower Cruises & Tours travelers in the unlikely event of Mayflower Cruises & Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Mayflower Cruises & Tours may be sufficient to provide only a partial recovery of the advance payments received by Mayflower Cruises & Tours. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY 10001, or by email to information@ustoa.com or by visiting www.ustoa.com.

Tour Activity Level

Travelers should be in reasonably good health. Please consult your physician for pre-departure health advice.

1. This program has a leisurely pace with minimal activity such as climbing stairs, boarding the motorcoach and walking within the hotels and ships.
2. Average physical activity on this program requires the ability to climb stairs and walk reasonable distances, sometimes over uneven surfaces.
3. A blend of longer and shorter touring days with walking tours. Expect more of the touring to be over uneven surfaces and involve more stairs.
4. Longer touring days with more walking tours mixed with some periods of standing. Expect more of the touring to be over uneven surfaces and involve stairs.
5. A more physical touring experience based on the destination. Involves longer walking tours, on uneven surfaces, may involve inclines, stair climbing, windy or wet conditions at sites and periods of standing. Expect some of the experiences to occur during the evening.

Payment Information

Within five business days of making your reservation, you must make your initial trip payment. Once your trip deposit is made, you then have 24 hours to add the optional Travel Protection Plan (TPP), if you choose to purchase it. For more details on the F431M Travel Protection Plan (TPP)* offered on North American Air Holidays, please see the section below. The TPP plan cost includes the plan premium and a fee for non-insurance assistance services. To obtain additional information on the fees for non-insurance components contact assistancefees@tripmate.com.

DEPOSIT SCHEDULE - Land tour price up to \$3,500

Land Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$450	60 Days
• Without TPP Coverage	\$200	60 Days
Land Tour Only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$375	60 Days
• Without TPP Coverage	\$200	60 Days

DEPOSIT SCHEDULE - Land tour price from \$3,501 and up

Land Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$499	60 Days
• Without TPP Coverage	\$200	60 Days
Land Tour Only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$425	60 Days
• Without TPP Coverage	\$200	60 Days

The F431M TPP plan described in this brochure is not offered on select North America tours, including Canadian Rockies by Rail, From the Red Rocks to the Rockies, New England and Canada Autumn Cruising and Steam Boating on the *American Queen*. These trips may be covered under the F431G plan, please visit www.tripmate.com/wpF431G for more details on this Travel Protection Plan.

DEPOSIT SCHEDULE - Alaska Adventure Cruise, Canadian Rockies by Rail, From the Red Rocks to the Rockies

Land/Cruise Tour	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	120 Days
• Without TPP Coverage	\$400	120 Days

DEPOSIT SCHEDULE - New England and Canada Autumn Cruising

Land/Cruise Tour	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	140 Days
• Without TPP Coverage	\$400	140 Days

DEPOSIT SCHEDULE - Steam Boating on the *American Queen*

Land/Cruise Tour	Deposit Per Person	Final Payment
• With TPP Coverage	\$2,069	140 Days
• Without TPP Coverage	\$1,500	140 Days

*Land tour price is based on twin occupancy rate

Refund and Cancellation Policy

With the exception of deposit amounts, all payments for land, air and train arrangements (ticketed by Mayflower Cruises & Tours) are refundable when cancellations are prior to your final trip payment due date. Deposits are non-refundable. However, if the F431M Travel Protection Plan (TPP) is offered for your trip and you choose to purchase it, you may apply for reimbursement under the non-insurance Part A Cancellation Waiver. If the F431G TPP is offered for your trip and you choose to purchase it, you may seek reimbursement by filing a claim under the Trip Cancellation benefit. Additional terms and conditions apply to the F431M and F431G; please review the plan documents for full details.

Important Note: Non-Refundable airline tickets purchased from Mayflower Cruises & Tours are not covered under Part A of the F431M Travel Protection Plan (TPP). If you are protected under the F431G, airline tickets can be considered a travel arrangement under the definition of the plan.

