

POLICIES & PROCEDURES

Flyers:

You may pick up an informational tour flyer at one of our offices, or call 244-6410 to have a flyer sent to you or a friend.

Reservations:

Please make your reservations at the earliest possible date. Only a limited number of people can be accommodated on our motorcoaches and tours. Hotel, restaurant, and attraction tickets must be secured several months in advance.

Making Your Reservation:

by phone: call us at 244-6410 during office hours. We'll be glad to help.

by email: simply email us letting us know of your interest, and we will call you to discuss specific tours.

by mail: send in your [reservation form](#) with your deposit. Be sure to include the following information: your name, roommate's or partner's name(s), address(es), phone number(s), name of tour, number of rooms you are reserving, and smoking or non-smoking room preference. If you live outside York County and the tour will be coming in your direction, please call us to arrange possible boarding areas closer to your home. We will also be happy to help arrange lodging nearby prior to departure or following return.

Deposits and Final Payments:

Deposits and payments are accepted by cash, personal check, cashier's check, VISA, Mastercard, Discover, American Express or money order. Deposits are due at the time of reservation. Final payments are due 60 days prior to departure unless otherwise specified. You will receive a confirmation and receipt for all payments.

Final Tour Documents:

Itineraries will be mailed at least 7 days prior to each tour departure. Information will include specific departure points and times, baggage tags, lodging names and telephone numbers. If

you have not received your itinerary within one week of departure, call our office immediately. Expensive theater, special attraction or event tickets will be distributed at boarding areas in envelopes under the name of the person placing the reservation(s).

Trip Cancellation Insurance:

To protect the operation of each tour and to manage non-refundable and operational expenses, cancellation policies are applicable to all tours. Protect YOUR investment: purchase travel insurance for peace of mind.

Pre-existing conditions can be covered if insurance is purchased within 7 days of placing a tour deposit. Krouse Travel is not responsible for lost, stolen or damaged luggage or property. Luggage and medical insurance are often included as part of trip cancellation insurance; consult your policy for details. (Medicare and Medicaid do not pay outside the United States.)

Be Prepared with Proper Documentation:

As of January 8, 2007, U.S. citizens are required to have a valid passport to enter or re-enter the USA via airline transportation. We recommend that everyone traveling outside the USA, whether by air, sea, rail or motorcoach ([addition okay for Canada, Mexico, etc.?](#)), carry a valid passport. Up-to-the-minute details of the new passport policy can be found at:

<http://www.travel.state.gov/>. If you don't yet have your passport, allow our staff to guide you through the application process. This is just another service we provide to make your trip planning easier.

Need a Roommate?

Maybe we can help! Often we have single or widowed passengers looking for a compatible partner to enjoy a tour and share a room (each room has two beds). We'll try to connect or refer you to a partner you can meet and talk with prior to reserving space on a tour. We'll even hold your seats until you meet and decide. [Contact us today.](#)

Boarding Areas:

Our main boarding area is in the right rear corner of the Stony Brook Shopping Center (where Food Lion is located), 3613 East Market Street, York, PA, behind the Road House Restaurant and Northwest Savings Bank. **In order to keep our boarding privileges at Stony Brook, please park “outside” the center light posts.** Additional boarding areas are available in Lancaster, Harrisburg and Hanover for certain trips. [Contact us for details.](#)

Seating:

There will be no reserved seats on any motorcoaches for any tour. However, there may be a rotation of seats on extended tours.

Office Hours:

Monday thru Friday.....8:30am–5:00pm
Closed Saturdays, Sundays and Holidays

Newspaper Ads:

Watch for our latest deals in:
York Sunday News (Celebrations Section)
Hanover Evening Sun (Travel Section)

Gift Certificates:

Looking for the perfect gift for someone? We offer gift certificates for all occasions and for any monetary amount.

What Our Tours Include:

All motorcoach tours include air conditioning and rest rooms. All other amenities are listed on the individual trip flyer itinerary.

