

AATKings

Bringing Australia & New Zealand to life

BOOKING CONDITIONS



BOOKING CONDITIONS

Summary Booking & Cancellation Terms

	Period of Notice	Cancellation	
AAT Kings Guided Vacations and Inspiring Journeys Any cancellation of additional services booked prior to and after your trip booking, such as pre/post accommodations and transfers, that are canceled within 14 days of trip departure incur a 100% cancellation fee. These cancellation fees are in addition to any cancellation fees that may be charged by your travel agent.	60+	Deposit	
	59-16	30%	
	15-8	50%	
	7-1	90%	
	Day of departure	100%	
	until 31 March 2021		
AAT Kings Short Breaks	45+	Deposit	
	44-22	27.5%	
	21-8	33%	
	7-1	55%	
	Day of departure	100%	
	from 01 April 2021		
	15-8	50%	
	7-0	100%	
	AAT Kings Day Tours	until 31 March 2021	
		Less than 6 days	50%
Within 24 hours or no show		100%	
from 01 April 2021			
Within 48 hours		50%	
Within 24 hours		100%	
Heritage Tours – Cape York Frontier and Gulf Savannah Wanderer Heritage Tours requires a deposit of \$700 per person together with completed booking form to ensure confirmation within 14 days of the booking confirmation, unless within final payment period.	60+	Deposit	
	59-31	75%	
	30-0	100%	
Journey Beyond – The Ghan & Indian Pacific (Gold Service) Advance Purchase or Promotional rail fares are subject to stricter cancellation fees to be advised at time of booking.	46+	Deposit	
	45-0	100%	
Captain Cook Cruises – Murray River Cruise For cancellations made 15 days or more before departure, the full value (less an administration fee of \$50 per person), may be applied to another cruise if completed within 12 months of the original booking. If the rebooked cruise is of a greater value, the difference must be paid upon rebooking.	61+	\$50	
	60-30	Deposit	
	29-15	50%	
	14-0	100%	

Your Trip Booking

Your agreement is with AAT Kings and a contract is formed when you make a reservation with us that we accept. Enrollment in and payment for a guided vacation shall constitute acceptance by the guest of the terms and conditions in this document. These cannot be varied except in writing by an officer of the Company.

All contracts with AAT Kings are made subject to the terms of these booking conditions.

We reserve the right to change these booking conditions at any time prior to you making a booking.

The invalidity of any provisions herein shall not affect the validity of any other provisions. The agreement shall be construed as though the invalid provision was not contained herein and was replaced with an enforceable provision as similar as possible to the original provision. Should any conflict arise between these booking conditions and those contained within our brochures, these booking conditions shall prevail.

Departure Date	The departure date is the date indicated on the booking confirmation.
Security	Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the "Travel Advisories" put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation. You must accept these risks involved in travel to any country that may experience security difficulties and accept responsibility for your own travel decisions.
COVID-19	<p>An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the WHO senior citizens and guests with underlying medical conditions are especially vulnerable.</p> <p>We ask that you please take personal responsibility for your wellbeing. This begins with packing any personal protective equipment and sanitisers you require. Please adopt physical distancing and hygiene practices throughout your pre-trip travel arrangements and follow all health instructions whether physical signage, or requests from our professional staff, once you are holidaying with us. To travel with AAT Kings, you voluntarily assume all risks related to exposure to COVID-19. Full details of hygiene protocols can be found on our website.</p>
Force Majeure	Force Majeure Event means any event or circumstance beyond the control of AAT Kings, including but not limited to: (a) an act of god (such as earthquake, flood, fire, explosion, landslide, lightning, action of the elements, force of nature, washout, typhoon, hurricane, cyclone, tsunami, storm or storm warning or natural disaster); (b) industrial disputes, work ban or other labour dispute or difficulty; (c) acts of terrorism, political unrest, war or threat of war, riots or civil strife; (d) failure or delays to scheduled transportation and the closure of airports or ports; (e) pandemic, epidemic or health risk; (f) governmental and administrative actions (including closure of borders and travel warnings and restrictions).

