

POLICIES & PROCEDURES

WISCONSIN STATE TAX: Wisconsin State Taxes have been paid on all included lodging, meals, attractions and tickets. This is reflected in your tour cost.

RESERVATIONS:

1. Dial 734-5620 (in the Fox Valley) or 1-800-236-5511 (outside the Fox Valley.)
2. Provide the following:
 - Name of tour, tour number and date
 - Customer I.D. or name, address and phone number of everyone in your group
 - Preferred accommodations (overnight tours)
 - Preferred pickup point

DEPOSITS/PAYMENTS: All overnight motorcoach tours require a \$100.00 deposit per person (unless otherwise specified) along with the optional cancellation protection fee within 10 days of making the reservation. The balance is due **45** days prior to departure (unless otherwise specified). The balance due and the due date are indicated on the deposit receipt. For tours involving flights, deposits vary and are indicated with each individual tour write-up. **Final payment on flying tours is due approximately 60 DAYS PRIOR (unless otherwise specified). We do not send bills. Please write the tour number on all checks!** Approximately 10 to 14 days before the trip departs we send departure information, motel listings and luggage tags. **Note:** On one day tours, full payment is due within 10 days of making reservation.

DISCOUNTS: Only **one** discount may be used by each person on any tour, unless otherwise stated.

LUGGAGE HANDLING: Luggage handling is an included feature on all overnight motorcoach tours unless otherwise specified.

SPECIAL HEALTH REQUESTS: If you have a special health request, please notify us when making your reservation. Wheelchairs are permitted but we do not provide them. At least 2 weeks notice is required if a traveler is wheelchair-bound and needs a coach with a wheelchair lift. Motorized carts are allowed and stored below the coach. Oxygen tanks need special securing so advance notice must be provided. Minimal AC power is available on the coach. Seating is not assigned and cannot be reserved.

TOUR COSTS: Unless otherwise stated, the tour cost includes transportation, motel accommodations, all sightseeing mentioned and any meals that are noted as included.

Note: The tours are sold as packages. There is no refund to passengers who choose not to join the group on prearranged tours or for meals which are included in the tour cost.

CANCELLATION & REFUNDS: We suggest that you purchase the cancellation protection option at a cost of \$25.00 per person (2-4 day motor coach tour) or \$50 per person (motor coach tours 5 days or longer) due when making your initial deposit. For 1 day tours, the cost is \$15 per person which is due with your full payment. That will protect your tour cost in the event that you need to cancel due to the following three reasons only: illness, injury or recent death in the family. A doctor's written explanation must be provided in the case of illness or injury. **Cancellation Protection Option is not available if overnight motor coach tour is booked within 45 days prior to the date of departure.** If you do not have the Cancellation Protection Option and you cannot find a replacement, the following penalties will apply:

Time to Departure/Penalty:

More than 35 days (Extended Tours)	\$25.00
The following applies to both Extended & 1 day Tours:		
35-15 days5%
14-6 days10%
5-3 days15%
2 days or less100%

If a tour has non-refundable costs (example: theater tickets), the non-refundable amount will be charged in addition to the charges shown in the schedule above. **Refunds will be issued on the first Friday of the month following the cancellation.**

CANCELLATION PROTECTION: If you would like to protect yourself from loss of non-refundable portions of the tour cost if you must cancel due to illness, injury or recent death in the family, please add \$25.00 per person (2-4 day motor coach tours), \$50 per person (motor coach tours 5 days or longer) or \$15 per person for one day tours. This will override the percentage cancellation penalty listed above and also insure your full refund of any non-refundable prepaid amounts. The amount you pay for the protection option is non-refundable. It is due with your deposit or with your full payment for a one day tour. This protection plan goes into effect upon receipt of your payment. If not paid, you may be subject to non-refundable penalties and the above schedule at any time if you cancel. **This cancellation protection plan applies only to total motor coach tours and pre-trip cancellation.** This does not cover airfare, Amtrak OR tours planned by tour operators other than Nationwide Travelers.

This cancellation protection option only applies to pre-trip cancellation and only **if cancellation is due to illness, injury or recent death in the family.** It doesn't include some features covered by travel insurance (next section) which covers other expenses involved if you or your partner must cancel during the course of the tour. Information on this insurance is available by calling our office for a brochure.

TRAVEL INSURANCE: A brochure for travel insurance is available through our office and provided by an independent insurance provider. A luggage and contents protection policy is also available.

