

NorthLand Travel Information & Policies...

Reservations can be made by calling 515-576-6494 or toll-free 877-694-8687, stopping by our Fort Dodge or Decorah office, 8-5 Monday-Friday or on-line. **Confirmation** is sent once we receive your deposit and we meet the required number of reservations. **Early booking discounts** are available on many trips by paying your deposit before the indicated date. **Payment** is due before deadlines indicated on detailed trip descriptions (cash, check, money order, MasterCard, VISA or Discover). Late payment will result in document delays. (Please **pay full deposit amount**. Discounts are applied to final payment.) Reservations made 3 weeks or less, prior to a trip's departure date require credit card payment.

Prices in this catalog are per person, double occupancy if overnight. ("**Double**" = 2 people sharing a room with 1 bed; "**twin**" option = 2 people, 2 beds; "**single**" = a non-shared room **but you may still have a seatmate aboard our coach**. "**Triple/quad**" = 3 or 4 persons sharing a room with 2 beds.) With advance notice your **special requests** are submitted to hotels, but we cannot guarantee hotels will honor all requests. Many hotels no longer offer smoking rooms; penalties are assessed if guests smoke in a non-smoking room. Such charges (or any incidental charges such as room service, movies, etc.) are the responsibility of the customer. We and our hotels will handle **1 suitcase** with maximum combined dimensions of less than 62 inches and weighing less than 50 pounds. (Additional luggage may be allowed on cruises and extended winter trips.) Guests may also bring a small **carry-on**, no more than 39 inches combined dimensions. We are not responsible for everyday wear, scratches, etc. on luggage and are not responsible for lost or stolen items.

Unless otherwise noted on the detailed trip description, receive a full refund **if you cancel** 30 or more days prior to departure - a 75% refund if you cancel 15-29 days prior to departure or a 50% refund (minus any penalties we incur from suppliers) if you cancel 2-14 business days prior to departure. If you cancel less than 2 business days before departure all costs are non-refundable. "No-shows"/ late arrivals at departure point (after scheduled departure time) are non-refundable.

If you find your own **replacement** or we replace you from a wait-list, and our suppliers allow name changes, we'll minimize penalties to a name change fee of \$10 per person on 1-2 day trips, \$25 per person on 3-6 day trips and \$50 per person on trips of 7 days or longer; plus any name change fees from our suppliers.

Peace of Mind Protection (POM) allows you to cancel due to unexpected illness, injury or family emergency up to 2 business days before departure. Business days are Monday-Friday, 8:00 am - 5:00 pm. POM is available only at the time of reservations (for most domestic motor coach packages), must be paid with your deposit and is non-refundable. Once a deposit is received, POM may not be added. To add POM protection for your tour, add 5% of the trip cost (before any applicable discounts) to your deposit. Peace of Mind protection prices are per person. Minimum charge is \$5 per person.

*POM is not insurance. **Travel insurance** may also be purchased through our office to cover such items as medical care, medical transportation and other unexpected perils. POM is not available for trips involving air, rail, cruise or other means of travel. If NorthLand Travel cancels an entire departure, POM will be refunded. Please call for more information.

If weather strikes, we'll delay until it is safe to travel. If we decide it's safe but you decide not to travel, no refund will be made. In case of delay or cancellation, we will attempt to notify you by phone (please leave a cell number with our office). In case of emergency reach us at the after-hours emergency numbers through our toll-free reservations number. If we cancel due to weather, you'll receive a travel certificate (valid for 1 year) for the tour amount. If weather forces the extension of a tour, lodging expenses will be the customer's responsibility.

Itinerary changes involving attractions or schedules are rare but possible. In the case of vendor cancellation, comparable substitutions will be made.

For guests with **special needs**, wheelchair lift-equipped coaches, accessible hotel rooms, accessible seating, hearing devices at shows, etc. are available by request. With reservations please advise us of your needs such as food allergies or special dietary restrictions. You must have a companion with you if you require personal assistance. If you carry **oxygen** tanks/concentrator, please contact us well in advance for assistance in compliance with federal safety regulations.

On most tours, we use our Hawkeye Stages luxury coaches with **extended leg room**. **Sit** where you like the first day; we'll **rotate** daily thereafter (your seatmate goes with you.) Smoking is prohibited on coaches. Onboard alcohol consumption is also prohibited (except for certain sports-related packages).

Tips for our tour managers and drivers are entirely discretionary. You are given a gratuity envelope on the first day of your tour but there is no obligation to tip. A suggested guideline is \$2 per person, per day for each.

Park free at our Decorah, Des Moines, Fort Dodge and Marshalltown facilities during your trip (or **near** our office lot in Waterloo). At other locations, please consult local management before leaving your car. All vehicles are left at owner's risk.

Scheduled Departure Cities made simple ! Effective January 1, 2012, we've streamlined our pick-up points for trips of **4 days or more** - no more color-coded routes. Spend more time journeying to destinations and less time driving between pick-up points. Pick-up locations for **all trips 4 days or more** include: **Ames, Cedar Rapids, Clear Lake, Coralville, Decorah, Des Moines, Fort Dodge, Newton and Waterloo**. For brief excursions (3 days or less) special regional routing will be noted on trip itinerary descriptions (for more information please contact our office). Three weeks prior to your departure, your **assigned pick-up point** will be noted on your final documents. You may change to another scheduled departure point, but **must** notify our office. If no boardings are scheduled at a departure city, we will **not** stop.

If your home city is outside the 70-mile radius ("as the crow flies") of our nearest departure point, and the tour is 6 days or longer, we'll provide **complimentary pre-departure lodging** but we must make this reservation for you. (Mid-day departures with pre-flight overnight are exempt from this policy.) If your home (or the tour) doesn't qualify for free lodging, ask about reduced-price lodging. We reserve the option to provide a shuttle or complimentary overnight. For trips listing routes other than these four, please contact our office or view the complete scheduled departure list on the detailed trip description, available by mail or via the web at **www.northlandtravel.com**.

Late sign-ups - depending upon the tour and its specific supplier requirements, reservations can at times be made up until the day of departure. Even if a "reservations required by" date has passed, we encourage you to call us. Reservations made three weeks or less prior to departure date require credit card information, even if paying by check. Cancellations made three weeks or less prior to departure date are subject to our standard cancellation policy penalties.