

2010 ALASKA HIGHWAY CRUISES

TERMS AND CONDITIONS

RESPONSIBILITY. Alaska Highway Cruises is a division of Alaska Travel Adventures, Inc. (ATA). ATA is headquartered at 9085 Glacier Highway, Suite 301, Juneau, Alaska 99801. ATA acts as agent for the various transportation companies, excursion contractors, and campground operators and is in no way to be considered the principal or operator of all of the services. ATA reserves the right to cancel or alter any itinerary as conditions may require. ATA, tour operators and/or travel agencies booking these vacation packages will not be responsible for expenses due to delays or cancellation of transportation, facilities or services employed in these vacation packages or any increase in transportation rates effective after publication of this information. Guests in the care of Holland America Line shall be governed by the cruise contract that will accompany their documentation.

RESERVATIONS. When making reservations through a travel agent your deposits and final payments for ATA services will be paid to that travel agent. Travel documents shall be issued after final payment has been received by ATA. Refunds will be made to the travel agency less any applicable fees, deposits and charges. Guests are responsible for obtaining from their travel agency monies retained or received by the agency.

DEPOSITS AND FINAL PAYMENT. A deposit of \$400 per person is required within 10 days to retain a reservation. Final payment is due 90 days prior to the scheduled tour departure. For bookings within 90 days, final payment is due within 10 days. All payments shall be made in U.S. funds by VISA, MasterCard, Discover Card, American Express, check or money order made payable and mailed to: Alaska Travel Adventures, Inc., 9085 Glacier Highway, Ste 301, Juneau, AK 99801

INTERNET RATES. All fares are in U.S. dollars.

INCLUDED IN TOUR PRICE:

- A shared category MM cruise stateroom on Holland America Line for 3, 4 or 7 nights depending upon tour.
- Use of a Class C motorhome for the land portion of the tour, including Housekeeping Package and mileage charges.
- Reserved private campsites for duration of land tour.
- Transfers between the airport or hotel and the RV depot in Anchorage and/or airport or airport area hotel in Seattle, and/or between the cruise ship terminal and the RV depot in Skagway on RV departure and arrival days only.
- Motorcoach or van transfer between Anchorage and Seward on tours 3, 4 and 5.
- RV land tour orientation briefing.
- Toll-free, 16-hour, Roadside Assistance line.
- Comprehensive day-by-day itinerary, including maps and directions.

NOT INCLUDED IN TOUR PRICE:

- Air transportation (optional home city Air Plan may be purchased for an additional charge).
- Beverages and purchases aboard ship.
- Tips for drivers, airport skycaps or shipboard personnel.
- Meals during the land portion of the tour.
- Gasoline and propane for the RV.
- Attractions, parking or entrance fees, permits, bridge, highway or ferry tolls, unless otherwise stated.
- Transfers between either Vancouver or Seattle-Tacoma International Airports and Vancouver, B.C. cruise ship terminal. These transfers may be arranged for an additional fee.
- Unless otherwise noted applicable taxes, fees.

UPGRADES AND SUBSTITUTIONS. ATA reserves the right to upgrade a guest to superior cruise and/or RV accommodations at no additional cost. Should lesser accommodations or equipment be offered and accepted, ATA's liability to the customer shall be limited to a refund of the price differential.

GUESTS WITH DISABILITIES. ATA'S motorhomes are not equipped for disabled access. However, Holland America Line ships have a limited number of staterooms designed to be wheelchair accessible.

IMMIGRATION. U.S. and Canadian citizens must carry photo ID and a valid passport. For non-U.S. citizens who have previously been admitted to the U.S. for permanent residence, and who will be returning to the U.S., no re-entry permit is required. However, these guests must carry their passport and Alien Registration Receipt Card (I-551). Citizens/residents of other countries should consult their local American and Canadian embassies, consular offices, or immigration offices for entry and exit requirements. To verify if your nationality requires a Canadian visa, please visit the Canadian government website at: <http://www.cic.gc.ca/english/visit/visas.asp>. Guests arriving at the pier without proper documentation will be denied boarding without compensation.