FLYING TOURS: Tours involving flights have cancellation policies set by airlines and the policies previously stated do not apply. Each airline has its own policy. We can inform you of the applicable cancellation policy when you make your reservation. We recommend purchasing cancellation insurance; a brochure is available through our office. When making reservations for a flying tour, please give **full name** as written on a government issued I.D. (for example: driver's license) for airport identification purposes. Per person tour cost is subject to change due to fluctuating airfare costs.

CANCELLED TOURS: Each tour in our brochure is priced based on the assumption that a particular minimum number of persons will participate. Thirty days prior to departure, the reservation list is checked to see if the required number have made reservations. If the list is reasonably close to the number required, a decision is made to run the tour. If, however, very few are signed up, a decision to cancel the tour must be made. Those who have made reservations are notified of the cancellation and are given the option of having their money refunded or transferred to another tour. Nationwide Travelers does not like to cancel tours. **You can help us avoid cancellations by making your reservations early and encouraging your traveling friends to do the same.**

ACCOMMODATION CHANGES: If your accommodations change because your roommate(s) cancel(s)(even if at the last moment or while on tour), it becomes necessary to charge you the higher rate since the motels make no allowances and pass the added cost on to us.

LUGGAGE: You're allowed one large suitcase (not over 50 pounds) per person plus a carry-on bag preferably made out of a soft material such as canvas or soft leather. Please limit the size of the carry-on to 16" x 12" x 6" high. A camcorder is considered a carry-on piece of luggage. Nationwide Travelers cannot be held responsible for lost or damaged luggage.

SMOKING/ALCOHOL: Smoking is not allowed on the motor coach. Alcohol is not permitted on any Nationwide retail tour. Alcoholic beverages in coolers can be stored under the motor coach in the luggage bay but cannot be taken out or consumed until arriving at the destination.

ESCORTED TOURS: Most motorcoach tours are personally escorted by a Nationwide Travelers tour director who will be with you throughout the tour. They are there to assist you so please do not hesitate to use their services. In order to bring you the least expensive one day tours possible, they will not have a tour director.

CANADIAN BORDER CROSSING: A number of tours in this brochure involve travel in Canada. Passengers on these tours should have in their possession proof of U.S. citizenship in the form of a valid passport beginning June 1, 2009.

SINGLE TRAVELERS: If you have no traveling partner and would like one, contact our office and inform us of your situation. We can provide the name(s) of other single travelers who would also like a partner (if available). The full single rate will be charged until a partner can be found. Of course, many people prefer to travel alone, and single travelers are always welcome on Nationwide Travelers' tours.

Please Note: If you have any physical or mental limitations, please advise us of your situation when making your reservation. Persons who require assistance must have a traveling companion who is fully responsible for the person. Nationwide Travelers and its personnel or its suppliers may not physically lift passengers into transportation vehicles. Nationwide cannot provide special individual assistance to tour members with special needs for walking or other routine activities.

AIR/GROUND TRANSPORTATION: Many times, travelers who would like to go on an extended tour cannot be gone long from their job or home. We can make arrangements for you to fly into a major city and join the tour in progress, or to depart the tour early and fly home, or both. This way you can enjoy the highlights of the tour and eliminate the days of travel to and/or from the destination. All unused features of the tour will be refunded to you, or applied toward the airfare. We make these arrangements for you with no extra service charge.

ITINERARY CHANGES: Nationwide Travelers reserves the right to make any changes or alterations in printed itineraries, routing or included features prior to or during the tour as necessary for smooth operation of the tour.

RESPONSIBILITY: We are not responsible for any typographical errors on any Nationwide publication. Tours are arranged and operated by Nationwide Travelers Tours, Inc. ("Nationwide"), 1103 South Lynndale Drive, Appleton, WI, 54914. Nationwide (and its agents) act only as agent for the passenger in arranging for the component elements of each tour. It does not own, operate or supervise any suppliers of goods and services for any of these tours, and it is not liable for any injury, loss, damage, death, delay or irregularity occasioned by reason of defaults, willful activity, negligence, bank-

ruptcy, or any other problems which occur by reason of activity or inactivity of any third party. Without limiting this exclusion, Nationwide is not liable for acts of God, acts of state, labor, terrorist or criminal activity of any kind and disclaims liability for any such occurrences as well as for any injury, delay, death or inconvenience suffered by any person by reason of any condition beyond Nationwide's control. Nationwide reserves the right to decline or retain any person as a member of the tour. We also have the right to terminate any tour participant who is objectionable or disruptive of the tour. The payment of the required deposits and/or any partial or full payment for reservations on a tour shall be deemed and constitute full knowledge, acceptance, and consent by the participant to all provisions in this clause.

