

Discover Europe TERMS & CONDITIONS

1. Please be sure to complete both sides of this form.
2. Space on this journey is limited and registrations are accepted strictly on a first come, first served basis.
3. Registration and payment imply acceptance of the terms and conditions described herein. This information, as well as your itinerary description regarding dates, inclusions and prices, form the basis of your individual contract with Discover Europe, Ltd.
4. Registration and payment waive and release Discover Europe, Ltd., Case Western Reserve University, Engaging Journeys, their affiliates, directors, officers, employees, including any person or entity employed or utilized by them, from all claims arising from any injury, loss, damage, accident, delay or expense resulting from events beyond their control, including, without limitation: natural disasters, war, strikes, incidents of politically-motivated violence, sickness or quarantine, government restrictions or regulations, and in the absence of its own gross negligence, arising from the use of any vehicle or from any act of omission by any bus or car rental agency, airline, taxi or tour service, hotel, restaurant, or other firm, agency, company or individual.
5. Discover Europe, Ltd. reserves the right to substitute hotels, airlines, activities or excursions in response to changes in availability, local events or weather conditions, provided such substitutions do not adversely affect the overall quality of the tour. Such substitutions do not constitute grounds for withdrawal with full refund.
6. Conduct During the Tour: You are responsible for respecting the authority and laws of the countries in your itinerary, including local health and safety regulations, and following the directions of the tour guide. We may exclude you from participating in all or any part of the tour if, in our sole discretion, your health, condition or behavior renders you unfit for the tour or unfit for continuation once the tour has begun. Unfitness may include, without limitation, any behavior that, regardless of its cause, is inappropriate or offensive or interferes with the delivery of tour services, or may constitute a hazard or embarrassment. In such case, our liability shall be strictly limited to refund of the recoverable cost of any unused portion of the tour. Should you decide not to participate in certain parts of the tour or use certain goods included in the tour, no refunds will be made for those unused parts of the tour or goods.

PAYMENT SCHEDULE

1. A deposit of \$500 must accompany this completed form (if it has not already been paid).
2. The remaining balance will be billed and payable 90 days prior to trip departure. A late fee of \$100 per person may be added to balances still outstanding 60 days prior to departure.

TOUR COST ADJUSTMENTS

Discover Europe makes every effort to guarantee that the published cost of your chosen tour will not change. However, we do reserve the right to make adjustments in the following circumstances:

1. Exchange rates. Should the value of the dollar fall against the currency of the countries visited on your tour by more than 10% in the 6 months prior to trip departure.

2. Airfares. If your tour includes airfare, Discover Europe reserves the right to pass along increases in costs (taxes, airport fees, fuel surcharges, etc.) that are charged by the airline involved.
3. Group size. This tour has been based on a group size of 20-30 participants. Should we end up with less than 20 people, we will determine a course of action which will involve either paying a surcharge to keep the tour as is, or making adjustments to the tour in order to keep the cost the same.
4. Late registrations (received within 60 days of departure) may also incur extra fees and charges as discounted rates for hotels and airfares may no longer be available so close to departure. Participants will be made aware of any such charges before their registration is accepted.

REFUND POLICY

1. Participants who withdraw more than 90 days prior to tour departure will receive a refund of all monies received by Discover Europe, Ltd., less a \$200 cancellation penalty per person*.
2. Participants who withdraw fewer than 90 days prior to tour departure will receive a refund of all monies received by Discover Europe, Ltd., less the following cancellation penalties:
 - 90-61 days prior to departure: \$1000 per person*
 - 60 - 31 days prior to departure: \$2000 per person*
 - 30 or fewer days prior to departure: no refund*
3. Please note that the final payment becomes due upon receipt of the final invoice and will remain payable, as per the payment schedule, if your cancellation is received after this.
4. These cancellation penalty amounts do not include any airfares purchased on your behalf by Discover Europe Ltd. Note that the least expensive airfares are usually non-refundable. Refunds for airline tickets will be handled separately from the refund of the land tour package.
5. Comprehensive travel insurance is not included in your tour package. Discover Europe, Ltd., strongly advises that you purchase travel insurance for your upcoming trip. Trip insurance information will be mailed to you upon the receipt of your reservation. Please contact Sarah Doody at Engaging Journeys at 904.432.3141 or sarah@engagingjourneys.com for insurance information.
6. All cancellation requests must be received in writing.
7. There is no provision for refund for any activities missed due to the participant's absence once the tour has started.
8. Your place on this tour is not transferable.

* *Unless enrolled in our payment protection plan*

INCLUSIONS & EXCLUSIONS

1. All inclusions are listed on the day-by-day itinerary and registration form.
2. The following are not included (unless specifically mentioned in the itinerary): travel insurance, transportation to and from the participant's home to their chosen departure airport, passport fees, excess baggage charges, tips to couriers and tour bus drivers, items of a personal nature.