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London - Globus Tours

INTRODUCTION

Thank you for trusting Sand & C Travel with booking your upcoming trip. We understand that your vacation is precious, and want to work with you to make the preparation process as easy as possible. We have prepared this guide to walk you through the process, address many of your questions and make sure you understand the important terms and conditions related to your cruise. Please call your Sand & C Travel consultant if you have any questions or concerns about the information provided in this guide. Note that it was current as of the time of printing in January 2015 and is subject to change.

CONTACT INFORMATION

Before anything else, we want to make sure that you give us all of your contact information (addresses, phone numbers, e-mails, emergency contact information). There are all kinds of things that can happen when planning a trip, and we may need to notify you even if you are out of town or there is a storm that knocks out phones. Please provide us with as many methods as possible to contact you, especially if you are a snowbird and have more than one home. We also want to have your cell phone numbers and e-mail addresses to contact you while on your cruise, if necessary.

Note that we do send out promotional e-mails to our clients. While many of our clients enjoy receiving these updates, we understand that some people are overwhelmed. If you would prefer not to receive our promotions, please tell your Sand & C Travel consultant. We can update our system to only send messages related to your trip, and not marketing pieces.

REQUIRED PROOF OF CITIZENSHIP

One of the most important steps you can take as early as possible is to make sure that you have proper proof of citizenship for your trip. Check your passport and make sure it will be valid until at least 6 months after your return from your trip. Make sure it is in a safe place and accessible so you can get to it when you need it. (For example, if you are a snow bird and leaving on your cruise from your Florida home, make sure you don't leave your passport up north!)

FOR U.S. CITIZENS, A VALID PASSPORT IS REQUIRED FOR ALL INTERNATIONAL AIR TRAVEL AND VIRTUALLY ALL LAND AND SEA TRAVEL (this includes travel to/from Canada, Mexico, the Caribbean and Bermuda). Though not recommended (passports are strongly suggested), exceptions have been made by the U.S. Government to the passport requirement for some land and sea travel. A U.S. Passport Card, the Enhanced Driver's License (may not be available in all states) and the Trusted Traveler Program Cards are forms of documentation valid for certain, limited situations - inquire for details. Additionally, U.S. citizens who board a cruise ship at a port within the United States, travel only within the Western Hemisphere, and return to the same U.S. port on the same ship ("Closed-Loop" cruises) may present a government issued photo identification, along with proof of citizenship (an original or copy of his or her birth certificate, a Consular report of Birth Abroad, or a Certificate of Naturalization). Please be aware that you may still be required to present a passport to enter the foreign countries your cruise ship is visiting. Also be aware that your particular supplier may require a passport regardless of your itinerary. Check with your operator to ensure you have the appropriate documents.

Non-U.S. citizens must contact the appropriate consular office for entry requirements pertaining to your trip.

Current information regarding re-entry into the United States can be found on the Western Hemisphere Travel Initiative website, www.getyouhome.gov. Any visa(s) or other documentation required for a particular itinerary is the sole responsibility of the guest. Sand & C Travel will not be responsible for advising and/or obtaining required documents for any clients, or for any delays, damages, and/or losses, including missed portions of your trip, related to improper travel documentation. As a courtesy, Sand & C Travel may relay documentation information (including the documentation requirements indicated here) that we receive from travel suppliers or passport/visa services. Sand & C Travel is not responsible for any information pertaining to documentation requirements provided by any third party. Sand & C Travel recommends that you independently verify all of this information, as obtaining and carrying proper documents is solely your responsibility. You are responsible for obtaining valid Passports and Visas. Contact the U. S. Department of State for details (visit <http://www.travel.state.gov/passport/> for details).

MAKE SURE that your names, as they appear on your invoice from Sand & C Travel, match your passport. MOST SUPPLIERS AND AIRLINES WILL CHARGE A FEE FOR ANY CHANGES TO THE NAME ON THE RECORD, SO IT IS IMPERATIVE THAT YOUR NAME MATCHES CORRECTLY AT THE TIME OF BOOKING. Contact your Sand & C Travel consultant IMMEDIATELY if any changes or corrections need to be made to the names as shown on your confirmation. If corrections are NOT made PRIOR TO TIME OF TRAVEL, BOARDING MAY BE DENIED WITHOUT FINANCIAL COMPENSATION. Keep in mind that for U.S. Citizens on closed-loop sailings originating in the United States only, if your name as indicated on your travel documents does not match the name on your proof of citizenship as a result of a name change, you must present the legal certification for the name change (e.g., marriage license, etc.). Due to government imposed security/immigration measures, passport information and emergency contact information is required to be provided to most travel suppliers prior to departure.

Various countries outside North America require U.S. citizens to obtain visas prior arriving in the country. Costs for the visas are almost never included in the costs of the cruise. Sand & C Travel can assist you with completing visas forms for a fee and/or recommend services to process your visa applications.

Sand & C Travel can provide the names of passport or visa services that secure visas or expedited passports if necessary. Visit our website, www.sandctravel.com for more information.