LOST/STOLEN ARTICLES: Nationwide Travelers, the motels we use and the sightseeing attractions are not to be held responsible for lost or stolen personal items.

PARKING DURING TOUR: Nationwide Travelers offers free parking at our office at 1103 South Lynndale Drive in Appleton for the full term of your tour. Most of the pickup points below also offer free parking. Nationwide Travelers and/or the owners of these parking lots are not responsible for vehicles left in these areas during the course of your tour. **If using a Park 'n Ride for 4 or more days, call our office for instructions.**

Depending on the direction the tour is traveling, there may be some changes or additions made in the listed points of pickup. Other points of pickup may be arranged for an additional charge. If after receiving your itinerary you wish to change your pickup point, please notify our office **immediately.** Nationwide Travelers will not be held responsible for anyone left behind because they failed to notify us of a pickup point change.

PRE-TOUR ACCOMMODATIONS: Discounted accommodations are available at a local Appleton motel located close to our office for the night before your departure. Cost of accommodations will be added to your tour cost.

* * Motel option not available if we are doing a transfer for other travelers to your point of pickup. Post-tour and overnight accommodations for 1 day tours are also available at the same discounted rate.

POINTS OF PICKUP:

In most cases the following are standard pickup points available free of charge. **In the list below we have indicated which locations agree to allow overnight parking marked with a "P". However, Nationwide Travelers is not responsible for your vehicle. These are only suggestions of where overnight parking is available:**

1. **Appleton** - Nationwide Travelers Office, 1103 South Lynndale Drive. Overnight parking south of building. **P**
2. **Neeah** - Twin City Diner, Hwys 41/114 (Green Bay Rd). Park on South side, away from building.
3. **Oshkosh** - J.C. Penney's parking lot, Hwy 44 & Koeller Road. Park at back edge of Southeast corner. **P**
4. **Fond du Lac** - Holiday Inn, Hwy 41 & Military Road, 625 W. Rolling Meadows Drive. Park in the southeast corner of the parking lot adjacent the lobby entrance. Leave overnight parking slip at front desk. **P**
5. **Lomira** - Exxon, Hwys 67 & 41. Overnight parking at south end of Sports Shop. **P**
6. **Slinger/Hartford/Allenton/West Bend** - Park & Ride, East side of Hwy 33 off of Hwy 41. No phones. **P**
7. **Menomonee Falls/Germantown** - McDonalds, Hwys 41 & Q/County Line Road.
8. **Milwaukee** - Park & Ride, Watertown Plank Road, Exit 40 off Hwy 45 (Just north of I-94 exit). **P/5 DAY LIMIT.**
9. **Milwaukee** - Target, 4777 South 27th Street, Lot closest to 27th street - back of lot.
10. **Racine** - Ives Grove Park'n Ride (next to Sheriff Substation), Hwy 20 & I-94.
11. **Kenosha** - Days Inn, I-94 & Hwy 50.

NOTE: #5-11 are not available on North & Westbound tours.

The following additional points of pickup are available for \$10 per person on motorcoach tours of three days or longer:

12. **De Pere** - De Pere Park'n Ride, (adjacent to Festival Foods) Cty Hwy G/Main St. exit East off Hwy 41, Exit 163-A. *The DePere pickup is also available (unless otherwise indicated) on One and Two Day Tours for a charge of \$10.00 per person. **P**
13. **Shawano** - Comfort Inn & Suites, Northeast corner Hwys 22/29. **P** at back of building.
14. **Clintonville** - Clintonville Lanes, 250 County Trk I (behind Jenny's Family Restaurant). **P** on the West side by the water tower.
15. **New London** - Wal-Mart, 1717 N. Shawano. Southeast corner of lot.
16. **Manitowoc/Two Rivers** - Park 'n Ride, Hwy 151 & I-43. **P**
17. **Chilton** - Chilton Furniture, 100 Southside Shopping Center. **P** at edge of lot facing Hwy 151.
18. **Waupaca** - Mobil Station, Hwys 49/10/54. Check at station regarding where to park. **P**
19. **Fremont** - Citgo Station, Hwys 10/110.
20. **Stevens Point** - Holiday Inn Hotel & Conference Center, 1001 Amber Avenue. **P** in SW corner of parking lot - 5th row in front of hotel.