

KNOW HOW TOURS TRIP TERMS & CONDITIONS

TOURS BOOKED AFTER 6/1/18

FULLY ESCORTED KNOW HOW TOURS HOST(ESS)

All trips are accompanied by a Tour Host/Hostess unless otherwise indicated. Tour Hosts act as company travel assistants. Those requiring special needs or attention should travel with a companion or aid to assist with walking or any special needs.

DEPARTURE / RETURN LOCATIONS

TP = TOPS MARKET - 355 Orchard Park Rd. next to K-Mart in WS (formerly Seneca Mall -near Exit 55 E.) Tops is also accessible from Slade Rd.) **PARK AT THE FAR END OF TOPS NEAR THE POLES WITH THE LETTERS "I" OR "F"**.

EH = EASTERN HILLS MALL - 4545 Transit Road Williamsville, NY
PARK IN THE REAR OF THE MALL BEHIND THE FOOD COURT ENTRANCE NEXT TO SEARS HALFWAY TOWARD THE BACK OF THE PARKING LOT NEAR THE 2ND STOP SIGN.

CT = CHEEKTOWAGA TOPS MARKET (offered on select departures only), Corner of Union Rd & George Urban Blvd., Park near Union Rd. away from store entrances.

SL = ST. LEO'S PARISH (offered on select departures only), 885 Sweethome Rd., Amherst - Park near the tan donation shed in the back of the lot. **NORTHTOWNS PICKUP**

DEPARTURE / RETURN TIMES

Arrive at least 15 minutes before departure time. Please be prompt, we cannot wait & there are **NO REFUNDS** for missed tours. If you are running a few minutes late or have to cancel, call 716-472-3321. We will advise at that time if we are able to wait. We do our utmost to return on time, but be aware that traffic, weather, customs, etc. may delay our return. ALL return times are estimates.

MOTORCOACH DETAILS

LAVATORY FACILITIES: We will travel by motor coach with lavatory unless otherwise indicated. Bus seating capacity either 56, 40, or 29 passenger coach buses.

SEATING: To assure fairness and comfort for all, coach seats will be assigned by the date you register for the trip. If you want to sit with friends on the coach, we recommend that you register together. For a group, seats will be assigned in front or back of each other, you are welcome to interchange seats among your group. Advise us at reservation of special needs.

SMOKING

Cigarette & Vapor Smoking is **not** permitted on the coach. No smoking near coach at rest stops. Thank you for your cooperation.

WALKING/STAIRS

We make every effort to have the motor coach drop off as close as possible, but there is usually walking involved to re-board the coach, especially in larger cities. Also many restaurants and some small theaters may have stairs; especially to gain access to the restrooms. Please check with us if you have questions.

SEATING FOR MEALS & TICKETED EVENTS

Please let us know the names of all the people in your group **WHEN YOU REGISTER & WE TRY OUR BEST TO SEAT YOU TOGETHER FOR THE MEAL & FOR THE TICKETED EVENT.**

TIPS AND GRATUITIES - DRIVERS & TOUR HOST(ESS)

If you feel our representatives (drivers and tour host/hostesses) have exceeded your expectations, please feel free to extend a gratuity which is a compliment for the services received. Industry standard gratuity is \$5.00 per person per day. Thank you for choosing KNOW HOW TOURS, we're at your service!

DRESS

Dress as you would for going out to a nice restaurant for lunch or dinner. If there is a lot of walking, bring comfortable shoes; an extra pair can be left on the coach. Dress for the trip you are on. Air conditioning can be chilly. **ALWAYS BRING A SWEATER OR JACKET** It's a good idea to wear a watch. Cell phones should be fully charged. Bring a charger for longer trips.

SPECIAL NEEDS

ADVANCE NOTICE is required for Special Dietary requests, Vegetarian meals, and gluten free or for Handicap Seating. Persons needing assistance are encouraged to bring companion. Those requiring special dietary items should plan to bring snacks/items if needed.