HEALTH INFORMATION

Certain countries may require proof that you have the required vaccinations prior to arriving in the country. The tour operator or river cruise line usually provides information about such requirements. In addition, the Center for Disease Control may recommend that you get certain vaccinations, medications or take other steps to protect your health when traveling. We recommend that you consult your doctor and visit the CDC's website, www.cdc.gov/travel to prepare for your trip. In addition, Passport Health is a company with expertise on travel health, and can be contacted at (888) 499-7277.



Tauck World Discovery

PAYMENT TERMS

Every tour and river cruise operator determines the payment terms for the booking and your credit card payment is charged by the operator (not by Sand & C Travel, we just provide the tour or river cruise operator with the card information to charge). While most major tour or river cruise operators don't require the balance until a few months before your trip, some do require payment earlier. And, sometimes there are lines that provide discounts for paying early. Review the brochure or website for the tour or river cruise operator that you are booked with for the exact terms of when your payment is due.

It is really important that you pay for your trip prior to the due date. Some tour or river cruise operators will cancel your booking if not paid on a timely basis, and you could lose the deposit that you posted! We certainly don't want that to happen, so if you are going away at the time your payment is due, please call us ahead of time to authorize your payment. We don't want you to lose out on that great vacation you are planning because you are unreachable when your balance has to be paid!

CANCELLATION TERMS

So, you are planning this wonderful vacation and have every intention of going, right? Of course! But unfortunately, once in a while things happen that do cause you to have to cancel your trip. You should review the tour or river cruise operator's cancellation terms in detail at the time that you book your vacation. For tours, river cruises and land packages, cancellation penalties usually begin IMMEDIATELY UPON POSTING YOUR INITIAL DEPOSIT ON THE BOOKING. And all tour or river cruise operators have significant penalties as time gets closer to departure. It is extremely important to understand the tour or river cruise operator's complete terms and conditions.

We strongly recommend that you purchase travel insurance once you are in a penalty period, which could reimburse you if the cancellation is for a covered reason. (See "Travel Insurance" below)

GUARANTEED DEPARTURES & TOUR MINIMUMS

Most escorted tour operators have a minimum number of passengers booked on a departure for the tour to operate. (Note that this section usually does not apply for river cruises or independent land packages.) If the company has such a minimum, and not enough passengers are booked, the operator will usually maintain the right to cancel the tour and only be obligated to return your payments for the tour itself. The operator will usually work with you to find another date, and may be willing to absorb some of the cost of changing airline tickets. However, the operator is usually under no obligation to incur any costs related to tickets purchased independent of the operator.

When booking an escorted tour, we recommend the following steps to mitigate the risk of the tour being canceled due to a lack of participation:

- Book tour operators that offer guaranteed departures. Guaranteed departures will operate even if you are the only people on the trip! (Certain operators will only offer guaranteed departures, while others will designate certain dates as guaranteed. Inquire with your Sand & C Travel Consultant for details.)
- If the departure is not guaranteed, ask your Sand & C Travel consultant to inquire with the operator how many passengers are booked, to get a feel for where the departure stands. Although even with a large number booked the operator maintains the right to cancel, the risk is lower as more passengers are booked.
- If the departure is not guaranteed, book your air through the tour operator.

Always review the tour operator's brochure to understand the complete terms of when the trip can be canceled.

TRAVEL INSURANCE

All too often, we have seen clients make large investments in a wonderful vacation, only to skimp on the insurance. At Sand & C Travel, we believe that is not the place to look to save money. When you are overseas and an emergency happens, you are going to want the best coverage available, not the cheapest. Most people won't buy the cheapest health insurance on the market, so why would anyone do that for when you are thousands of miles from home?

Travel insurance can provide coverage for many different types of losses, but there are three major items that we believe are the most important coverages:

- Trip Cancellation/Interruption (to recover funds lost due to penalties if you have any to cancel your trip prior to departure or costs incurred for having to cut your short due to covered reasons)
- Emergency Medical (to cover medical expenses while overseas usually not covered by Medicare or many personal insurance plans)
- Emergency Transportation (to cover medical evacuation or costs of transportation in an emergency)

Other items that may be included in your insurance are baggage coverage, rental insurance, lost passport replacement and/or concierge services. Every policy is different, so you should always review what coverage is included and the amount covered for each type.

Sand & C Travel has various different choices when it comes to insurance. Almost all operators offer their own policy. While these policies may be less costly, they often do not provide as effective coverage as insurance offered by third party (independent) insurance companies. As a result, you could incur significant out of pocket expenses for expenditures in excess of the cruise line plan's limits. WE STRONGLY RECOMMEND THAT YOU CAREFULLY REVIEW THE DIFFERENT POLICIES THAT WE OFFER AND PURCHASE A POLICY THAT YOU ARE COMFORTABLE WILL MEET YOUR NEEDS.

