

## THESE POLICIES APPLY TO BOTH CITY AND SPECIAL EVENT PACKAGES BUT SEE PAGE 23 FOR ALL SPECIAL EVENT PACKAGE PAYMENT, CANCELLATION AND DOCUMENT INFORMATION

### PAYMENT FOR CITY PACKAGES

**DEPOSIT:** Generally, a non-refundable \$200 per person deposit is due at time of booking, for City Packages, however the deposit may vary from city to city; we will advise your travel agent at time of booking.

**FULL PAYMENT:** Due 60 days before arrival date or immediately if booking is made inside 60 days.

**CANCELLATION:** If canceled up to and including the 30th day before arrival, \$200 per person fee applies (except for New York, see Important Information on page 12 as show tickets are non-refundable); if canceled 29 to 11 days before arrival, \$250 per person fee applies (for New York - canceled ticket costs plus \$250 per person); if canceled within 10 days of arrival of if customer is a "no-show", \$250 per person plus one Extra Night rate per person (for New York - canceled tickets costs plus \$250 per person plus one Extra Night rate per person. Trip cancellation is available and is described in next column.

**FORM OF PAYMENT:** Travel agency checks, Visa, Mastercard, Discover or American Express. MCOs and Tour Orders are not accepted.

**RATES:** Brochure rates represent cash discount pricing; full rate applies to credit card sales. Rates are subject to change without notice. Prices include tax, ticket brokerage fees where applicable, planning costs.

**NOT INCLUDED IN PRICE:** Airfare, portorage at hotel, meals not shown in package inclusions, any items of a personal nature, parking at hotel, rollaway charges.

**LATE BOOKINGS:** A nominal fee will apply to process booking and express mail documents for reservations taken within 21 days of arrival.

**DOCUMENTS:** Will be sent to your travel agent 21 days before arrival (see page 23 for Special Events). Document reissue will result in a fee of \$20 per person.

**FEATURES:** All package inclusions, including sightseeing and days of operation are subject to change. Changes will be advised at time of booking. Substitution features of equal value will be made if necessary. If shows become unavailable, other shows will be substituted.

**SHOW TICKETS:** Based on best available seats at time of booking. Nominal surcharges may apply for some shows due to ticket price differences and increases in ticket costs and fees. See important information inside this brochure for shows in New York, Branson and Nashville. Shows and event tickets that customers cancel are not refundable.

**REFUNDS:** Requests must be in writing, and may take 30 days to research. Due to certain vendor restrictions, (hotels, sightseeing companies, ticket sources) we cannot guarantee refund will be granted.

**RESPONSIBILITY:** City Escape Holidays' responsibility and liability does not extend to personal injury, property damage or acts of negligence or omission related to any vendor providing services on the offered City Package or Special Events plans.

**UNUSED FEATURES:** Unused features, vouchers, admission tickets, show tickets or other package inclusions cannot be refunded.

**ROOM CONFIGURATION AND ROLLAWAY CHARGES:** All prices are based on the existing bedding in the room. Rollaway charges are not the responsibility of City Escape Holidays; customers should take care of these charges directly with the hotel front desk.

**ROOM ALLOCATION:** When City Escape Holiday's room allocations are sold out, often we have the opportunity to secure additional rooms, but they may be at a higher rate, based on the hotel's capacity pricing policy. If this is the case, we will advise your travel agent at time of booking. High demand rates may also apply to some dates.

**HOTEL CHECK-IN/CHECK-OUT:** Generally check-in is no earlier than 3:00 pm and check-out by 12 noon. This is the policy of the hotels, not City Escapes.

**CHANGES:** For each change made after the original booking, a fee of \$15 (\$25 for Special Events) per person will apply. Cancellation policy is outlined above for each package type. Please note that the Trip Protection Plan does not cover changes.

**RETURNED CHECKS:** Are subject to a \$35 service charge.

**TRAVEL AGENT RESPONSIBILITY:** Your travel agent is responsible for going over all documents with you and explaining their use and conditions.

**GROUPS:** All group requests will be quoted based on desired inclusions and can be completely customized.

### BOOKING PROCEDURES FOR TRAVEL AGENTS:

Our office will be closed Friday of Thanksgiving weekend, December 31 and the afternoon of Good Friday.

Contact our Vacation and Special Events Reservations Center:

City Escape Holidays Phone: 800-222-0022

13470 Washington Blvd, #101 Fax: 310-827-5575

Marina del Rey, CA 90292

Office Hours: 8:00am to 5:00pm, Monday-Friday PST

Travel Agents Brochure RQ Fax: 310-827-5553

### PACKAGES ARE AVAILABLE FOR GROUPS OR INDIVIDUALS

City Escape Holidays is registered as a Seller of Travel in California under registration number CA#2060639-40.



Please see your travel agent for a copy of our Digest. It is a complete synopsis of our entire product line... City Packages, Special Events programs and lots of Great Group Ideas. It is an abridged version of this 24 page brochure, and you will find it quite handy for future vacation planning.

[www.cityescapes.com](http://www.cityescapes.com)  
[www.specialeventpackages.com](http://www.specialeventpackages.com)

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