PROOF OF CITIZENSHIP

ALL PASSENGERS TRAVELING INTO CANADA OR INTERNATIONALLY WILL BE REQUIRED TO PRESENT PROOF OF CITIZENSHIP BEFORE BOARDING THE COACH. IT IS OUR RESPONSIBILITY TO CHECK THAT EACH PERSON HAS THIS PROOF WITH THEM. ANYONE WHO CANNOT SHOW PROPER ID TO THE TOUR HOST(ESS), WILL BE DENIED ENTRY ONTO THE COACH. FURTHERMORE, THERE WILL BE NO REFUND GIVEN FOR THE MISSED TOUR.

Via Motorcoach traveling into Canada: All U.S. & Canadian citizens who are 16 & older traveling between the U.S. & Canada, will be required to present one of the following forms of **valid ID:**

• **PASSPORT** • **NEXUS CARD** • **PASSPORT CARD** • **ENHANCED NYS DRIVER'S LICENSE**

For youth under 16, an **ORIGINAL BIRTH CERTIFICATE** along with a **NOTARIZED NOTE** from the **PARENT/LEGAL GUARDIAN** (if not traveling with parent) is required.

SOLD OUT / FILLED TRIP / INTEREST LIST

For filled trips, leave your name and phone number on our **INTEREST LIST**. We may get a cancellation or run a duplicate trip in the future.

FREQUENT TRAVELER DOLLARS

The more you travel with us, the more you'll save on future tours. You'll receive Travel Dollars for each tour you take (Unless otherwise specified). Use these Dollars for future travel. They stay in your account as long as you remain "Active". NOTE Travel Dollars cannot be used in combination with any other specials-**1 promo per trip only**. If you do not travel with Know How Tours for two years from last travel date, your travel dollars will be forfeited due to inactivity.



DAY TRIP CANCELLATION (DOES NOT INCLUDE 12 HOURS IN THE CITY TRIPS)

We are **NOT ABLE TO SWITCH TRIPS OR DATES OR BUS ASSIGNMENTS** once you are registered. For trip changes, you must cancel within 30 days of trip, with a \$15.00 cancellation fee, and then re-register for a trip you are now interested in. This must be 30 days prior to trip date. **PLEASE DO NOT ASK US TO MAKE EXCEPTIONS.**

ONE DAY TOURS MORE THAN 30 DAYS PRIOR TO THE TRIP: Full refund less \$15.00 cancellation / administrative fee. Less than 30 days prior to trip - **NO REFUND** unless you can find own replacement. There is **NO FEE** for name change/replacement on one day tours. It is our goal to not charge a cancellation fee to our guest if we can find a replacement for you.

***IF A TRIP INVOLVES A PLAY, THEATER, TICKET, THERE IS NO REFUND ONCE PURCHASED. YOU MAY FIND OWN REPLACEMENT. THESE ARE MARKED IN OUR CATALOG AS A (*) STARRED EVENT.**

12 HOURS IN THE CITY TOURS REQUIRE 30 DAYS CANCELLATION FOR REFUND LESS \$25.00 CANCELLATION FEE. YOU MAY FIND OWN REPLACEMENT.

PROTECT YOUR TRAVEL INVESTMENT: PLEASE ASK IF YOU HAVE INTEREST IN PURCHASING PROTECTION FOR A DAY TRIP. (\$17.00 p/p for trips between \$1 - \$200). For all Day & Multi-Day Bus Tours, to be eligible for the Pre-Existing Condition Waiver, you must purchase trip protection within 14 days of initial trip deposit or payment.

ABSOLUTELY NO REFUNDS FOR CANCELLATIONS THE DAY OF THE TRIP, FOR "NO SHOWS", OR FOR NOT BRINGING PROOF OF CITIZENSHIP FOR CANADIAN TRIPS AS REQUIRED BY IMMIGRATION. THIS INCLUDES VALID GOVT. ISSUED ID FOR CASINO TRIPS.

