

# **CIE ESCORTED BUS TOURS TERMS & CONDITIONS**

**DEPOSIT PAYMENTS:** A non-refundable deposit of \$250 per person is required for all coach tours. Deposits are required within 7 days of making the reservation.

**CREDIT CARD PAYMENTS:** Most major credit cards are accepted. Credit Card details can be supplied by phone - U.S. Freefone 1877 298 7205, fax - +353 69 77726 or using our secure online payment form. Alternatively, if you provide us with a contact phone number we will be happy to call you to collect the relevant details.

**FINAL PAYMENTS:** Full payment must be made no later than 70 days prior to departure date. Payment can be made by money order or cashier's cheque in addition to credit card. Unless we are instructed to the contrary we will automatically charge your credit card with the balance due. If for any reason payment is not received, reservation will automatically cancel and deposit payment become forfeit.

**LATE BOOKINGS:** Tours booked between 30 and 14 days prior to departure date will incur a late fee of \$50 per reservation in addition to overnight delivery charges when necessary.

**REVISION FEES:** Any revision to land arrangements made after the original booking has been processed will incur a \$50 handling fee per booking. We cannot accept revisions within 14 days of departure or once we have issued documents.

**PARTICIPANT CANCELLATIONS:** All cancellations must be advised in writing by fax or e-mail to CIE Tours International Inc prior to tour departure during normal business hours (9:00 am to 5:00 pm EST, Mondays through Fridays).

CIE Tours International:  
E-mail [helpdesk@cietours.com](mailto:helpdesk@cietours.com)  
Fax US Toll free 1800 338 3964  
International + 1973 292 0463

Cancellations received within 70 days of departure date are subject to the following penalties on the land portion:

Between: 70 days or longer Forfeiture of deposit

69 & 46 days 25% per person

45 & 8 days 35% per person

7 & 1 days 50% per person

On day of departure 100% per person

Minimum cancellation fees are \$50 per person. Cancellation fees on banquets are \$25 per person. Airfare cancellation fee is \$150-\$200 per person. In some cases the air cancellation fee is 50% and an airline credit certificate is issued for the balance of the fare. No refund can be made for non-refundable airfares.

**UNUSED TOUR ARRANGEMENTS:**

Refunds or exchanges for unused accommodations, services or features of any tour cannot be made unless agreed upon prior to departure. Claims or disputes should be submitted in writing no later than 28 days after the end of the tour.

**TRAVEL PROTECTION PLAN:** The tour protection plan to safeguard your travel investment more thoroughly has recently been updated - see Travel Insurance page for `condjavascript:validateForm(document.genericform,'save','save')`

Saveitions, benefits and exclusions. We recommend insurance coverage so strongly that we automatically include the cost on your invoice and send the certificate of insurance with your final documents. The premium must be paid at time of deposit for coverage to apply. If you decide not to purchase coverage, deduct premium from your payment. The Travel Protection Plan includes coverage for non-refundable air purchased through CIE Tours, or purchased separately when cancellations are made for covered reasons. As some exclusions apply, refer to the policy for full details.

**TOUR MEMBERSHIP:** To promote an enriching travel experience, the tour director has the right to to accept or reject any client and to remove from a tour any person whose conduct is incompatible with the interest of the tour group.

**AIR TRANSPORTATION:** Airfares to Ireland that have been selected are most suitable when combined with land arrangements. All fares are subject to government approval and are subject to change without notice; airfares are guaranteed once they have been paid and ticketed. Cancellations or name changes made after tickets have been issued are subject to a \$150-\$200 fee. In some cases, the air cancellation fee is 50% and an airline credit certificate is issued for the balance of the fare. Once travel is completed a copy of airline tickets for clients with frequent flyer programs cannot be issued. Therefore the traveler should keep the passenger coupon at the back of the airline ticket.

**TRAVELERS WITH SPECIAL NEEDS:** Passengers who require particular assistance must travel with a qualified travel companion as the drivers and guides cannot provide individualized help for walking, dining, getting on/off transportation vehicles or other personal requirements. As our coaches are not equipped with wheelchair ramps, all tour members must be able to mount 3 or 4 steps into coach. Passengers necessitating unique attention must advise Irish Tourism.com Ltd. at time of booking. We will make reasonable efforts to accommodate passengers with specific needs but we are not responsible for denial of services by any of our suppliers.