Reservations and Payments

1. Your trip will be confirmed after receipt of a non-refundable deposit as detailed in the Summary Booking and Cancellation Terms table. We reserve the right to refuse a booking without giving any reason and shall in that event return any deposit received. If not received within 5 days of booking, the reservation will automatically be canceled. On certain departures, deposits may be required at time of booking to hold seats.
2. Air-inclusive bookings may require an additional non-refundable deposit or payment in full at the time of booking, see Air Arrangements section below.
3. We may from time to time offer deposits at a reduced amount (Promotional Deposits) and these may be subject to different terms and conditions as specified by us. Such terms and conditions prevail to the extent of any inconsistency with these Booking Conditions.
4. Final payment for your trip reservation will be due prior to departure no later than as detailed in the Summary Booking and Cancellation Terms table. When making multiple trip bookings, full payment is for all trips according to the

scheduled departure date of the first departing trip. Payment in full will be required at time of booking for reservations made later than the final payment due date (see Summary Booking and Cancellation table) prior to the trip departure date. Some special promotions may have different payment deadlines and cancellation terms.

5. AAT Kings reserves the right to cancel the reservation and impose cancellation charges if any payment is not received as detailed within the Summary Booking and Cancellation table. AAT Kings will not be responsible for lost land and/or air reservations.
6. Credit Card Bookings: AAT Kings should be advised of your credit card number when making your reservation directly with us. For security purposes, we are required to collect the guest's credit card billing address, card expiration date and the customer verification code every time a payment is applied. A fee of 1% will be applied at the time of payment when paying by credit card. Credit card bookings are not available to travel agents.
7. Your Travel Agent shall hold all monies for each and every person named in the booking until the booking is confirmed at which time your Travel Agent shall provide those monies promptly to us. You consent to us depositing monies received by us as required by law. We will be entitled to keep interest earned on monies.

Booking Changes

Name Changes	AAT Kings does not charge for name changes or name corrections, however where third party costs are incurred these will be passed on to the guest. Not all airlines allow name changes or name corrections and a new airfare may need to be purchased which will be passed onto the guest.
Other Booking Changes	<p>AAT Kings does not charge for minor booking changes however where third party costs are incurred these will be passed on to the guest. Costs and charges may increase the closer to the departure date that changes are made. We will try to make your requested change but it may on occasion not be possible.</p> <p>A change of trip date or itinerary after final payment is due (see Summary Booking and Cancellation table) will be treated as a cancellation. Cancellation fees will apply except when the change is to an alternative departure and the trip price is equivalent or greater, in which case any amendment costs incurred including airline charges and fees will be charged.</p>

Cancellations and Refunds

Cancellation by AAT Kings	<p>AAT Kings reserves the right, to modify or cancel any trip (definite or not), accommodations, in-destination activity or arrangement at any time.</p> <p>Cancellation due to Failure to Pay If full payment is not received by the due date (see Summary Booking and Cancellation table), AAT Kings has the right to cancel your reservation and no refund will be made. AAT Kings will not be responsible for lost reservations.</p> <p>Cancellation due to Force Majeure Events If AAT Kings cancels a trip as a result of a Force Majeure Event, a future travel credit (FTC) to the value of funds paid to date less any third-party costs incurred will be provided. All FTCs will be valid for 24 months from date of issue. Where a trip is terminated mid-trip due to a Force Majeure event, if we provide you with any alternative services or assistance (such as hotels or travel) then you agree to pay for these costs. In return, AAT Kings and Inspiring Journeys will provide a pro-rated FTC for the unused portion of your trip.</p> <p>Cancellation due to Events other than Force Majeure Events If the cancellation by AAT Kings is not as a result of a Force Majeure Event, AAT Kings will provide an alternative comparable trip (if available), if an alternative is not available then a refund will be made. AAT Kings is not liable for any cancellation or change cost or penalties incurred on other travel arrangements, including air travel, that may be affected thereby. AAT Kings is not responsible for other travel arrangements that you or your party have made outside AAT Kings and which are affected by our cancellations.</p>
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<p>Cancellation by Traveller</p>	<p>Travel arrangements for any member of the party may be canceled at any time by written notice by the person who made the booking.</p> <p>If notice of cancellation is received by AAT Kings before final payment is due (see Summary Booking and Cancellation table), the deposit will be retained. If cancellation is made after final payment is due cancellation fees will apply (see Summary Booking and Cancellation table).</p> <p>Notice of cancellation must be made in writing directly to AAT Kings or through your Travel Agent.</p> <p>If a person in a party cancels and there is a room change caused by this cancellation (such as a Twin/Double to Single, or Triple to Twin/Double), charges for the new room type will be the responsibility of the remaining party.</p> <p>If a guest fails to join the trip on the day of departure, cancellation fees will be 100% (unless the guest notifies us of the delay and joins the trip later at their own expense).</p> <p>Cancellation fees as per the Summary Booking and Cancellation table apply to additional accommodations and/or chargeable transfers prior to and after the trip, itinerary extensions or cruise reserved through AAT Kings.</p> <p>Cancellation fees and charges will include any amounts that we have paid or have contractually committed to pay to third parties to deliver your travel arrangements which we cannot reasonably recover (for example payments made or due to airlines and hotels). Any payments we have made to third parties will only be refunded to you once we have deducted the above cancellation fees and charges and once we have actually recovered the amounts from the third parties.</p> <p>All cancellations fees as per the Summary Booking and Cancellation table are additional to any cancellation fees or other charges that may be levied by your Travel Agent.</p> <p>If the reason for your cancellation is covered under your insurance, you may be able to reclaim these charges from your insurer. You are responsible to make the claim to your insurer.</p>
<p>Early Return, Illness or Absence</p>	<p>Early return expenses are the guest's responsibility. There is no refund for absence or early departure from a trip, including but not limited to missed hotels, transfers, meals or sightseeing cruises or optional extensions. AAT Kings urges you to purchase travel insurance which covers such circumstances. AAT Kings makes no representation or guarantees concerning reimbursement, scope of coverage, or other aspects of any travel insurance policy or claim.</p>