CANCELLATION POLICY. A full refund, less Cancellation Fees Protection (CFP) coverage if purchased at time of deposit, will be made for cancellations received in writing on or before 91 days prior to commencement of the tour departure date. Cancellations for any reason within 90 days of the scheduled departure date are subject to the following cancellation fees:

- 90 to 61 days prior to scheduled departure date: \$400 per person.
- 60 to 46 days prior to scheduled departure date: 25% of total cost per person.
- 45 to 31 days prior to scheduled departure date: 50% of total cost per person.
- 30 to 16 days prior to scheduled departure date: 75% of total cost per person.
- 15 days up to and including departure date: 100% of total cost per person.

CANCELLATION FEES PROTECTION (CFP). CFP allows cancellation of reservations up to 72 hours prior to 12:01 am of the scheduled departure date without incurring cancellation fees in excess of deposits. Cancellations must be received in writing. Deposits are forfeited if cancellation occurs 90 or fewer days prior to tour departure date, whether or not optional CFP is purchased. Cost for CFP is 5% of the total purchase price of the tour including all options, port charges, taxes and fees. CFP is optional, non-refundable, and shall be submitted with deposit. CFP is not insurance. It provides no rights other than those explained above. For example, it does not protect 3rd/4th shared guest rates if one or more members of a party cancel. Nor does it cover expenses or unused services due to trip interruption.

ASSISTANCE CHANGE CHARGES. A minimum service charge of \$75 per person will be assessed for all changes to travel arrangements after final payment is received. Change charges will not apply to stateroom upgrade supplements or additional services unless air reservations are altered and/or if travel documents must be reissued. Name changes and departure date changes are considered reservation cancellations and are subject to the cancellation policy.

CUSTOM ITINERARIES. ATA will entertain requests for custom itineraries. There is an additional charge for this service. Charges generally range from \$100 to \$200 per booking, but may be higher depending upon the itinerary complexity and service demands associated with the custom itinerary. Requests should be forwarded in writing and a price quote will be provided for the itinerary requested.

LATE BOOKINGS. Bookings requested within 90 days of departure will be accepted subject to full payment. If a late booking request is confirmed, and subsequently canceled, guests shall be subject to standard cancellation policies.

CRUISE SHIP ACCOMMODATIONS. Per person, double occupancy and 3rd/4th own stateroom rates are based upon Category MM inside two lower berth categories. Ship upgrade supplements may be required at an additional cost. Third and fourth guests sharing a stateroom generally require a category upgrade for the first two guests.

RECREATIONAL VEHICLES. Recreational vehicles provided by ATA are late model, fully equipped and self-contained. The size utilized will be determined by the size of the party and availability. Parties of 2, 3 and 4 will generally be accommodated in units of 21 to 24 feet in length. Parties of 5 or 6 will generally be accommodated in units of 28 to 31 feet. ATA reserves the right to assign units at its sole discretion. Requests for vehicle upgrades are subject to availability and will require an additional charge of \$250 per week or fraction thereof for a large size RV. Unit sizes are based upon the exterior length of the motorhomes.

RV PICK UP AND DROP OFF TIMES. Motorhomes will be available for pick up between 2:00 pm and 5:00 pm on the day the RV land tour commences. Vehicles will be vacated between 7:00 am and 9:00 am on day of return, depending upon transfer times. Vehicles may be obtained at times other than stated, subject to availability. Additional fees shall apply.

LATE DROP OFF CHARGES AND OTHER FEES. The RV you drop off will be picked up the same day by other ATA guests. In between, the vehicle requires servicing, provisioning and cleaning. As you will appreciate the timely return of the RV by guests who precede you, we appreciate your consideration for the guests that follow. We reserve the right to impose late drop off fees of \$50 per hour, or fraction thereof, for RV's that are returned or vacated after the specified time. Transfers are available on days of RV pick up and drop off during the hours of 7:00 am and 5:00 pm. Guests purchasing home city air may be accommodated outside of those hours due to airline schedules. Other transfers may be available at an additional charge. Fees shall also be imposed for vehicles returned with less than full gasoline and propane tanks, unclean interiors and/or exteriors, smoking in vehicles and for undumped holding tanks. Details of these fees are contained in the Rental Agreement.

