

# Little Rock Tours Policies and Procedures

## DEPOSIT, PAYMENT & CANCELLATION GUIDELINES

**DEPOSIT AND PAYMENT for OVERNIGHT TOURS:** A deposit fee of \$100.00 per person is required within 7 days to confirm your reservation for extended overnight motorcoach tours. Final payment is due 35 days prior to departure, with a 5 day grace period. Reservations made less than 35 days prior to departure require full payment upon reservation. Your reservation date will not be secured until the deposit fee has been received. Deposits are required as specified above. All deposits must be made payable to Little Rock Tours and sent directly to our office. All venues require deposits and reserve the right to cancel without notice if deposits are not timely received. Little Rock Tours reserves the right to cancel any tour or venue if deposits are not received as specified above. Failure to meet payment requirements and deadlines may, at Little Rock Tours discretion, be deemed cancelled by the booking party. Cancellations prior to 60 days from the date of arrival will receive full refund of all deposits paid. Cancellations between 60 and 46 days from date of arrival will receive a full refund of all payments less the initial \$100 deposit fee. Cancellations made between 46 and 16 days from arrival date will receive refunds of deposits determined by policy and discretion of each venue, less the initial \$100 deposit fee. Cancellations made 15 days or less from date of arrival will receive no refund and all money paid to that point will be forfeited. There are no refunds given on unused portions of any tour in which you may be participating and there are no refunds given on show tickets.

**DEPOSIT AND PAYMENT FOR DAY TRIPS:** A deposit fee for day trips are \$50.00 per person and are due within 7 days to confirm your reservation. Final payments vary for each tour, but are usually 35 days prior to departure. Cancellations prior to 60 days from the date of arrival will receive full refund of all deposits paid. Cancellations between 60 and 46 days from date of arrival will receive a full refund of all payments less the initial \$50 deposit fee. Cancellations made between 46 and 16 days from arrival date will receive refunds of deposits determined by policy and discretion of each venue, less the initial \$50 deposit fee. Cancellations made 15 days or less from date of arrival will receive no refund and all money paid to that point will be forfeited.

**RAZORBACK GAME TOURS:** Deposit fees for Razorback Game packages are \$50 per person and are required within 7 days to confirm and are *non-refundable*. Final payment due dates for Razorback Game Tours vary according to each game, but are usually within 45 days prior to departure. Full payment is required immediately upon booking for any *Championship* game package. Final payments vary for each game tour, but are usually 35 days prior to departure. Reservations made less than 35 days prior to departure require full payment upon reservation. Razorback Game Tour refunds will be based on prepaid ticket expenses that are nonrefundable to us, including but not limited to cost of the entire ticket and/or any processing or broker fees that are associated with the ticket.

Little Rock Tours accepts VISA, MASTERCARD, or AMERICAN EXPRESS for your convenience.

For your convenience and protection, we recommend the purchase of the Optional Travel Protection Plan.

**Trip Cancellation/Interruption Passenger Protection Plan is Available for motorcoach tours and is strongly recommended.**

**RESPONSIBILITY:** These tours are arranged and operated by Little Rock Tours (LRT) who acts only as an agent for such other parties, firms or corporations providing services herein. The suppliers providing travel services for Little Rock Tours tour programs are independent contractors and are not agents or employees of LRT. LRT is not responsible for the willful or negligent acts and/or omissions of such suppliers or of any air carriers and/or cruise lines or their respective employees, agents, servants, or representatives. This includes, without limitation, their failure to deliver - or their partial or inadequate delivery of services. All coupons, receipts, and tickets are issued subject to the terms and conditions specified by suppliers, air carriers, and/or cruise lines. The tour participant agrees that neither LRT nor their agents shall be liable for any injury, damage or loss to baggage or any passenger's belongings for any reason; any damage loss or injury caused by weather or climactic conditions, fire, government actions or terrorist activities, earthquake, social or labor unrest, accident, delay, bankruptcy, acts of God, or irregularity which may be occasioned by reason of defect in any vehicle or for failure to carry out such arrangements as mentioned; nor for the misconduct of such other parties. LRT reserves the right to withdraw or make changes and alterations as may be found necessary for the proper handling of said tour; and LRT is not responsible to any person for loss of time, expenses, money or anything else when a change in scheduling is made for members of the tour. LRT reserves the right to decline, to accept, or retain any person as a member of any tour or to cancel or alter the tour without notice. The payment of the required deposits and/or any partial or full payment for reservations on a tour shall be deemed and constitute full knowledge, acceptance and consent by the participant to all clause provisions.