Flight Reservations, Deposits and Cancellations

<p>Reservations/Ticketing</p>	<p>Air-inclusive bookings and some intra-itinerary flights require an additional non-refundable deposit at time of booking which may be up to 100%.</p> <p>If an air reservation is made by AAT Kings, full payment may be required for your airfare at the time of booking. On receipt of full air payment your airfare, taxes and fuel surcharges are final. This will be regardless of future price fluctuations up or down. When booking a trip including flights, you will be required, at the time of booking, to provide us the full name as detailed on the passport, passport number, nationality, date and place of issue for each guest. AAT Kings does not hold an allocation of air seats and all flight reservations are made on request and are subject to the terms and conditions of the airline. Changes to flight itineraries and name changes and/or corrections may either not be allowed or may result in penalties charged by the airline. These are the guest's responsibility along with the fees charged as described above.</p> <p>Airlines (and other travel providers including AAT Kings) change prices and routes from time to time. All air routings are in the sole control of the airline and are subject to change at any time.</p>
<p>Air Changes or Cancellation</p>	<p>After deposit has been received any changes, including cancellations incur a service fee of \$35 per person, plus any airline penalties. Airline imposed penalties may be up to 100% of the air ticket price. Published Fares, Priced Match Fares, Promo Fares and some other airfares booked are non-refundable.</p> <p>Not showing up for your outbound flight as booked and ticketed will be considered a no-show, and all the connecting flights associated with this one, even a return flight will be canceled and no refund will apply.</p>

Financial Protection

United States Tour Operator Association

\$1 Million Travelers Assistance Program – AAT Kings shares the coverage available under the USTOA \$1 Million Travelers Assistance Program with affiliates of The Travel Corporation who, as an active member of the USTOA is required to post \$1 Million with USTOA to be used to reimburse, according to the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of AAT Kings Tours Pty. Ltd. customers in the unlikely event of The Travel Corporation bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by The Travel Corporation may be sufficient to provide only a partial recovery of the advance payments received by AAT Kings Tours Pty. Ltd. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 275 Madison Avenue, Suite 2014, New York, New York 10016, or by email to information@ustoa.com or by visiting their website at www.ustoa.com

IMPORTANT INFORMATION

A quick reference guide to all details you need to know before booking your trip.

Disclaimer

Travel is personal and each individual's goals and experiences may differ. AAT Kings will not be bound by, or liable for, any description, photograph, representation or warranty made by or provided by any independent third party sales representative, Travel Agent, or other person or entity relating to any trip offered by AAT Kings.

