



SOUTH STAR TOURS, INC.

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SPECIAL GROUP POLICY- CUSTOMIZED TOUR ARRANGEMENTS

INITIAL DEPOSIT

A deposit of \$500 per Group is required upon acceptance of the itinerary. Upon receipt of deposit by South Star Tours, all arrangements will be requested. The deposit will be credited to the final tour cost.

PLEASE NOTE: Additional hotel deposits may be required to hold space during peak period and trade fair dates. Conditions will be advised should this happen.

TYPES OF QUOTES

1) TENTATIVE EARLY QUOTE

Quotes made through August of the year prior to the year of operation of the custom tour are tentative. These quotes are based on the current year's supplier prices subject to change. If those supplier prices change for the year of operation any quotes requested through August of the previous year will be re-costed in September with final supplier prices and up to date rate of exchange, unless other agreements have been made.

PAYMENT & REVIEW DATES

At 90 days prior to departure, we will require a preliminary list of passengers (MUST BE AS IT APPEARS ON THE PASSENGERS PASSPORT) along with a non-refundable deposit of \$ 150.00 per person. We reserve the right to reduce your space at this time if no names are received, or names for at least one half of the space has not been provided. We will recost the tour price based on the final number of passengers traveling.

At **75 days prior to departure**, we will ask for final number of passengers for the tour.

At **75 days prior to departure**, final payment is due along with a final passenger/ rooming list. At this time, your space will be reduced to the number of names received and the price confirmed for the number of names received. Any additional seats required within 60 days will be on request.

LAND CANCELLATION FEES

In the event the entire group is cancelled, in writing, after the initial booking is made, the \$ 500.00

Group deposit will be held as cancellation fee. Should the whole group cancel within 60 days prior to departure, cancellation fees will be the initial deposit plus those levied by any supplier and will be advised after cancellation.

Individuals canceling, in writing, from the group within 90 days prior to departure will be subject to a \$ 150.00 per person cancellation fee. Cancellations received 60 days prior or within 60 days of departure:

60-30 days prior to departure: 35% of the total price p/p.

29-14 days prior to departure: 50% of the total price p/p.

15-0 days:- 100% of the total price p/p.

* Above penalties PLUS any additional costs due to Group reduction.

* Any additional deposits received to hold group space during peak season will be subject to the terms and conditions explained at the time of request for additional monies.

* Name substitutions are allowed and are not regarded as cancellations subject to air tickets not being issued.

* All quotes for custom tours are given on a sliding scale basis (i.e. min 15 pax, min 20 pax, etc.). Should the group fall below the minimums specified on the sliding scale, even if final payment has been collected, you will be re-invoiced based on the new corresponding tour price.

AIR

Most airlines will require a net seat deposit. As the amounts vary by carrier, the deposit required will be advised at the time of booking. Airline fares cannot be guaranteed until ticketed.

South Star Tours will not be responsible for researching and making copies of passenger's airline tickets for mileage purposes.

AIR CANCELLATIONS FEES

As per airline conditions.

CHANGE/AMENDMENT FEES

South Star Tours will charge a \$30.00 amendment fee each time a change is made to the booking

as we will incur certain fees for additional telephone, fax or e-mail messages.

GROUP SIZE

The size of your group is limited to 45 passengers per motor coach for most Latin America tours. We will operate a customized tour if the group size falls below 15 full paying passengers provided additional collection, if necessary, are paid by the remaining passengers.

TOUR PRICES

Tour prices are calculated using tariffs, costs, and rates of exchange known per the date specified in the proposal letter and expected to be in effect at the time of the tours' departure. Accordingly, they are subject to increase without notice if such rates change prior to departure and no currency guarantee is made.

SCHEDULED DEPARTURES

South & Central America programs are based on a minimum of 20 passengers. Payment and review dates begin at 120 days prior to departure.

CREDIT CARDS

South Star Tours will not accept third party credit card payments. We will accept a maximum of four passengers per credit card payment. Additional fees may apply. Please contact us prior to final payment is made.

CREDIT CARD REFUNDS

South Star Tours accepts credit card payments from group members for air/land arrangements and will charge the individual credit card the GROSS amount authorized by the travel agent. In the event of a cancellation by a group member, group cancellation penalties will be figured on the NET cost. South Star Tours will credit the differential between the net penalty and the net cost.

HOTEL ROOMS

It is standard policy that hotel rooms are not available for check-in before 2:00 PM. We will do all possible to confirm earlier check-in

but cannot guarantee it. Rooms with air-conditioning are on request and are not guaranteed, unless specified at the time of booking.

SIGHTSEEING & TRANSFER

Sightseeing and entrance fees have been included as specified in the itinerary. One roundtrip airport transfer is also included in the land cost unless otherwise requested by the agent. Should the group be departing or arriving on separate flights or airports, additional transfer will be required at an additional cost.

TRANSPORTATION

Ground transportation will be by private, deluxe motor coach. The cost of coaching may not be included for use on mornings, afternoons, or full days shown in the itinerary as "at leisure". Thus, should you require the use of the coach during periods designated "at leisure" for optional touring or independent arrangements, this information must be forwarded to South Star Tours, in writing, with your original request. Any additional cost involved will be collected with final payment.

Touring coaches on the continent are air-conditioned and most are equipped with an emergency washroom. Smoking is not allowed on our coaches.

MEALS

Meals are indicated in the itinerary (CB) - Continental Breakfast, (BB)- Buffet Breakfast, (FB) - Full cooked breakfast, (L) - lunch. (D) - Dinner.