CAMPGROUND ACCOMMODATIONS. A private campsite is reserved each night of the land portion of your tour. Efforts have been made to accommodate you in the best and most conveniently located campground at each overnight location. Water and electric hookups are requested when and where possible.

UNUSED SERVICES. Refunds are not available for unused prepaid excursions or transfers when voluntarily canceled. Requests for valid refunds must be made in writing through your travel agent or to ATA explaining the circumstances of the refund request, applicable dates, and the confirmation number.

RV DRIVER QUALIFICATIONS. Guests designated as RV drivers must be a minimum of 25 years of age, have a valid driver's license and complete and sign a Guest Registration and Rental Agreement at time of pick up.

NON-SMOKING POLICY. ATA maintains a no smoking policy in its motorhomes.

RECREATIONAL VEHICLE INSURANCE. ATA provides comprehensive collision and liability insurance for its RVs. The cost for this mandatory insurance coverage is \$75 per driver for tours 1-3; \$85 for tours 4 and 5; and \$95 for tours 4-E and 4-ER. This insurance, less a \$500 deductible, will cover incidents involving your RV in much the same manner as your own automobile policy. Details of specific coverage and exemptions are included in the Rental Agreement. A copy of the Rental Agreement may be obtained by written request to: Alaska Travel Adventures, Inc., 9085 Glacier Highway, Ste 301, Juneau, AK 99801

RV DAMAGE DEPOSIT. An RV damage deposit equal to the \$500 insurance deductible is required at the time the RV is picked up. Deposit will be charged to a qualifying credit card. Deposits will be fully refundable upon return of the RV in satisfactory condition. Any vehicle damage will be deducted from the deposit up to the \$500 deductible limit. Specific acts of negligence, as outlined in the Rental Agreement, may increase driver liability for vehicle damage.

RV ROAD RESTRICTIONS. There are certain roads in Alaska, Yukon, and British Columbia that are deemed by ATA to be unsuitable for motorhome travel. These roads will be noted in the Rental Agreement, and unauthorized travel is not covered under your ATA insurance policy.

INCREASES IN FARES, GOVERNMENT FEES AND TAXES. Fares quoted are those in effect at the time of posting. If cost factors, including, but not limited to, airline and/or cruise costs, dictate the need for fare increases, ATA may do so at any time prior to tour departure date. ATA reserves the right to pass along any increases in taxes, fees or port charges imposed by a government agency, airline or cruise line.

DOCUMENTATION. A document package will be sent to the guest or booking agent 30 to 15 days prior to the tour departure date.

HIGHWAY CRUISE & AIR PLAN. Getting to and from your Alaska Highway Cruises vacation can be made simpler by using our Highway Cruise & Air Plan. Choose your most convenient airport of departure from our extensive gateway list and we'll do the rest. Transportation from the gateway airport to the departure point of the tour, and from the termination point of the tour back to the gateway airport of origin may be purchased for a nominal charge. Air between Vancouver, B.C. and Seattle may be substituted by motorcoach at ATA's sole discretion.

OVERNIGHTS. Flight schedules and/or air availability limitations may require guests to overnight in a hotel at the origination and/or termination point of the tour. Overnight expenses are the sole responsibility of the guest. ATA will endeavor to notify guests who purchase this option as early as possible as to whether or not their itinerary will require additional overnight accommodations.

STAYOVERS. Requests for stopovers preceding or immediately following the tour will be accepted subject to availability. Because of the costs associated with stopovers, a fee of \$100 per person shall apply. Extension requests must be submitted in writing no later than 90 days prior to departure date to avoid additional change fees.