What's Included in the Trip Price

<p>Guided Vacation</p>	<p>By air-conditioned motorcoaches, minibus or 4x4 vehicles, trains, cruises, ferries and intra-trip flights (including light aircraft) as described in the respective trip itinerary. Please note on some regional trips, transfers and sightseeing tours in smaller motorcoaches without toilet facilities may be used. Toilets may be affected by higher altitude or extreme weather conditions such as freezing temperatures and for the comfort of those on board the motorcoach the toilets may have to be closed. In these circumstances, additional rest breaks will be incorporated into the itinerary.</p>
<p>Hotel Accommodations</p>	<p>Prices are per person, based on two persons sharing a room with private bath or shower. Triple rooms may be available on selected trips in limited numbers. Triple occupancy rooms may utilise rollaway beds and three adults may find these rooms small. This can be confirmed with your local sales agent or online reservation agent.</p> <p>Every effort has been made to reserve two-bed rooms; however, on some occasions, rooms with one double bed may be the only option available. These rooms will be allocated to solo travellers and couples first; other rooms may feature a single bed and rollaway bed, or sleeper sofa. A limited number of twin/double rooms are available with our shared rooming service on certain trips. AAT Kings shall not be responsible or liable for any claims or issues arising out of the shared rooming.</p> <p>Special room requests (adjacent, connecting or lower-floor rooms, as examples) must be made at time of booking. Special room requests are not guaranteed and are based on availability at time of check-in. Many hotels, lodges and luxury tented camps are 100% smoke-free, including all guest rooms, restaurants, lounges, meeting rooms and public spaces. Smoking in a non-smoking room will result in a fine.</p> <p>Substitute accommodations may be used sometimes. We try to use those of similar standard. Hotel Frequent Traveller program points are not earned with hotels on AAT Kings trips.</p> <p>Please note that hotel room sizes, standards, facilities and services provided may vary from country to country and region to region and are often local in style and may not have air-conditioning. Accommodations outside of the USA may not comply with the Americans with Disabilities Act and may not have wheelchair accessibility.</p>

Cruises	Per person prices are based on two persons sharing a cabin with two berths, private shower and toilet. A limited number of single cabins or triple cabins may be available at an extra cost. Availability can be confirmed with your local sales agent or online reservation agent.
WiFi	Complimentary WiFi service is available in the rooms and public areas of most AAT Kings accommodations. Complimentary WiFi is also provided on-board the motorcoaches, however this is not available in all locations, such as on motorcoaches on Day Tours and Short Breaks in the Northern Territory. The WiFi on the motorcoaches uses the mobile phone network and as a result the connection will be slower than standard broadband and in remote areas without sufficient network coverage, WiFi may not always be available. Audio and Video streaming is not available using motorcoach WiFi. Please note that it may not be available on train trips, cruises, safari lodges, tented camps or when the main AAT Kings motorcoach is not being used, such as on transfer motorcoaches and other local services.
Travel Director	Unless specified, guided vacations are conducted in English by a professional Travel Director or Driver Guide. Short Breaks, Day Tours and third party add-ons are normally not accompanied by Travel Director and are operated on a locally hosted basis using English-speaking Local Host services unless otherwise described.
Meals	Some meals are included as detailed on trip itineraries. Any special meal requirements, including allergies, must be provided at time of booking and are received on a request basis only. AAT Kings cannot assure that special meal requests will be fulfilled and does not assume responsibility or liability if requests are not fulfilled.
Sightseeing	Experiences, entrance fees and an English-speaking Local Guide (when required) are included as detailed in the itinerary pages. Some included activities (marked on the day-by-day itinerary descriptions) require a signed liability waiver; participation in those included activities and is at your own risk.
Transfers	Transfers between airports, hotels, railway stations and piers are only included as indicated on each trip itinerary. Transfers can be purchased for an additional cost in many destinations. There will be no refund for missed or unused transfers. If you require and reserve airport transfers and did not purchase your flights from AAT Kings, you will need to provide your arrival and departure flight information to AAT Kings 60 days before flight departure depending on the destination. It is your responsibility to update AAT Kings with any changes to your flight schedule to ensure that you receive your transfers. Failure to do so may result in missing these services and no refund shall be due for missed transfers resulting from missing or outdated flight information.
Porterage	Luggage handling of one suitcase per person, at each guided vacation hotel is included in the price.
Luggage Allowances	<p>Due to limited motorcoach capacity, a single bag is allowed with dimensions not exceeding 30"x18"x10" (76x46x25cm) and weight not exceeding 50lbs./23kgs. Carry-on/hand luggage is restricted to one piece per person, not exceeding 12"x11"x6" (30x28x14cm) to fit under your coach seat or in the small overhead compartment. Carry-ons with telescopic handles and wheels will not fit in the overhead compartments or under seats and therefore, cannot be accepted as carry-on luggage. Carry-on/hand luggage handling is the responsibility of each guest and must be taken on and off the coach by you each day of the guided vacation. Please be advised that stricter luggage allowances may be in place for other methods of transportation such as 4x4, safari vehicles, flights and cruises. Please confirm with your local sales representative or online reservation agent.</p> <p>AAT Kings and AAT Kings' affiliated entities shall not be liable for loss or damage to luggage or any guest's belongings. Guests should immediately report lost items to the Travel Director who will assist in completing a lost property form that can be used for an insurance claim. AAT Kings cannot assist in locating lost items after the guest disembarks or completes the AAT Kings trip.</p>