Reservations & Payments:

Reservations may be made by telephone, email or mail, and space is available on a “first-come, first-served” basis. Waiting lists are available on “sold out” tours. Unless otherwise stated, all tours require a deposit within 10 days of receipt. If the deposit is not received, the reservation may be canceled. Final payment in full is required 60 days prior to departure for most tours. If the final payment is not received, the reservation may be canceled.

Refunds:

Unless otherwise stated on specific tour flyers or on your invoice, refunds will be given for legitimate reasons minus portions that have been prepaid for hotels, attractions, tickets and

other non-refundable elements. Air and cruise tour penalties are more stringent and vary accordingly. **Krouse Travel HIGHLY recommends trip cancellation insurance to protect your investment in case of personal illness, injury or death in the family.** Ask your reservationist for details. All refunds will be made at the conclusion of the trip.

Substitute Travelers:

On motorcoach tours, if Krouse Travel or you can find a substitute within 72 hours of the scheduled departure, no financial penalty will be incurred. This policy **does not** apply to tours that include airline, cruise ship, or rail transportation.

Departure Locations & Times:

We select the meeting places and times for the convenience of the majority of the travelers on any given tour. Please consult your itinerary and confirm these up to two days before departure. For changes made within 48 hours prior to scheduled departure, a Krouse Travel representative will be posted at the originally scheduled departure point to direct you to the new site.

Parking Your Vehicle:

Krouse Travel, parking lot owners, and shopping center management assume and accept no responsibility for the safety of your vehicle or its contents at the place of departure. If you choose to park and leave your vehicle there, you do so at your sole risk. Especially on multiple-day tours, we recommend not leaving your car parked at boarding areas.

Motorcoach Rules:

For the safety and comfort of our guests, smoking, the use of alcohol or illegal substances, and language deemed offensive by the majority of the passengers is prohibited. Seating is unreserved. Exchanging seats by agreement is acceptable. Tour guides and transportation drivers have the absolute right, without recourse against them or Krouse Travel, to remove any person from any tour or portion thereof if, in the sole discretion of the tour guide or transportation driver, that person constitutes a danger or significant disruption to the tour group or any individual therein.

Motorcoach Courtesies:

- Be considerate of other passengers at all times.
- Be on time. Punctuality is very important when traveling with a group.
- Each motorcoach is equipped with a lavatory for your comfort, which may be used while on the road. Please keep the lavatory clean for the next user.
- Each passenger must be seated before the coach may proceed, and passengers must remain seated while the coach is moving.
- Many people are allergic to perfumes, colognes and strong scents. Please consider others by refraining from wearing excessive amounts.
- Please limit cell phone use while traveling on the motorcoach.

Event Cancellation:

If a scheduled event is canceled for any reason beyond the control of Krouse Travel, we will reimburse you to the full extent of the reimbursement that we can obtain from vendors/suppliers. No other costs will be refundable, and Krouse Travel will assume no responsibility for the cancellation.

Trip Cancellation:

Krouse Travel reserves the right to cancel any tour due to insufficient bookings, unavailability of acceptable lodging or events, or any other matters beyond its control. Refunds will be given in the event of such cancellation. If, in the sole discretion of the driver, weather or other conditions are such that travel will constitute an unacceptable risk to tour participants, travel may be suspended, and refunds will be based on the amount of the cost expended that can be recouped by Krouse Travel.

Itinerary/Schedule Changes:

Krouse Travel reserves the right to make changes to the itinerary or schedule of any tour for reasons of safety, convenience, or to provide what it considers to be an improvement of the tour package. Krouse Travel assumes no liability for such changes and shall be held harmless by you for any such changes.

Baggage:

Baggage handling is provided as noted on your individual tour flyer/itinerary. The maximum number of bags is also noted therein, and is subject to the regulations of any public air, sea or ground transportation used as part of the tour. Currently, the standard for checked baggage is 62 linear inches and 50 lbs on most airlines. See [How Much Should I Pack?](#) for more information. Krouse Travel assumes no responsibility for the safety or contents of luggage.