

Unless otherwise noted, the following terms, conditions and policies apply to all CWRU Siegal Lifelong Learning travel programs offered by **Hollbrook Travel**. **This applies to the Costa Rica Programs\.**

TERMS & CONDITIONS: CWRU, and/or their agents assume no responsibility or liability for any act, error or omission, or for any injury, loss, accident, delay or irregularity, which may be caused by any defect in any aircraft, ship, train, bus, or other carrier, or through neglect or default of any subcontractor or other third party, which may be used wholly or in part in the performance of their duty to the participants of the tour. CWRU reserves the right to cancel any tour prior to departure for any reason including insufficient numbers of participants, as well as the right to decline to accept or retain any person as a member of the tour at any time. If bookings fall below the minimum required, passengers will be advised of additional costs or itinerary alterations before departure date. Tour itinerary subject to change if necessary.

CANCELLATIONS & REFUNDS: Cancellations for all or any part of the trip including Pre/Post Program reservations will not be effective until received in writing in the offices of **Hollbrook Travel**. Should you have to cancel, the following terms will apply:

- (a) if the cancellation notice is received by Hollbrook **95 or more calendar days** prior to the scheduled departure date, there is a **\$200 cancellation fee**;
- (b) if the cancellation notice is received by Hollbrook **less than 95 days prior** to the scheduled departure date there is **no refund**.
- (c) In addition to and not in lieu of the foregoing, a Cancellation Fee equal to 100% of the carrier charge applies to all non-refundable airfares due to your cancellation made at any time prior to the scheduled program departure date.

After the tour has commenced, it is not possible to issue any refunds. No refunds can be issued for occasional missed meals or sightseeing tours. No refunds for any unused portion of the tour. If due to weather, flight schedules, or other uncontrollable factors you are required to spend an additional night, you will be responsible for your own hotel, transfers, and meal costs.

TRAVEL INSURANCE: Tour cancellation/interruption insurance is strongly recommended