AIR SCHEDULE CHANGES. Airlines may revise their schedules at any time for any reason. If this occurs, ATA reserves the right to adjust guests' itineraries and air carriers accordingly. We may require that travel documents be returned to your travel agent, or directly to us, for proper adjustments.

FLIGHT ITINERARY ADVICE. In an effort to minimize inconvenience to guests that may be caused by airline scheduling changes, notification of air itineraries may not be possible earlier than 35 days prior to departure. We recommend that guests telephone their airline prior to travel to reconfirm their reservations and to reserve specific seats.

AIR REFUNDS. The maximum refund for any unused flight coupons shall not be greater than the add-on price paid. Partial refunds are not possible. Some tickets become non-refundable once issued. Please confirm with ATA at time of reservation whether your particular air ticket is non-refundable.

AIRPORT TRANSFERS. On RV departure/arrival days guests arriving or departing Anchorage or Seattle by air will be provided a transfer between the airport and the RV depot.

PERSONAL AIR ARRANGEMENTS. Guests who make their own air arrangements must be aware of the following conditions:

- Flights arriving prior to departure day or departing after the day of rental return in Anchorage, Vancouver or Seattle will not be entitled to transfers.
- ATA must be notified of arrival and departure flight schedules in order to provide transfers. This information must be received at least 14 days prior to tour departure date.

SEATTLE-VANCOUVER MOTORCOACH. Motorcoach service between Seattle and Vancouver is available for \$62 per person, one way. This service is available in each direction on days of cruise ship arrival and departure. Advance reservations are required. A snack is included.

- Northbound. Motorcoaches depart from Seattle-Tacoma International Airport between 10:00 am and 12:00 noon and stop at the downtown Seattle Sheraton Hotel prior to the 3-1/2 hour scenic trip to the pier in Vancouver.
- Southbound. Motorcoaches leave the Canada Place pier in Vancouver between 8:30 am 9:30 am and take you directly to the Seattle-Tacoma International Airport. Limited service is also available to the Sheraton Hotel in downtown Seattle.

VANCOUVER CRUISE SHIP TERMINAL TRANSFERS. At the beginning or end of your cruise, transfers can be arranged between the cruise ship terminal and Vancouver airport on days of cruise arrival/departure for an additional \$26 per person.

SPECIAL REQUESTS. ATA will make every effort to accommodate special requests for specific airlines, flights, connections, routings and classes of service. Additional rates and service fees shall apply. You may contact your airline directly once you receive your documents to request seat assignments, special meals, special assistance, or other services they may provide.

LIABILITY AND RELATIONSHIP TO AIRLINES. If due to any cause beyond our control we are unable to arrange for air transportation (including, for example, capacity controls placed upon us by airlines due to the type of fare categories under which we ticket) or the air transportation we arrange is unavailable or otherwise fails to materialize, our sole liability shall be limited to refunding the add-on paid. ATA assumes no liability for any acts or omissions of any airline including, without limitation, those involving cancellation of flights, schedule changes, re-routings, damage to or delay or loss of baggage, flight delays, equipment failures, accidents, pilot or other staff shortages, overbooking or computer errors. The liabilities and obligations of an airline to you, and your rights against an airline, are subject to any and all terms and conditions of the airline's ticket and tariffs and any and all governmental laws and regulations bearing upon or otherwise relating to such rights, liabilities and obligations. Please note that due to changing airline tariffs, actual passenger air tickets may reflect fares higher or lower than the Highway Cruise & Air Plan. If so, the difference is neither chargeable nor refundable to the guest.

AIR RATES / AIR TAXES / FEES. Air rates will be quoted and are subject to change until the booking is paid in full. Quoted rates do not include Passenger Facility Charges (US\$3-\$27), Canadian airport improvement fees (up to a maximum of US\$56), federal flight segment fees for each flight segment (takeoff and landing) of US\$3.50, the September 11 Security Fee of US\$2.50 per passenger enplanement (up to a maximum of US\$10) and international arrival and departure taxes (US\$3-\$60).

*Providing the Alaska experience
for more than 30 years!*

WWW.BESTOFALASKATRavel.COM