

Deposit: varies per tour and due upon registration

Final Payment: Due by date noted on the brochure

POLICY SHEET

UTOPIA TOURS

Pick-ups & drop-offs: are in Fargo/FM Visitors Center; Fergus Falls / Wal-Mart; Alexandria – Perkins; Sauk Ctr or Melrose; St Jo Park & Ride (Hwy 2) You can leave your car at these locations for the duration of the tour. On some tours, we may not come and go the same way. Other pick-ups may be available depending on tour route. Example - Maple Grove if routed through the cities

Tour Includes: See “Price Includes” section of the brochure. All sightseeing admissions, transportation, guide fees, Utopia Tour Director, lodging, baggage hdlg (1 pp), taxes, tips for services included in the tour & included meals listed. **Information (dates, inclusions, prices, etc.) are subject to change without notice.

Not Included: Tips for meals or services not included in tour price and Tour Director and Tour Driver tips. The suggested amount for **tipping** your driver and director is \$ 4 - \$ 5 per day per person. Tip envelopes are provided in you tour packet you receive when you board the bus.

Luggage: Included in cost is one suitcase pp (must weigh less than 50 lbs.) Baggage handling is included at most hotels for this piece of luggage. You may also bring a carry-on to be handled by yourself. This should be a small, soft-sided bag that will fit easily below your seat or in the overhead luggage racks of the bus. The hotel list you receive with your final letter will note which hotels have laundry facilities, should you need to wash clothes during the tour.

Packing: Dress for comfort! Layered clothing is the way to go due to variable temperatures of your travel route and destination. Maybe a light, all-weather jacket or a sweater in the spring/summer/fall and a heavier one in the fall/winter months. Watch the weather report before the tour departs – may need an umbrella too and comfortable walking shoes are a must. It is recommended to put your medications, travel documents, valuables in your carry-on. This is the bag that you will bring with you in to the bus, as your other luggage may not always be accessible during your tour.

Tour Bus: The tour bus will have a restroom in the back of the bus, and luggage racks over your seats. Most buses have TV screens, WiFi capabilities (may be limited in Canada & Alaska) plus plug-ins for your electronics. Buses will follow CDC guidelines for cleaning and sanitizing.

Motorcoach Seating: There are no assigned seats on the bus. Choose seats as board the bus. The guide may make some changes so friends can sit by each other, etc. We have not been rotating seats at this time but may do every 2 – 3 days or so. Guide will consider this on the tour. Mostly, we want everyone to feel comfortable and courteous as we travel.

Meals: Breakfasts and other meals are included as noted in the includes section of each tour brochure. We will update this, per tour, closer to the departure dates. All subject to change.

Breaks: On driving days, we stop every 2 – 2 ½ hrs or so for coffee and lunch breaks. This is a great time to stretch a little, use the restroom facilities and mingle with the passengers.

Special Needs: If you have food allergies, or a special diet, please let us know upon booking. We will make every effort to meet your needs, however, an alternative meal may not always be available. If it is not available, it is your responsibility to find an alternative. If there are special requirements with

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disabilities, please notify us upon booking. A number of hotels that have a handicap room have one king bed and a handicap bathroom. May not have a 2 bed w/full handicap bathroom available. Adjustments would need to be made. Also, our tours have different activity levels where there is a lot of walking. With this may need to have a responsible person with you if need a wheelchair, etc or may have to stay on the bus if feel unable to walk to or through an attraction, etc

Tour Documents: The final information will be mailed out to your approximately 10 days to 2 weeks prior to departure. This will include a tour brochure, hotel list, pick-up and drop-off times/locations, luggage tags, and more. Name tags and other information will be in the packet you receive when boarding the bus.

Airfare: If airfare is included in your tour, the airline's policies and cancellation / change fees apply. Additional luggage fees may be incurred at airport check-in. Please follow carry-on and checked luggage rules and regulations. Name on your ticket must match your Passport, Enhanced Drivers or Real ID. For motorcoach tours entering Canada by land, you need your Enhanced Drivers license or a valid Passport. Check website -- travel.state.gov

UTOPIA TOURS: reserves the right to make changes or alterations in the printed itinerary, dates, route or included features prior to or during the tour as may be necessary for the smooth and efficient operation of the tour without prior notice and assumes no responsibility for delays and/or expenses due to such modification. We will make every effort to fulfill special meal and rooms requests, but do not assume responsibility or liability if request is not fulfilled.

Responsibility: Utopia Tours is not responsible for any loss or damage of personal property or for injuries, expenses or damages whatsoever incurred or claimed by any tour member. Once our activities have ended for the day and we are at our lodging, as well as any time you have exited the bus during the tour day, you are on your own and Utopia Tours is not liable for your activities and/or accident/incident that may occur. Please use your best judgement when crossing streets/roads and be careful for uneven or slippery sidewalks, etc. Your safety is important to us.

CANCELLATIONS & REFUND POLICY (Refunds are for medical reasons only. Need doctors note.

--Cancel prior to final payment due date100% (full refund)

--Cancel after final payment due date and up to 7 business days prior to departure** ...

Receive 75% back less any non-recoverable fees (ex: non-refundable room or attraction)

--After 7 business days prior to departure ... tour non-refundable

--Tour is fully refundable if Utopia Tours cancels a tour

--Cancellation & refund policy may differ on certain tours (ex. Alaska)

OPTIONAL TRIP CANCELLATION & INTERRUPTION INSURANCE---We are happy to offer you the option of travel insurance through TRAVEL GUARD/AIG for your upcoming tour. There are different plans available and rates are based on the tour price per person and your age at the time of purchase.

Please note: in order to qualify for pre-existing medical condition exclusion waiver – your policy must be purchased with 15 days of your initial trip payment. Day one is the date the initial payment was made. Call Travel Guard for more details and questions 1-800-826-1300 or enroll on-line through the link on our website www.utopiatours.com and give our agency code # 009478 Utopia Tours
Thank you for traveling with Utopia Tours – call with questions 320-763-8687

Steve and Elaine Angen, Owners