Here are some important items to consider when purchasing travel insurance (Note that to the best of our knowledge, this information is current as of January 6, 2015):

- **Pre-Existing Medical Conditions:** There are various policies that provide the ability to cover pre-existing conditions. Independent Insurance policies that we offer usually require you to purchase the coverage within 13 days of making the initial deposit on your trip to be covered for pre-existing medical conditions. Certain policies, including insurance that we offer through CSA and the Travel Insured Group Policy (requires ten or more affiliated travelers to purchase the policy), will cover pre-existing conditions if the policy is purchased before final payment. Others, including most suppliers, will not ever cover pre-existing medical conditions. And make sure you read the terms of the pre-existing coverage; for example, we are not aware of any insurance company that will cover a person who is not in a condition to travel at the time they purchase the insurance, even if purchased at time of deposit. Also, make sure you consider the pre-existing conditions of any family members, including those not traveling with you, when purchasing your insurance. Finally, you should understand the insurance company's definition of a pre-existing medical condition and how far the company looks back to determine a pre-existing condition.
- **Default of Supplier:** You usually need to purchase independent insurance to be protected for default of your travel supplier. (River cruise line and tour operator insurance usually don't offer this coverage.) Those that do cover default usually require that you purchase the insurance at time of deposit to obtain this coverage and that the supplier not be in bankruptcy at the time the insurance is purchased. Some insurance companies also maintain list of those suppliers that they will or will not cover for default. This coverage varies significantly between carriers, so read the fine print!
- **Terrorism:** Many policies do offer coverage in the event of terrorism, in the event that it takes place within 30 days of your canceled departure and it is in a city that you are traveling to or through. There can be significant restrictions on this coverage, including that the travel insurance must be purchased within 13 days of making your initial deposit. Again, terrorism coverage varies between carriers, so make sure that you understand the complete terms.
- **Weather or Natural Disasters:** Review your policy carefully for the terms for cancellation due to weather. Does the airport have to be closed, and for how long? If the airport is open but there is a significant problem at your hotel or destination can you still cancel? What if your home is destroyed due to bad weather? Policies vary significantly on this coverage, so make sure you understand what you are purchasing.
- **Cancel for Any Reason Coverage:** Certain policies either include this coverage or offer it as an upgrade for an additional cost. Some operators, for example, will only provide a credit for a future trip in the event you cancel for a reason not covered under the policy. There are many things that can happen that can cause people to want to cancel that are not covered under regular cancellation insurance, such as threats of hurricanes, terrorist attacks in locations not directly traveling to, or threats of illness in an area that you are scheduled to visit.

- **Medical/Emergency Evacuation Coverage/Trip Interruption:** The amount of coverage for these items can vary significantly between policies. Most independent insurance companies offer different policies, with the less expensive ones providing less coverage. The buyer should consider your own personal insurance (that may provide some of this coverage while traveling), your personal medical condition and needs, as well as the destination and length of trip, when reviewing this coverage. Medical evacuation costs can also be very expensive. Make sure that the coverage under the policy is adequate. (Independent policies usually offer superior coverage for medical and evacuation expenses compared to supplier policies.)
- **Travel Delay/Baggage:** Most policies provide minimal coverage for lost or delayed baggage. Coverage for significant trip delays can vary, so review the policies for the amount of coverage as well as the circumstances required to obtain reimbursement for delays. If you are taking a trip overseas and have connecting flights, make sure that you carefully review the policy to see when, and for what you are covered in the event of delays.

We are providing this information to you to ensure that you will think carefully about purchasing the right travel insurance policy to meet your needs for your trip. This information is not all-encompassing, and we **STRONGLY RECOMMEND** that you carefully review any travel insurance policy in detail before purchasing it. All of the independent companies that we offer (CSA & Travel Insured) offer multiple policies with different levels & types of coverage. Obviously, the longer, more involved and expensive the trip that you are taking, the more extensive the insurance policy that you should purchase. Your Sand & C Travel consultant can assist you in selecting the right policy to meet your needs, or in contacting the respective insurance company to get your questions answered. We do recommend that you speak directly with the insurance company, to ensure that there are no misunderstandings as to what is and is not covered. ***Note that we consider travel insurance so important that we do require any clients not purchasing travel insurance to sign a waiver acknowledging that insurance was offered and refused.***

We also offer a group policy through Travel Insured for groups of 10 or more affiliated people traveling together on the same itinerary. This policy has very competitive pricing, and even covers pre-existing conditions if purchased up until final payment (provided you are in a condition to be able to travel at time of purchase). We have included details about this policy in the back of this guide.

Sand & C Travel is providing the information above as a service to our clients. It is accurate, to the best of our knowledge as of January 6, 2015. However, it is the client's responsibility to review the individual policy in detail for all current coverage and restrictions. Sand & C Travel is acting merely as an agent to the insurance purchase transaction. Any disputes, claims, or questions regarding the policy including but not limited to premiums, refunds, claims, coverage, etc. are between the insurance company and the insured and Sand & C Travel, Inc. is not a party to the transaction.

INSURANCE INFORMATION FOR EMERGENCIES DURING YOUR TRIP

As discussed above, travel insurance is there to protect you if an unexpected emergency takes place during your vacation. Remember, you should ***never incur any significant emergency expenses without consulting with your travel insurance company first.*** If you do incur major emergency expenses without prior approval, the insurance company could deny your claim.

If you have a minor illness or injury, you can seek medical attention without consulting the insurance company. Just make sure you bring home all documentation of services provided and fees incurred to file your claim.