**COACH TRANSPORTATION:** Coach tours are usually operated by 48 seat motor coaches. When passengers numbers are low, a smaller coach may be used.

**TOUR DIRECTOR:** The entire land portion of all motorcoach tours is conducted by a professional driver/guide and/or tour director as indicated for each tour.

**ACCOMMODATION:** Land arrangements are provided as described in each tour program. We reserve the right to substitute hotels for accommodations in similar categories. Accommodation in B&Bs (farmhouses, town and country homes) is clean and comfortable. Our Ireland B&B accommodation rates include upgrade supplements for private bathrooms. In Britain our rates do not include upgrade so clients pay the B&B owner directly for private facilities.

**MEALS:** Meals are provided as specified in each tour program. Dinners in hotels are on a table d'hote basis.

**VISITS, ENTERTAINMENT AND OTHER FEATURES:** We reserve the right to substitute visits, entertainment and other features when establishments are closed or cannot be visited for reasons beyond our control.

**TOURS CANCELLATIONS:** Tour departures are not guaranteed. If it becomes necessary to cancel a coach tour prior to departure, the next available date will be offered at no additional land cost. If this is not acceptable, a full refund of all monies paid will be made. Responsibility cannot be accepted for any additional costs or fees relating to such a tour booking. If you purchase a non-refundable airline ticket, ensure that your travel agent explains the conditions under which the ticket is issued as Irish Tourism.com Ltd. or CIE Tours are not responsible for any cancellation penalties due to non-refundable airfares.

**LUGGAGE:** Handling of one piece of luggage per person is included in the cost of all coach tours. Only one suitcase per person is permitted and size should not exceed 30 x 20 x 10 inches and weight should be under 50lbs. Luggage is carried at owner's risk throughout the tour unless insured. Hand baggage and small articles such as coats, umbrellas or cameras are entirely in the care of the passengers.

**TIPS:** Tips for services of a personal nature and to the tour director and driver are not included in the tour cost and are left to your discretion.

**CHILDREN:** Children aged 8 or more are charged the full adult rate on coach tours (less \$100 discount) and must be accompanied by an adult. Children under 8 years of age are not permitted to travel on coach tours.

**SMOKING POLICY:** Smoking is not allowed on the motorcoach. Frequent stops are made throughout the day where there are opportunities to smoke.

**NOT INCLUDED:** All items of a personal nature (room service, beverages, telephone charges, laundry, special food requests, etc.) and meals not specified on the tour itinerary are not included and must be paid by the passenger.

**DOCUMENTS:** Documents will be shipped by CIE Tours International via U.P.S. ground service approximately 21 days prior to departure provided full payment has been received. If documents are required earlier than 21 days because passengers are leaving home in advance of the tour booked, we need sufficient notice to arrange for early delivery by regular service. Late bookings will incur an express service delivery charge.

**CLAIMS OR DISPUTES:** Should be submitted in writing no later than 28 days after the end of the tour.

**LAW:** Passenger contract is subject exclusively to Irish Law and Jurisdiction for all Irish Tours

**RESPONSIBILITY:** Irish Tourism.com Limited, River House, Killarney Road, Newcastle West, Co. Limerick, Ireland is not responsible for any personal injury, property damage or other loss a passenger incurs on any tour arising from acts or omissions by any air carrier, public transport company, hotel, car rental company, subcontractor or other person or organization, whether or not such company is rendering any services supplied on the tour. All tickets and vouchers are issued and supplied subject to the foregoing and to any and all terms and conditions under which transportation and services are provided. We reserve the right to decline to accept or to return any person as a member of any tour or to cancel or alter the tour. Airline tariffs limit liability for passenger baggage.

**IMPORTANT:** Irish Tourism.com Ltd. accepts no responsibility for losses or expenses due to delay or changes in schedules, flight cancellations or misconnections due to mechanical problems,

sickness, quarantine, weather, acts of God, strikes, government actions, war, terrorism or other circumstances beyond its control. Passengers must bear all such losses or expenses. To guard against unforeseen circumstances, we recommend you purchase our optional tour protection insurance plan outlined on Travel Insurance page.

