

# General Information

## Expectations Versus Reality

*As a family of travellers, we've learned that every journey starts with a preconceived image of what to expect. Inevitably, this image changes as we experience the real thing. If the actual experience exceeds our expectations, we feel joy. If it falls short, we feel disappointment. For example, hotel accommodations vary significantly around the world in terms of room size, location and service levels. And no matter how hard we try to meet the highest standards, we will all have a favourite and least favourite experience on any trip.*

*Behind every tour or cruise, there are literally hundreds of people we depend upon to help deliver on your expectations. Should one or two of them fall short, or there is an unexpected change to the itinerary, we hope you will not allow an isolated situation to upset your vacation.*

*So much of the joy of travel is to experience the unexpected. We hope you share that philosophy.*

–The Tauck Family

This brochure is designed to provide you with an honest description of what to expect on your journey. The Introduction Pages and the General Information (on these pages) are very important for you to understand. This information, in addition to other documents we will provide you when you book with us, including our *Travel Terms and Conditions* and *Financial Summary*, form the basis of our agreement with you. These documents include important legal obligations and should be read with care.

## Inclusive Prices

2022 prices are per person in AUD. Prices include: all accommodations (see below); airport transfers and land transportation as detailed in tour itinerary; basic internet where available in hotel rooms (service levels not guaranteed); entertainment and special dinners as arranged by Tauck; sightseeing; standard luggage handling (see below); services of Tauck Directors and local guides. Meals are included as specified. All appropriate gratuities for luggage handling, bellmen, doormen, dining room servers and local guides are included. On-tour airfare is included in the tour cost when flights are part of the trip, as indicated on the tour itinerary.

Tauck Director & driver gratuities are included on all cruises and Tauck Bridges family trips.

**Hotel & Ship Accommodations:** Tauck's per person price is based on double occupancy. Hotel rooms with two beds are usually reserved for doubles. The price for rooms /cabins occupied by one person is higher than those when two or more people share the cost of a room. Triples usually have two beds plus a rollaway cot (not recommended for comfort).

**Luggage Handling & Restrictions:** Normal luggage handling is included in the tour cost. Due to space restrictions on on-tour-transportation, we ask that you please limit your checked luggage to one suitcase per person weighing no more than 23 kg. Allowances and restrictions for checked and carry-on luggage vary across airlines, so we urge you to verify your airline's current number of items, size and weight limits to avoid overage fees, which can be expensive. Tauck cannot be held liable for additional fees or inconveniences imposed by your airline.

## Not Included in Price

The tour price does not include your airfare and related taxes to the tour departure point and from the tour ending point. As a service, Tauck will make hotel reservations before or after your trip on a space available basis upon request. These hotel charges will be added to your tour cost. Personal Expenses such as phone calls, room service, alcoholic and bar beverages, laundry, airline excess luggage charges (as noted above) and other optional incidental extras are not included. Tauck Director and driver gratuities are not included and are voluntary, with the exception of Bridges family trips and cruises.

## Luggage Responsibility

Although every effort is made to handle guests' luggage carefully, we cannot be responsible for loss or damaged luggage and personal effects due to breakage, theft, or fair wear and tear through hotel, airline and ground transportation handling. It is important to have adequate insurance to cover these eventualities.

## Before You Go

### Travel Well Pledge & Waiver of Liability for COVID-19:

The safety and comfort of our guests has always been of paramount concern to Tauck. However, because there is no way to eliminate all possible risks while travelling with Tauck, we cannot assume liability in the unlikely event you contract COVID-19. Therefore, in order to travel with us you will be required to sign our *Travel Well Pledge* and *Waiver of Liability* for COVID-19. To review the documents, please go to [tauck.com.au/travel-agreement](http://tauck.com.au/travel-agreement) or ask at booking.

**Itinerary Changes & Price Flexibility:** Tauck will make every effort to operate all tours as published. Tauck reserves the right to alter or curtail the itinerary, or substitute sightseeing, ports, hotels, and / or conveyances as deemed necessary. Any savings realized by these changes will be refunded to guests. Any added expense will be covered by Tauck. Although not expected, prices in this brochure may be modified due to errors or unexpected factors not anticipated at the time of printing.

**Passports, Visas & Immunisations:** Guests are required to carry a passport valid for at least 6 months after your return flight date. Visas remain the responsibility of the travel advisor and / or guest. Please contact the appropriate consulates for the most up to date information regarding visas. Please check with a

travel medicine specialist or local health department for specific recommendations and / or requirements for immunisations. All matters relating to compliance with the laws and regulations of all immigration authorities are solely the guest's responsibility.