However, if you have something more serious, such as the need to come home due to a family emergency or needing hospitalization or emergency medical transportation, you must contact your insurance company. The insurance company's contact information will be provided with your final documentation package, if you bought the insurance through our office (note that if it is the tour or river cruise operator's insurance package, on-board personnel will have the contact information). You can call insurance companies' emergency lines collect, 24 hours a day, from anywhere in the world. ***Make sure you review your insurance policy before departing, so you understand what needs to be done in the event something happens during your trip.***



Avalon Waterways

TRAVEL INSURANCE CLAIMS

Nobody enjoys dealing with insurance companies when it comes to collecting claims. When you do have to file a claim, it will involve some patience and paperwork. The good news is that Sand & C Travel is here to help you! You will need to collect all of the required information, but we will be happy to assist you with completing the forms and coordinating with the insurance company. Just understand that it is a process and depending on the type of claim, amount, and insurance company involved, can take months to get fully resolved.

While each insurance company may have its own specifics, here is an overview of what you will generally need to file the most common travel insurance claims. Please review the documents provided by the insurance company for the exact items that they require.

Cancellation Claims:

- Claim Form
- Copies of all invoices from Sand & C Travel
- Credit Card statements with all charges and refunds from the operator and other travel suppliers or canceled checks
- Physician's Statement Form (the doctor will have to fill out the form, not just provide a letter), if canceling for medical reasons

Medical Claims:

- Claim Form
- Receipts and other documentation of medical expenses incurred during trip
- Credit Card statements with charges of the medical expenses or canceled checks
- Proof that the claimed items were not covered under your personal medical insurance (usually will have to file with your insurance company and show the claim was rejected or not paid in full)

For other types of claims, see the insurance company's claim form for the required documentation.

Once you have gathered all of the required documents, you can make an appointment with a member of our staff to assist you completing the forms. *Please do not make an appointment until you have gathered all of the information shown above. We cannot complete the forms without all of the documents.*



Tauck World Discovery

PRICING

We have found tour and river cruise pricing tends to be less volatile than ocean cruises. Tour or river cruise operators do occasionally introduce promotions, but the pricing in the brochures tends to be accurate and what you should realistically expect to pay for the trip. You should always inquire if there are special discounts available for which you may qualify. Examples of discounts that certain operators offer include:

- Early booking discounts
- Past passenger discounts
- Senior citizen or AARP discounts
- Air promotions
- Reduced single supplements

Promotions vary significantly by supplier and departure date, so inquire for details.

Generally speaking, once you book your trip and post the deposit, the price is locked in. You do not have to worry about the fare increasing (note that some operators do reserve the right to increase prices after booked for significant foreign exchange rate fluctuations). However, other items such as taxes and fees are always subject to change right up until you depart. And most airlines and tour or river cruise operators also have provisions that allow them to add fuel surcharges, which could be significant, so make sure your review those terms before you book and go into the penalty period. If you are purchasing a package with air, inquire about the ability to pay for the air in advance to lock in the rate and avoid potential taxes or fees. Again, this will be at the discretion of the operator and/or airline.

But what if the price comes down after you book? We certainly want you to get the best value you can for your vacation. So if the rate comes down under a promotion that you should qualify for, and we become aware of it, we will request a rate reduction. If you do find what appears to be a lower rate, just make sure that you read all of the fine print, and that it truly it applies for your trip and departure date. Then, contact our office and we will request the promotion from the tour or river cruise operator. However, note that the application of the lower rate (or additional amenities) is at the discretion of the tour or river cruise operator. Certain new promotions will not be applied to existing bookings. Also, note that some promotions are not combinable, such as with group bookings. Sand & C Travel has no control over whether the tour or river cruise operator will allow the new promotion to be applied to the booking. If the rate reduction or other promotion is applied, note that it likely will result in a corresponding reduction in any discount or other amenities being provided by Sand & C Travel. See Sand & C Travel discounts, amenities and fees below for more information.



Globus Tours

SAND & C TRAVEL DISCOUNTS, AMENITIES AND FEES

At Sand & C Travel, we realize that there are many options for booking your travel needs. We also believe that most people are not just looking for the best price, but quality, personal service as well. Our philosophy has always been to provide the best of both. With experienced, professional travel consultants working directly with you in person, not just through a computer, we work hard to put together memorable trips for the best value.

For most tours, packages and river cruises, we offer additional value in the form of a discount or transportation. This value is funded from the commission we receive from the tour or river cruise operator on your booking. Note that certain operators may have policies that restrict our ability to discount. Sand & C Travel does have to follow the policies set up by our travel partners.

When it comes to adding value, we feel very strongly that we treat all of our clients the same. We value your business very much, and understand that nothing would make you more upset then finding out we treated another client better than yourself. As a result, we go out of our way to be as consistent as possible. All of our travel consultants follow the same policies when it comes to offering added value. Clients will get the same thing no matter who they book within our office.

For those bookings with a discount, if you make your final payment by cash or check, you can usually deduct the discount amount from your final payment (unless the operator requires full payment even by check). If you make your final payment by credit card, you will receive a rebate of your discount after the trip, provided we have received our commission on your booking from the tour or river cruise operator. We do not issue rebates unless we have received the money that we have earned on the booking.