**IMPORTANT NOTICE:** Rates quoted for each tour are valid from 1st January to 31st December and are quoted on a per person, sharing twin room basis. All prices are shown in U.S. dollars and are calculated on currency rates and fares existing on October 1, of the previous year. CIE Tours reserves the right to alter prices at any time prior to departure and without prior notice if circumstances so warrant. Any devaluation or revaluation of currencies may affect published prices.

## **Cycling Tours - Terms & Conditions**

### **Accommodation:**

Is on a twin sharing basis in a mixture of family run Hotels and guest houses with breakfasts included. On booking we need to know whether sharing will be on a twin (two beds) or double (one bed) basis. Due to the isolated nature of several of the places we stay in, we cannot guarantee the availability of single room accommodation. For people coming on their own we will twin share them with another single person on the tour. In exceptional cases we may be able to provide one single room at a €215 supplement for the week or €250 for self guided tours. This is strictly on a request basis only. (the supplement for the Glens of Antrim tour is £165.00)

### **Distances:**

The average cycling distance is an easy 30m (45km) with longer routes being available each day. The safaris are suitable for adults of all ages, but a certain level of fitness is required and taking in a few practice rides is strongly recommended. The tours are not suited for children under 13 years of age. The Ring of Kerry, the Highlands of Donegal and the Antrim tours have more hills than the other routes and are more suited to the keener cyclist.

### **Meals:**

The guide will recommend a lunch stop each day where a snack lunch will cost between €7 and €10. A group evening meal is also organised by the guide each night which costs between €18 and €25.

### **Booking and payment:**

A non-refundable deposit of €130 is required at time of booking with the balance due 1 month prior to departure. Cancellations made within 30 days of departure will be charged in full.

### **Credit Card Payments:**

We accept Visa, Mastercard and American Express. Credit Card details can be supplied by fax (+353 69 77726) or phone - US Toll Free: 1-877-298-7205, U.K. Freefone 0800 096 9438 or +353 69 77686 from all other countries. Alternatively, if you provide us with a contact phone number we will be happy to call you to collect the relevant details. We can also provide you with a link to our secure online payment system.

### **The Bicycle:**

We supply 18 - 21 speed hybrid touring models for the tours. Repair equipment and pannier bags are available for each client. Helmets are not available on our self led tours and we highly recommend each client to bring their own. Clients are required to take due care of any rented equipment ( includes bike, panniers and tool kits), we reserve the right to charge for any damages

caused due to loss or negligence. Clients may take their own bike on a tour, there is a reduction of €20.00 in this case, but they are responsible for the condition of the bike.

#### Insurance:

There is an additional charge of €35 for insurance cover and we insist that clients either take out our policy or else have an alternative similar policy. Our policy covers you for seven days. Our insurance policy covers you for Personal Assistance €317.43, Personal accident up to €1,743.45, Personal Liability up to €1,269,738.08, Medical Emergency up to €1,269,738.08, Baggage up to €1,523.69, Money up to €253.95, Cancellation & Curtailment up to €2,540, Delayed Departure €76.18. There is an excess of €32 on each and every claim and further details about the policy are sent out by e-mail on booking the tour.

#### Minimum Group Size:

We may have to cancel a tour date due to minimum numbers being reached.

In the unlikely event of this happening we will be able to offer you another group tour running that week, or offer the original tour on a self led basis. Or naturally we would fully refund the deposit if we had to cancel the tour. We are not responsible for any ancillary costs.

#### Complaints:

In the, hopefully unlikely, event of there being a complaint, we advise you to direct any complaints to the tour guide on your tour, in order to give us a chance to rectify the problem. Complaints in writing must be sent within one month of when the tour has finished.

#### Starting times:

Each of the tours start with a meeting of the group at 6.30pm on the Saturday evening in a central hotel close to the local train and bus station. This is only a meeting point, typically the group will be staying in nearby guesthouses. The guide is able to return to the meeting place at 9.30pm again that evening and the following morning for those arriving late. After an introductory talk the guide will organise an evening meal and direct clients to their first night accommodation in the chosen bed & breakfast.