CUSTOMER CANCELLATION PROCEDURE

To cancel a trip, call 716-649-9694. Cancellation policy (above) is in effect. For Cancellations well in advance, you must notify us in writing. Include your **NAME, ADDRESS, TRIP NAME & DATE. WE CANNOT GUARANTEE THAT WE CAN FIND A REPLACEMENT. THERE IS A FEE FOR ALL CANCELLATIONS.**

EMAIL info@knowhowtours.com OR SEND A NOTE TO:

KNOW HOW TOURS • 5175 SOUTHWESTERN BLVD., HAMBURG NY 14075 THIS MUST MEET THE CANCELLATION POLICY NOTED ON OUR TERMS OR IN THE SPECIFIC TOUR FLYER INFORMATION.

MULTI DAY - CANCELLATION POLICY-

[Review full policy @](#)

www.KnowHowTours.com

REFUNDS INVOLVING "COVERED REASONS" WHEN TRAVEL PROTECTION WAS PURCHASED: After final payment due date (60 days prior to trip), your trip becomes non-refundable through Know How Tours and can be submitted to Travel Insured if plan was purchased.

If you did not purchase travel protection, you will NOT receive a refund. SORRY NO EXPECTATIONS REFUNDS INVOLVING "NON-COVERED" REASONS OR FOR TRIPS WHERE TRAVEL PROTECTION WAS NOT PURCHASED

If trip protection was purchased, Know How Tours will contact Travel Insured to determine if this is a cancelable circumstance. Please review the Travel Insured Policy at KnowHowTours.com

TOUR PRICE INCLUDES

Transportation, services of a professional Tour Host(ess), all sightseeing, admissions, & meals as listed in the itinerary, all taxes, gratuities for local guides, bellman and waiters. Please be advised that tour inclusions are subject to change and that Know How Tours reserves the right to substitute an attraction or restaurant if deemed necessary due to quality or availability. Small changes from booking date to travel date may occur. There will be no credits or refunds extended when substitutions are extended.

TRAVEL DOCUMENTS

For Multi-day Motor Coach trips, itineraries and other information will be sent out approximately 3 weeks before the departure date. This will be full timed itinerary. For Cruises and trips involving airline tickets, the travel documents will be sent to us approximately 2-3 weeks before departure. While we can send you the documents, we prefer to have a meeting in person to review the documents and answer any questions you may have. Please note cancellation procedures for each tour as noted in these terms & conditions.

CASINO EXCURSIONS

The casino bonus (incentive) is the offering of the casino, and, as such, is subject to change without notice. Know How Tours does NOT guarantee casino bonuses or incentives on tour. Guests must present valid, government issued photo ID to receive incentive. Casino incentives are extended by each casino, and, as such, are subject to change without notice. All passengers must be 21 years of age and arrive/depart via motor coach to receive casino incentive extended by the casino.

AIR EXCURSIONS / INTERNATIONAL TRAVEL

Deposit, payment and cancellation policy is based on individual trip. Those payment plans and cancellation will be outlined on each specific tour flyer. Trip protection highly recommended.

RESPONSIBILITIES

Know How Tours, tour department of Niagara Scenic Tours acts only as a booking agent & assumes no responsibility for any delay, cancellations, changes in schedule or itinerary, loss, injury and damage to or in respect of any persons, or properties however caused or arising in connection with any services which may be used. Know How Tours will make every effort to provide all aspects of the tour as listed in the description, but is not responsible if any portion of the trip is missed due to delays relating to transportation equipment problems, traffic, construction, weather, border crossings, and any other circumstances that are out of our control. If a refund can be secured from the vendor for the missed event, the refund will be passed on to the passengers; otherwise there will be **NO REFUND. A PASSENGER, WHO, ON THE DAY OF THE TOUR, LEAVES DUE TO A DELAY THAT IS BEYOND OUR CONTROL, WILL NOT RECEIVE A REFUND IF THE TRIP DOES GO.** Any passenger that is disruptive to the tour or deemed unsafe to travel on board the motor coach will be asked to leave the tour at his/her OWN expense for return trip home. There is a zero tolerance for unruly passengers or those under the influence of drugs/alcohol. Passengers will be asked to leave tour and authorities may be involved. Know How Tours reserves the right to cancel any tour with appropriate advance notice or if we are unable to fulfill the major portion of the tour. If Know How Tours cancels the tour, a full refund will be made.