In the event that you cancel your trip prior to the trip departure, any Sand & C discount or other value add-on will not apply. Also, in the event of a price reduction for any reason (including but not limited to promotions introduced by the tour or river cruise operator, coupons being applied to the bookings or future travel certificates applied resulting in price reductions) on your trip, the amount of Sand & C discount or other amenities will be subject to reduction or elimination as well.

When you book your trip, we quote your discount or other amenities based upon the commission level that the agency has with the tour or river cruise operator at the time of booking. In the event that the tour or river cruise operator cuts the commission for any reason on your booking prior to departure, Sand & C Travel reserves the right to reduce the discount, shipboard credit or other amenities in tandem with the commission reduction.

In order to provide you with the quality service that you deserve in booking your package, there may be times that we need to charge a fee for that service. For example, on low priced tours we do have a fee for handling your booking. Also, we do charge fees for services that we provide on items that are not commissionable, including items such as airline tickets (whether booked by Sand & C Travel or through the tour or river cruise operator), booking of tour or river cruise operator excursions and processing of visas. Most of the fees can be offset against any applicable Sand & C Travel discounts to minimize your cash outlay. Your Sand & C Travel consultant can you provide a copy of our fee schedule upon request.



Avalon Waterways

CABIN ASSIGNMENTS (RIVER CRUISES)

River cruise ships are much smaller than ocean liners, and usually have no more than 100 passenger cabins on board. Because rivers tend to be much calmer than ocean vessels, location usually does not matter as much to your cruise experience as on the big ships. Most cabins on river cruises have either a small balcony, French balcony or panoramic windows. (River cruise vessels usually do not have inside cabins.) On the modern ships, the bottom deck is usually the only location with small windows, and those are usually high up as the cabin is below the water line. Your Sand & C Travel consultant can assist in picking out the cabin that is right for you. Just remember, there is a lot more to see on a river cruise since the shore is always nearby, so take advantage and make sure you have a great view from your cabin!

The tour or river cruise operator will usually assign a particular cabin at the time you make the booking. With a cabin assignment, you will immediately know where you will be on the ship as the tour or river cruise operator confirms the cabin number. Your cabin number will be shown on your Sand & C Travel invoice, as confirmed to us by the tour or river cruise operator. Your travel consultant will advise you if the operator does not actually assign the cabin at time of booking.

If you need a handicapped accessible cabin, make sure that you discuss that matter with your Sand & C Travel Consultant at time of booking. Some river cruise ships do have cabins specially equipped with bars in showers, no lips in the floor and large enough to accommodate special equipment. There are a limited number of these cabins on board, and cruise operators do require documentation proving that you require such a cabin. Also, note that not all river cruise vessels have elevators on board. There are usually no more than 3-4 decks, but if stairs are an issue you will want to review this with your Sand & C Travel consultant before booking.

The best way to get the cabin that you want is to book early. At Sand & C Travel, we recommend that you book your cabin about a year before the cruise. That way you should be able to secure the cabin type in the location that you desire to make your vacation just right!

UPGRADES

Our experience is that tour or river cruise operators do not just give out complimentary upgrades upon request. If you wish to sail in a particular cabin type, you should book that cabin from the beginning. This way you can enjoy your vacation as you want.



Viking River Cruises

DINING INFORMATION

Dining is usually one of the most important components of your travel experience. River cruise ships usually offer various choices on-board, with open seating. Inquire with your Sand & C Travel consultant for complete details.

Tours and packages come with a range of meal plans, with some tours including almost every meal and others very limited, with everything in between. When selecting your tour, meal inclusions should be an important consideration. Keep in mind that while meal-inclusive tours may be less expensive, many people enjoy the opportunity to experience local restaurants of their own choice. Many dinners that are included on tours are hotel meals with limited menus. You should review the brochure and itinerary in detail to see not only how many meals are included, but what type of venue and selection are provided.

If you have any special dining needs or requests, let your Sand & C Travel consultant know so that we can put your request in your records and inquire if the tour or river cruise operator can accommodate.

GRATUITIES

Gratuities are usually not included in your. Typically, gratuities are expected as follows:

Tours:

- Tour Director
- Bus Driver
- Local Guides

River Cruises

- Cruise Director
- Dining Staff
- Local Guides
- Cabin Steward

Your documents will usually include guidelines for tipping during your trip. Again, these guidelines can vary significantly among operators (some all-inclusive operators may include gratuities) so you should follow the guidelines provided for your particular trip.



Globus Tours

EXCURSIONS

The whole idea of booking travel is to go see new places. Therefore, excursions are another really important component of making your experience memorable.

Most river cruise lines include at least some complimentary excursions in the itinerary. Typically, these may include tours of the city or town that everyone would want as an overview. Depending on the operator, there may be additional excursions available for a charge. These excursions may be booked in advance. Review your documentation for complete details.

While tours usually include most touring, there may be optional excursions available as well. Again, review your documentation for your trip for details.

If you are staying in a major city, our staff can assist you with booking local tours independent of the operator as well. There is a link from our website, www.sandctravel.com, to Tour Sales which offers local tours and excursions throughout the world. Also, inquire about our GOSEE app for your smartphone for major cities.

We do recommend that you be very careful about booking independent excursions from companies or individuals that you do not know. Being in a foreign country far from home, you want to have confidence in the people who are driving you around and taking you to remote locations. Be wary of individuals selling their services on the spur of the moment as you arrive. We recommend that you book either the operators that we work with or through the tour or river cruise operator and ensure that English speaking guides are provided.