**Transportation Security:** The Transportation Security Administration requires all passengers to provide their name, date of birth and gender when making all airline reservations. Travellers must provide their passport number and date of birth as they appear on their passport or government-issued ID to Tauck at time of booking for all cruises. Tauck must provide this information to the cruise operator before departure or you may be denied boarding.

**Health and Safety:** Please consult your physician for pre-departure health advice. Tauck regrets that it cannot provide special assistance for walking, wheelchairs, motorised scooters, dining or other personal needs. Guests needing such assistance must be accompanied by an able companion who will assist them. We regret that some itineraries cannot accommodate wheelchairs or motorised scooters.

Tauck reserves the right to terminate the tour of any person who has a health condition that creates a hazard to other guests, is abusive of others or whose behaviour is disruptive. Tauck will make no refund and will accept no liability for persons who must leave the trip.

**Photography and Video on Tour:** Occasionally, Tauck will use photographs and / or video taken on tour by fellow guests, your Tauck Director or professional photographers for use in print, Internet and other promotional purposes. If you prefer that your image not be used in any marketing activities, please notify your Tauck Director at the start of your tour.

## Airline Reservation Services

International airfare may be purchased through Tauck. By using Tauck's air services, you agree that Tauck, in purchasing, selling or otherwise arranging air transportation, is acting only as your agent with air carriers, who are independent contractors. Tauck is not liable or responsible for any accident, death, personal injury, illness, property damage, delay or other loss or expense of any nature whatsoever arising directly or indirectly out of any act of God, or any actions or omissions (including any failure to provide services) or default of, any carrier. Your airline ticket purchased through Tauck constitutes a contract between yourself and the airline. Tauck is not liable for, and does not assume responsibility or accept claims with regard to: seat assignments, name changes, schedule changes, flight changes, missed connections, cancellations, claims for a refund or reimbursement of airline ticket fees, or any other loss or expense incurred by you for any reason whatsoever. Tauck must handle ticketing for Tauck's special fares, which are subject to availability and cannot be guaranteed until reserved. Special fares cannot be combined with any other promotional offer. Tauck's air services must be purchased in conjunction with a Tauck cruise or tour. Electronic ticket numbers will be mailed with final documents.

Should you cancel or change your flights before or after departure, all airline cancellation and change fees will apply. It is the guest's responsibility to confirm all departures 24 hours in advance and to be aware of any changes by the carrier.

## How to Make a Reservation

See your travel advisor, or call Tauck at 1800-962-043 to make a reservation.

**Payment Due Dates and Amount:** To hold space up to time of "Final Payment," a non-refundable and non-transferable deposit for each trip booked must be received by the "Deposit Due Date" or your space is automatically released. The deposit amount is:

**\$450** – Most North America land tours

**\$650** – *Grand Canadian Rockies; Spirit of the Desert; Vancouver & the Rockies by Rocky Mountaineer*

**\$750** – Europe land tours

**\$875** – *Manitoba: Polar Bear Adventure; Romantic Germany; The Ultimate Alps and Dolomites; Swiss Highlands & Bavarian Alps*

**\$1100** – *A Grand Rail Adventure: Milan, The Alps & Vienna; Tauck Bridges River Cruises*

**\$1700** – *Grand Alaska; Life on the Mississippi*

**Deposit Protection Plan:** Tauck provides a "Deposit Protection Plan" at a cost of AUD \$75 per person per cruise. The cost is non-refundable and non-transferable and must be paid at the time of booking with your deposit. It only applies when you cancel your tour or cruise prior to final payment date. The deposit held in credit will exclude fees imposed by third parties related to air, rail travel, hotels, transfer or applicable cruise cabins. When booking airfares through Tauck (including when taking advantage of a special offer that includes air travel), standard airline cancellation fees will apply. In some cases, airfares will be non-refundable. In the event of cancellation, these fees will be deducted from the deposit paid, and therefore the credit being held. We will only credit the remainder of deposit to a future tour or cruise booking if you book within 24 months of cancellation of the original Tauck tour or cruise. This offer expires after the 24 months. We will only credit the remainder of the deposit to a future tour or cruise booking Balance Due and it can't be used as a credit for the initial deposit of a future tour or cruise booking. The Tauck "Deposit Protection Plan" only covers a Tauck tour or cruise and it does not replace Travel Insurance, which we recommend at the time of booking.