VISAS

Agents are responsible for obtaining any visas required for their clients. Passengers are advised to consult with the appropriate consulates to determine if any visas are required.

HEALTH REQUIREMENTS

Brazilian authorities require a Visa and Yellow Fever inoculation to enter Brazil from Peru, Colombia, Ecuador or Bolivia whether by ship or by plane. Recommended, but not required, are tetanus and typhoid inoculations. No others are

required. Agents are responsible for obtaining up-to-date vaccination requirements for their clients. Passengers are advised to consult with their physician regarding any vaccinations, which may be recommended for your own physical conditions.

PORTERAGE/BAGGAGE

Free airline baggage allowance is limited to 2 bags per person with the combined linear dimensions (length + width + height) of 106 inches. Neither bag may exceed a total of 62 inches. **However**, due to limited motor coach capacity, only **one** suitcase is accepted on tour. Porterage has been included for **one** suitcase per person. If the group exceeds the one suitcase per person limit, additional monies may be collected directly to cover the additional porterage. The group is also responsible for paying any additional charges required to carry extra baggage if the total amount of luggage taken exceeds the capacity of the coach.

No responsibility is incurred by the operator for loss of or damage to baggage or any of the passenger's belongings. South Star Tours strongly recommends that clients purchase baggage insurance.

TAXES, TIPS, AND SERVICE CHARGES

All taxes and service charges levied by the hotels are included. Other fees charged by the various governments and municipalities are included.

Gratuities to hotels porters are also included, as well as tip for all the meals specified.

We have not included tips to the Tour Director, Driver, or local city

guides which are at the discretion of the passengers. We would like to suggest that for a good job, \$3.50 per tour/day person for the tour director and \$2.50 per person per day of motor coach travel to your driver and \$1.50 per person for your local guides would be appropriate.

FINAL DOCUMENTATION

Final documents will be sent to you only after full payment has been received, usually four weeks prior to departure. Included are fully detailed itineraries, hotel list, passport wallets, group voucher and luggage tags.

Documents are sent via overnight or 3 days service. Should you require documents by a specific date (i.e. for a presentation), please advise us in writing no later than 4 weeks in advance so you can ensure you receive the documents on time. Otherwise, the agents will be responsible for paying the cost to send the documents overnight or second day air.

NOT INCLUDED

Passports, visas and health documents, laundry, beverages and food not on the regular table d'hotel menu (these items will be billed to you before leaving the hotel or restaurant), tips to tour director, driver and local city guides, porterage at U.S. airports, rail station and ferry terminals as well as all other items of a personal nature.

CRUISE & RAIL

Deposit requirements and cancellation penalties must adhere to the regulations of the cruise or rail company.

YOUNG TOUR MEMBERS

We will accept children less than 8 years of age only if approved by the local supplier.

TRAVEL INSURANCE

Although insurance is not mandatory, South Star Tours strongly recommends that your clients purchase travel insurance.

REFUNDS

All claims for refunds must be made through the travel agent from which the tour was purchased WITHIN 30 days after the termination of the tour. A STATEMENT FROM THE TOUR DIRECTOR, certifying exactly the services not taken, must accompany the claim. No refund can be made for unused services, unless the services omitted cover 48 consecutive hours or longer, refunds for missing occasional sightseeing or meals etc are not granted.

RESPONSIBILITY

South Star Tours, Inc., Hermosa Beach, California and its various suppliers (hereinafter referred to as "the operator") are responsible to your tour services offered, including transportation, sightseeing and hotel accommodation.

The carriers, hotels and other suppliers providing tour services are independent contractors and are not agents, employees or servants of or joint ventures with the operator and its affiliates.

All certificates and other travel documents for tour services issued by the operator are subject to the terms and conditions specified by the supplier and to the laws of the

countries in which services are supplied.

If the services included in the tour cannot be supplied or there are changes in an itinerary for reasons beyond the control of the operator, the operator will arrange for the provision of comparable services. Any resulting additional expense will be payable by the tour participants and any resulting savings will be refunded by the operator to tour participants.

The operator reserves the right to accept or reject any person as a tour participant from the tour, to make changes in the itinerary whenever the operator deems it necessary to the comfort, convenience or safety of the tour participants, and to cancel a tour at any time. If the operator cancels a tour, the operator has no responsibility beyond the refund of all monies paid to the operator by the tour participant.

The tour participant agrees that neither the operator nor its affiliates shall be liable for any damage, loss (including personal injury, death and property loss) or expenses occasioned by any act of omission of any supplier providing tour services or of any other person.

No person, other than an authorized representative of the operator, by a document in writing, is authorized to vary, add or waive any term or condition in this brochure, including any term or condition set forth in the preceding provisions.

AGENCY ACKNOWLEDGEMENT

PLEASE ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THE ABOVE INFORMATION REGARDING SOUTH STAR TOURS TERMS AND CONDITIONS, INCLUDING CANCELLATION FEES, BY SIGNING AND RETURNING ONE COPY ALONG WITH YOUR DEPOSIT CHECK. GROUP ARRANGEMENTS WILL BE REQUESTED ONLY UPON RECEIPT OF PAYMENT & SIGNED ACKNOWLEDGEMENT. THANK YOU FOR BOOKING WITH SOUTH STAR TOURS.

South Star Tours, Inc Dept.

Agent's Signature (Please sign)

Date