AIR FOR YOUR TRIP (IF APPLICABLE)

For most tours, river cruises and packages you will need to book flights to arrive at the starting point. You can make your own flight arrangements independent of the tour or river cruise operator and Sand & C Travel, you can have us book your air independent of the tour or river cruise operator or you can book the air through the tour or river cruise operator.

No matter how you book your air, ***Sand & C Travel always recommends that you arrive in the city that the trip is departing from at least one day in advance of the cruise or tour.*** With so many variables resulting in delays in air travel, the last thing you want is for the trip to start without you due to a flight delay. Planning to arrive at least a day ahead of time can mitigate this risk.

If you are planning on arriving on the same day as the flight, the preferred method of booking the air is through the tour or river cruise operator. By doing this, the tour or river cruise operator is more likely to assist you in the event of delays in either finding alternative flights or making arrangements to connect with the next location of the itinerary.

Each tour or river cruise operator also has its own method for booking air. Your Sand & C Travel consultant can assist you in understanding the method available for your trip. Rules regarding cancellation and changes of these tickets can vary significantly, so it is important that you understand the rules before paying for your air arrangements. Certain other tour or river cruise operators will assign flights to you from the requested city. ***For those tour or river cruise operators, you will have no choice in routing, airline, times, etc. unless you are willing to pay an additional, non-refundable deviation fee for making your own request.*** Again, make sure that you review the tour or river cruise operator's brochure or website to thoroughly understand the terms regarding air. Also, note that Sand & C Travel charges a non-refundable fee for booking air through the tour or river cruise operator. This fee applies even if you book the air directly with the tour or river cruise operator, as Sand & C Travel will still be involved with schedule changes, seats and other issues that may come arise. This fee can be offset against any discount that Sand & C Travel is providing on the cruise. Note that the fee will be waived if the operator pays a reasonable commission to the agency on the air reservations.

If you are booking your own air and will arrive on the day the trip departs, make sure that you do not book your flights until we provide you with the latest time that the tour or river cruise operator recommends your flight can arrive before the trip starts. You will also want to find out the earliest time that the tour or river cruise operator says you can book a departing flight after your trip. It is imperative that your flight arrangements are consistent with the tour or river cruise operator's guidelines. Please make sure that you provide your Sand & C Travel consultant with your flight arrangements in the event you want our agency to handle transfers or transportation. Certain operators will provide transfers (with or without an additional fee) even if you book independent air. Inquire for details.

Sand & Travel also has full access to all of the major airlines and can assist you with booking air independent of the tour or river cruise operator. Note that we do charge fees for booking of airline tickets (this fee must be paid at the time the ticket is issued, and is non-refundable).

Make sure that you understand the terms and conditions related to the airline tickets that you have purchased. If they are non-refundable or subject to significant penalties for cancellation, we strongly recommend that you include the cost of the airline tickets in the amount of trip cancellation coverage that you purchase with your travel insurance policy.

IMPORTANT NOTICE ABOUT AIRLINES: Some countries require insecticide spraying of aircraft prior to a flight or while you are on the aircraft. Federal law requires that we refer you to <http://airconsumer.dot.gov/spray.htm>. In addition, Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in 5 years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poison, corrosives and radioactive materials. Examples include paints, lighter fluid, fireworks, tear gases, oxygen bottles and radio-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information contact your airline representative. Also remember that most airlines charge for baggage and other services regarding your flights. Contact your Sand & C Travel consultant or visit www.sandctravel.com for an ancillary fee schedule (under "resources" on our website).



Tauck World Discovery

At times, air reservations are booked under a “code share” agreement. This means that the tickets are issued by an airline that purchases the seats on flights operated by another airline. You should review your airline confirmation, and if you see an airline and a flight number, followed by “operated by” another airline, than this is a code share. The confirmation should also indicate the actual flight number from the airline operating the flight. If your tickets are issued under a code share agreement, you should check-in at the airport with the airline that is operating the flight. For example, if the tickets are issued by American for a flight operated by British Airways, you should check-in at the British Airways ticket counter.

TRANSPORTATION INFORMATION

One of the logistical concerns regarding your trip will be your transportation to or from the airport. We recommend that you arrive at the airport 2 hours prior to departure for domestic flights and 3 hours prior for international flights.

If Sand & C Travel is providing your transportation, you will receive information with your final documents about the arrangements. Depending on the pricing of your package, the transportation may be complimentary or a charge may apply for the service. In the event of a rate reduction or other discount being applied, such as a vendor coupon, transportation may no longer be provided by the travel agency or additional charges may apply. Note that transportation services are subject to availability of the shuttle service for your dates of travel. Pick-up times are determined by the transportation companies. The vehicle ordered will accommodate 2 checked bags per person (for trips of 4 days or less the limit is 1 checked bag per person) and 1-2 carry-ons per person. (Review your travel documents for supplier luggage restrictions, or contact your airline for applicable luggage restrictions and checked-luggage charges.) In the event these luggage guidelines are exceeded and a larger vehicle is required, you will be responsible for the applicable additional cost. In addition, if transportation costs to Sand & C Travel increase significantly prior to departure, a transportation surcharge may apply or the transportation credit may be issued in lieu of transportation. Please note that you will be responsible for the gratuities for the driver and porters. Guidelines for the driver will be included with the final transportation package. We recommend about \$2 per bag for the porters at piers or airports.