Final Payment is due to Tauck 60 days before departure for land trips, and 120 days before departure for cruises and rail journeys. Bookings without full payment at this time may be subject to cancellation without notice. Failure to make payment will be considered a cancellation by the guest and all applicable cancellation fees will apply.

**Personal Travel Documents:** Upon receipt of final payment, your travel documents will be sent by electronically; they will include electronic airline ticket numbers (when applicable), joining instructions, hotel lists, a reading list, clothing suggestions, cruise itinerary, and other pertinent information.

**Extreme Circumstances:** In the event of an act of God, war (declared or undeclared), terrorism, accident, natural disaster, outbreak of disease, pandemic, quarantine, decisions by governments, or other similar event or circumstance beyond Tauck's control, Tauck reserves the right to issue a credit to you in lieu of a money-back refund, applicable to a future Tauck journey.

## Travel Insurance and Travel Guidelines

We recommend that all guests independently purchase comprehensive Travel Insurance for the full purchase price of the tour as well as air and / or land program arrangement costs plus medical coverage.

Some countries have instituted measures like COVID-19 testing requirements, health insurance coverage minimums, or other specific restrictions on travel. These guidelines are in addition to, and may go beyond, Tauck's requirements. Please check your trip's destination(s) for any specific requirements that may be enforced.

## If You Have to Cancel

Regardless of reason, cancellations of confirmed bookings result in costly penalties and fees from hotel, ship operators and other travel providers. Therefore, the fees listed below will apply.

### Land Tours

#### 60 days or more before departure

Loss of Deposit, per person.

#### 59-8 days before departure

25% total cost of tour

#### 7-1 day before departure

50% of total cost of tour

### Cruises & Train Tours

#### 120 days or more before departure

Loss of Deposit.

#### 119-60 days before departure

Loss of 50% of tour cost, not including air (if applicable)

#### 59-1 day before departure

Loss of 100% of tour cost, not including air (if applicable)

Please Note: Airfares that are included on Tauck tours (On-Tour Air) may be subject to different cancellation fees not outlined above.

\*For services included in your booking that are not provided by Tauck, additional cancellation fees may be incurred.

\*Travel Professionals may impose their own cancellation fees.

Time of cancellation is when notice is received in Tauck's Wilton, CT office.

In the event of an unforeseen circumstance beyond our control, Tauck reserves the right to amend the cancellation terms outlined herein.

**Tour Interruption Fees:** If you have to interrupt your tour en route, you may be entitled to a refund for the unused land portion if it exceeds 24 hours; certain restrictions apply. Such refunds are based upon the number of overnights missed less a fee of AUD \$50 per person per day for unused transportation and other fixed expenses.

**Partial Room Cancellation:** A person who cancels or leaves a tour while a roommate remains constitutes a cancellation of one type of accommodation and rebooking of another type of accommodation. The price charged to the remaining person is the new, higher price for the new accommodation.

## Privacy Policy

Information collected in the booking process will be treated in accordance with Tauck's Privacy Policy. This policy can be found at: [tauck.com.au](http://tauck.com.au)

Tauck reserves the right to change deposit, payment and cancellation terms & conditions without prior notice.

## Before You Book

Before booking your trip, please be advised that many contain active experiences and may include touring in areas where modern amenities, like air conditioning, are not available. To access touring locations, you may need to walk considerable distances and stand on uneven terrain like cobblestones. Travellers must be in good health; consult your physician for pre-departure advice.

## Activity & Pace Levels

Higher numbers mean more active journeys.

### Activity

- 1: Walking/standing for up to one hour at a time, stairs and level ground
- 2: Walking/standing for one to two miles at a time, uneven steps & cobblestones
- 3: Active hiking, biking & walking for two to three miles, up hills & uneven terrain
- 4: Active walking, hiking, biking & sea kayaking with distances of 3+ miles for up to 3 hours at a time

### Pace

- 1: Generally easy – with time to rest and relax
- 2: Moderate – with some early morning starts
- 3: Often robust – long days, active sightseeing, early starts, evening activities, significant travel times
- 4: Consistently robust – very full and active days, extended travel times, and may include use of different modes of local transport

*Special thanks go to our guests, friends, families, travel partners and suppliers for the photography featured in this brochure.*

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California Seller of Travel #2016001-20