MAYFLOWER CRUISES & TOURS CANCELLATION PENALTIES

North America Tours

- 61 days or more: Deposit Amount
- 60 to 31 days prior: 20% of tour cost
- 30 to 15 days prior: 30% of tour cost
- 14 to 1 day prior: 40% of tour cost
- Day of departure or early departure from tour: 100% of tour cost
- No refund on unused portions of the tour

Alaska Adventure Cruise, Canadian Rockies by Rail, From the Red Rocks to the Rockies

- 121 days or more: Deposit Amount
- 120 days until day of departure: 100% of the tour cost
- No refund on unused portions of the tour

Steam Boating on the American Queen, New England and Canada Autumn Cruising

- 141 days or more: Deposit Amount
- 140 days until day of departure: 100% of the tour cost
- No refund on unused portions of the tour

Air Services

Airfare may be purchased through Mayflower for travel originating in the United States. By using Mayflower's air services, you accept that Mayflower is only acting as your agent and is not responsible for any accident, death, personal injury, illness, property damage, delay or other monetary loss or expense of any nature that may arise directly or indirectly out of any act of God, or any actions or default of any carrier. Mayflower is not liable for, and does not assume responsibility or accept claims with regards to any losses incurred due to cancellation of flights or change in flight schedule resulting in additional expenses to you, even when the air services are purchased through Mayflower.

Tour Price Includes

All motorcoach transportation noted in the tour itinerary, round trip airport transfers on the tour departure and return dates (only), services of the Tour Manager and driver, lodging, sightseeing, taxes, admissions, gratuities for bellmen and waiters for included meals, as well as future travel credits. Included meals are clearly noted in the touring description. Air transportation is available upon request, at additional cost, for United States and Canada Tours. Round-trip airport transfers are included for travelers purchasing their own air when their flight information is provided to Mayflower Cruises and Tours and meets the required time frames.

What is Not Included on the Tours

The land price of your tour does not include airfare to the tour departure point; excess luggage charges; items of a personal nature; meals not included on the itinerary; sightseeing attractions listed as "optional excursions" and gratuities to the full time Tour Manager, motorcoach driver, all airport skycaps, van or limo drivers and local guides.

Airline Security Measures

The Transportation Security Administration requires that travelers provide their name exactly to their airline as it appears on the passport or a government issued I.D. (such as a driver's license) to be used while traveling, along with their date of birth and gender when making reservations to fly within the U.S. When making your flight reservations through Mayflower Cruises & Tours, you will be asked for this information by our staff. Due to airline security measures, your photo I.D. or passport must match your airline ticket name and your tour reservation name or you may be denied aircraft boarding.

Passport & Visas for Canada and Mexico

Each U.S. citizen must have a valid passport for entry into Canada or Mexico. No other documents will be accepted. Expiry date of passports should be at least six months after the return date of tour. If you don't have a passport, call our office and we'll tell you how to apply for one. Holders of non-U.S. passports should contact their nearest consulate and inquire about the necessary passport or visa documentation required for entry into the countries visited.

The F431M Travel Protection Plan consists of two parts: a non-insurance Cancellation Waiver (Part A) provided by Mayflower Cruises & Tours and Travel Insurance Benefits (underwritten by United States Fire Insurance Company form series T7000 et al, T210 et al and TP-401 et al) as well as non-insurance travel assistance services provided by Generali Global Assistance (Part B).

Part A - Cancellation Waiver

Should you have to cancel your tour, you may apply for a refund directly with Mayflower Cruises & Tours provided that you notified Mayflower of the cancellation at least one day before your tour departs. To purchase the Cancellation Waiver separately, New York residents may contact Mayflower Cruises & Tours at 1-800-323-7604. Exclusions: Mayflower Cruises & Tours reserves the right to alter its Refund and Cancellation Policy when a substantial amount of cancellation or postponement of travel is attributable to: conditions resulting from an act of God, natural or man-made disaster, fire, government action, civil disorder, war, hostilities between nations, or unavailability of transportation through no fault of Mayflower Cruises & Tours. These exclusions do not apply to plans purchased in New York, Minnesota or Missouri.

Part B - Travel Insurance Benefits

In addition to the Part A - Cancellation Fee Waiver, this plan also provides the following travel insurance benefits. These Part B Benefits are offered and administered by Trip Mate Insurance Agency, Inc., are underwritten by the insurance carriers listed below and are subject to the terms, conditions and exclusions of the policy:

- \$25,000 Accidental Death & Dismemberment
- \$500 Trip Delay (Up to \$100 Per Day)
- \$25,000 Medical Expense/Emergency Evacuation
- 24 Hour Worldwide Assistance Service
- \$2,000 Baggage / Travel Documents
- \$500 Baggage Delay (Up to \$100 Per Day)

Under any TPP, in order for coverage to apply under Trip Cancellation and/ or Trip Interruption, trip must be cancelled or interrupted due to a covered peril.