Make sure that you inform your Sand & C Travel Consultant if you will be bringing a wheel-chair. **NOTE THAT DRIVERS ARE NOT PERMITTED TO PROVIDE PHYSICAL ASSISTANCE WHEN BOARDING OR EXITING THE VEHICLE.** In the event any physical assistance is required, Sand & C Travel will provide a transportation credit for you to use to make your own transportation arrangements.

Sand & C Travel has complete discretion over the transportation company to be used for your trip and is purely booking the transportation on your behalf. Sand & C Travel is not responsible for any loss or inconvenience due to the actions of the transportation company.

Even if we are not providing the transportation service to you, you may wish to hire one of our reputable transportation companies on your own. While we will have no responsibility for bookings you make with the transportation companies, as a service we are providing their contact information:

Finest Transportation (561) 477-6222 www.finesttransport.com

Pat Sintura Transportation (561) 281-9076

If you are flying, we recommend that you arrive at the airport 2 hours prior to departure for domestic flights and 3 hours prior for international flights.

WHAT SHOULD I BRING?

When packing, remember that less is always better! And if you are flying, you will be limited by the airline's restrictions. Most airlines are now charging for checking baggage, and some even charge for carry-ons. Space for carry-on bags is also becoming more limited as the overhead compartments get tighter all of the time. Many river cruise ships and hotels do have laundry services available (for a fee), so you can get your clothes washed while on vacation.

River cruise ships may have standard voltage available compatible with American electric systems, so you should inquire as to whether you will need a converter to use your electrical equipment. In addition, if you are staying in an overseas hotel during your trip, you will probably need converters to use your electronics. Sand & C Travel has a limited number of complimentary converters available for use by our clients. You will have to post a deposit to borrow the converters, which will be returned to you when you return the converters in working order. Details can be provided by the receptionist in our office.

Most modern river cruise ships and hotels also have safes in all of the staterooms, to protect your valuables. We strongly recommend that you leave expensive jewelry, excessive cash and heirlooms at home. It is too easy for items to get misplaced, lost, or even stolen when traveling.

Since gratuities can often be charged to your shipboard account or a credit card, you should not need a lot of cash while on board. The only reasons you usually need cash would be for local transportation, small purchases off the ship, food purchases and gratuities (such as for porters and shore excursions). You should think about what you are planning on doing during vacation, and plan your cash accordingly. Note that you should be able to convert cash to local currencies at the purser's or hotel desk. Review your documentation to see if cash will be required for gratuities or for other needs.

Make sure that you thoroughly clean out your safe at the end of your trip! We have seen too many instances of clients leaving family heirlooms in their safe, which could not be recovered. Read the tour or river cruise operator's terms and conditions, as they usually will not be responsible for your valuables.

Once in a while, especially if you are flying to get to your destination, a piece of luggage gets lost along the way. Preparation for such an experience can make this a little less traumatic. We recommend that you do NOT pack "his and hers" bags. By sharing your suitcases (instead of separating) you will both have some clothes if a bag goes astray. Otherwise, one of you could end up with nothing. Also, you should consider having the following items in your carry-on, in the event of travel or baggage delays:

- Tour or River Cruise Documents & Proof of Citizenship
- Medications
- Money, Credit Cards & Valuables
- Toothbrush & Toothpaste
- Emergency First Aid Kit
- Hairbrush/comb
- Deodorant
- Air/Train/Ship Tickets and other travel documents
- Travel Insurance Policy (if purchased)
- Medical Insurance Information
- House Keys
- Underwear
- Change of Clothes
- Cell phone or long distance phone card
- Reading material or music
- A bottle of water and snack
- Sand & C Travel phone number
- Transportation Information (phone numbers)



Tauck World Discovery

COMMUNICATION DURING YOUR TRIP

Thanks to today's technology, it is easier than ever to stay in touch while you are away from home. Today's ships and hotels usually offer internet and e-mail services (fees usually apply). We have found this is usually the most cost-effective manner for communicating with people back home. Most cell phones also work in most foreign countries, but roaming charges will probably apply. If you expect to need to use your phone while away, we recommend that you contact your carrier in advance of your trip, and see if there are any packages available to save money on your service. Also, note that use of data services while out of the country can be very expensive, so be careful about texting, checking e-mails, viewing websites, and exchanging photos on your phone while you are away. Remember to bring your phone charger on your trip, so your phone will work if you need it.

Most tour operators will provide emergency contact and hotel lists with the final documents that you can provide to family members.



Avalon Waterways

SPECIAL NEEDS

We want to make sure that any special needs such as dietary requirements, handicapped needs or other special requests are honored during your vacation. Make sure that you communicate those to your travel consultant when you book. Please see the “Cabin Assignments” section of this guide for information on handicapped cabins and the “Dining Information” section for dietary needs.