Exclusions under F431M

The following exclusions apply to Trip Interruption and Medical Expense. We will not pay for any loss or expense caused due to, arising or resulting from:

1. a Pre-Existing Medical Condition, as defined in the plan. Death resulting from a Pre-Existing Medical Condition will not be excluded. Death must occur prior to the termination date of the benefit under which the claim is being made.

The following exclusions apply to the Medical and Dental Expense benefits. We will not pay for any loss or expense caused due to, arising or resulting from:

1. routine physical examinations or routine dental care;
2. traveling for the purpose or intent of securing medical treatment or advice;
3. any Trip taken against the advice of a Physician and any losses occurred during such Trip;
4. Elective Treatment and Procedures;
5. care or treatment which is not Medically Necessary, except for related reconstructive surgery resulting from trauma, infection or disease that first manifests or occurred during Your Trip;
6. any medical service provided by You, a Family Member, or Traveling Companion;
7. any treatment or medication which, at the time of Your Scheduled Departure Date, is required to be continued during Your Trip;
8. Alcohol or substance abuse or treatment for the same including admittance to a rehab facility;
9. Normal pregnancy (except Complications of Pregnancy) or childbirth, except as specifically covered under Trip Interruption or elective abortion;
10. a Mental, Nervous or Psychological Condition or Disorder unless Hospitalized or Partially Hospitalized while the plan is in effect. Hospitalized or Partially Hospitalized requirement does not apply to dementia when death results;
11. any loss that results from an illness, disease or other condition, event or circumstance that occurs at a time when the plan is not in effect for You;
12. Your participation in Adventure or Extreme Activities, riding or driving in races, or participation in speed or endurance competition or events, except as a spectator;
13. diving if You are not certified to dive and a dive master is not present during the dive;

14. Your participation in an organized athletic or sporting competition, contest, or stunt under contract in exchange for an agreed-upon salary or compensation. This does not include athletes participating in exchange for a scholarship or tuition.

Additional exclusions and limitations specifically apply to Baggage and Personal Effects

In Addition to any applicable benefit-specific exclusion, the following general exclusions apply to all losses and all benefits:

1-7 (outlined on page 12 of the M plan doc) - then list the Medically Fit to Travel Exclusion

PRE-EXISTING MEDICAL CONDITION EXCLUSION WAIVER

We will waive the Pre-Existing Medical Condition exclusion if all of the following conditions are met:

- a. Your plan cost for this plan is received within the Time Sensitive Period; and
- b. You are medically able and not disabled from travel at the time Your plan cost is paid based on assessment of a Physician.

Excess Insurance

Insurance provided by this plan shall be in excess of all other valid and collectible insurance or indemnity or as required by state law. If at the time of the occurrence of any loss there is other valid and collectible insurance or indemnity in place, We shall be liable only for the excess of the amount of loss, over the amount of such other insurance or indemnity, and applicable deductible. Recovery of losses from other parties does not result in a refund of plan cost paid.

For details on the Travel Protection Plan refer to the Description of Coverage Brochure enclosed with your deposit receipt. For complete details and disclaimers for North America Holidays TPP plan, please visit www.tripmate.com/wpF431M. For Canadian Rockies by Rail, From the Red Rocks to the Rockies, New England and Canada Autumn Cruising and Steam Boating on American Queen trips, visit www.tripmate.com/wpF431G.

Coverages may vary and not all coverage is available in all jurisdictions. In most states, your travel retailer is not a licensed insurance producer/ agent, and is not qualified or authorized to answer technical questions about the terms, benefits, exclusions, and conditions of the insurance offered or to evaluate the adequacy of your existing insurance coverage. Your travel retailer may provide general information about the plans offered, including a description of the coverage and price. The purchase of travel insurance is not required in order to purchase any other product or service from your travel retailer. Your travel retailer may be compensated for the purchase of a plan. CA DOI toll free number: 800-927-4357. The cost of your plan is for the entire plan, which consists of both insurance and non-insurance components. Individuals looking to obtain additional information regarding the features and pricing of each travel plan component, please contact Trip Mate, Inc. (dba Trip Mate Insurance in CA and UT; CA license #0805270); 880 SW 145th Avenue #400 Pembroke Pines, FL 33027; 1-833-297-2258; claimssupport@travelclaimsonline.com.

Important! The Travelers Protection Plan must be purchased by the time of initial payment and may not be purchased at a later date.