Many tour and river cruise itineraries include a lot of walking. Foreign countries may have hills, cobblestone streets, steps or other terrain making it difficult for those with walking problems to keep up. If you have walking issues, you should review the itinerary in detail to understand what will be involved. Your Sand & C Travel consultant can also contact the operator for more details. We want you to book a trip that you can enjoy based upon your personal capabilities.

Note that most tour or river cruise operators will not provide wheel chairs or handicapped assistance throughout the trip. If you require such assistance, make sure your travel consultant reviews this with the operator at time of booking to see if it is viable for the trip being booked. Remember, penalties for cancellation often begin at time of booking, so restrictions that could impede your enjoyment of the trip must be addressed at that time.

Also, let your Sand & C Travel consultant know if you will have other special needs, such as bringing oxygen, medical equipment or medications that need special handling. We will provide the necessary information to the tour or river cruise operator, and let you know what needs to be done to accommodate your needs. Finally, tell your travel consultant if anyone in your party is pregnant. Airlines, tour or river cruise operators may not allow guests to travel once they reach a certain point of the pregnancy, which can vary by operator.



Avalon Waterways

REGISTRATION AND DOCUMENTATION

Most river cruise lines and tour operators require guests to register in advance for the trip. This is usually done on the operator's website, with such information as legal names, passport information, emergency contacts, and contact information including addresses and phone numbers. We recommend that this information be completed at least a month prior to departure. It is imperative that all information be completed accurately. Note that when completing the registration, it is imperative that your name appears exactly as on your passport, including middle names or middle initials.

For those clients who do not have access to a computer, or are not comfortable with submitting this data on-line, Sand & C Travel will be happy to complete it for you. However, we do require a completed On-Line Check-In form for each guest that we complete the process for. This form **MUST** be completely filled out and signed prior to our agency processing the check-in. Note that as part of the on-line check-in process, we will be agreeing to the operator's contract of carriage and terms & conditions on your behalf. You need to acknowledge that you have read and agree to all of those terms, and authorize us to sign on your behalf, or we cannot process your registration.

Some operators no longer provide paper documentation for their guests. Documents are usually available from the operator on their website in a "PDF" format that you can print out. While it is usually not necessary to print out the entire document package, you should review it to make sure everything is accurate (spelling of names, cabin assignment, dining information, etc.) and to understand the valuable information about your trip. Other operators do still provide document packages.

You should review the operator's information for any other particular items that they require or recommend that you print out. Of course, don't forget to bring your passport with you! That is the most important document you will need.

These documents are usually available sometime between final payment and approximately 2 weeks prior to your trip.



Tauk World Discovery

OTHER TERMS & CONDITIONS

Now for the “fine print”. While it may be dry and boring, it is imperative that you read this information, as it is binding and important that you understand all of the details.

- The client consent form must be signed and returned to Sand & C Travel at time of booking, acknowledging the terms and conditions of your cruise booking. You are agreeing to all of the terms and conditions in this guide, as well as those on your invoice and on the consent form. Sand & C Travel will not process final payment without a signed consent form.
- **BY MAKING FINAL PAYMENT FOR YOUR TRAVEL, YOU CONSENT TO THE SUPPLIER’S TERMS AND CONDITIONS. YOUR INVOICE IS A BINDING AGREEMENT.** You acknowledge all terms and conditions for all travelers in your party. Sand & C Travel, Inc. is not responsible for unsafe conditions and dangers during travel. Contact the Centers for Disease Control for health concerns regarding your trip. You agree to present claims within thirty (30) days of your return and file any lawsuits within one (1) year of return in Palm Beach County, Florida only. All invoice notes are based upon terms and conditions at time of payment(s). Due to computer system limitations, IMPORTANT NOTES on your invoice can only be updated for any reservation changes at times of payment.
- Sand & C Travel, Inc. has acted solely as an agent to your transaction. The actual contract for carriage or transportation is between the guests and the suppliers. The information provided in your confirmation is based solely on information provided by the supplier, sometimes verbally, but by written confirmation whenever possible. See specific supplier documents, website and/or brochure for complete terms and conditions. If you require a copy of the supplier brochure, please contact your Sand & C Travel Consultant. Sand & C Travel is not responsible for misinformation provided to us by any supplier. Additionally, Sand & C Travel is not responsible for any changes made by the supplier without the prior consent of Sand & C Travel. All itineraries are subject to change at any time at the total discretion of the cruise line, tour operator or other supplier. Sand & C Travel, Inc. is not responsible for any actions related to the booking or during travel by any suppliers, including but not limited to cruise lines, tour operators, airlines, bus companies, hotels, shuttle services, etc.
- All information in this guide was accurate and timely to the best of the knowledge of Sand & C Travel at the time of printing. Sand & C Travel is not responsible for mis-prints or changes made by cruise lines, tour operators, insurance companies or any other suppliers that may impact of the accuracy of the information contained herein. Sand & C Travel reserves the right to change any policies. Contact your Sand & C Travel consultant for updates that may have taken place after printing.
- See cruise line brochure for ship registration information if applicable.

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Visit us at – www.sandctravel.com or e-mail us at info@sandctravel.com.
For more information, contact your Sand & C Travel® consultant at 561-736-3880 or 877-736-3880.
Appointments are suggested before visiting our office to avoid long wait times.
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