Tips/Gratuities	Tips/gratuities are included for services on guided vacations, except to your Motorcoach Driver and Travel Director (and your Local Host and Local Guides) whose tips should be extended on a voluntary, individual basis at the end of your trip. Included tips/gratuities cover all services provided by dining-room waiters, housekeeping staff and porters at hotels.
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What's Not Included in the Trip Price

General	<p>Any items and matters not referred to above, including airfares to and from your destination, air-related taxes and fees (except where specified); additional fees charged by airlines such as checked and/or excess baggage, seat selections and any other services; passport and visa fees; insurances of all kinds; tips to Travel Directors, Local Guides, Motorcoach Drivers; laundry; phone calls; minibar; beverages and meals not detailed in the itinerary; and all items of a personal nature.</p> <p>Additional taxes and surcharges may be collected by foreign governmental and non-governmental entities. This list is illustrative and not a complete list of every item not included.</p>
Optional Extras	Additional/optional experiences are available on your trip and can be purchased for an extra charge during your trip.
Leaving the trip early	The price does not cover costs and expenses, including your return home, if you leave the trip whether of your own volition, our decision based on behaviour that disrupts the trip, due to illness, action by any government or other reason.

Deposit Protection and Change

Deposit Protection	<p>If you cancel before your final payment is due, the deposit may be credited to the cost of another AAT Kings trip, which is not less than 4 days duration, subject to the following conditions:</p> <ol style="list-style-type: none"> the deposit must be used within 5 calendar years of the cancellation date of the original booking; multiple deposits (because of back to back trips) cannot be combined and only one deposit can be credited per trip; multiple trips may be booked using multiple deposits; Deposit Protection applies only to full priced deposits (not promotional low deposits); and Deposit Protection does not apply to any existing bookings, has no cash value and is non-refundable. <p>A Deposit Protection benefit may be:</p> <ol style="list-style-type: none"> gifted to family or friends, via an email confirmation to AAT Kings stating the donee's name, transferred for use with one of our sister brands (see ttc.com/brands) <p>Deposit Protection does not include trips in Special Deposits, deposits for airline tickets (whether included as part of or additional to the trip) or deposits for Third Party Travel Products and excludes any funds that have been refunded to you.</p>
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Discounts, Savings and Promotions

<p>Early Payment Discount</p>	<p>Savings are applied at the time of booking, apply to the land-only portion of trips and may require full payment by the applicable discount deadline dates (see our Deals sections online). If full payment is not received by the correct date as stated on the invoice, the discount will be removed and the booking will be re-priced. These discounts are not valid on all itineraries or departure dates and do not apply to optional extensions, third party itineraries, airfares, government taxes and fees, air flight supplements, extra nights' accommodations, transfers or any cruise portion of a trip. Normal cancellation penalties apply. This offer is subject to availability, applies to new bookings only and may be withdrawn at any time without notice. See the dates section of the itinerary online at AATKings.com for current availability.</p>
<p>Loyalty Discount</p>	<p>If you have been on an AAT Kings guided vacation before, you're eligible for up to 5% off select trips around the world! Discounts vary between trips. Once you've done 5 trips with us, the 5% discount is guaranteed on all subsequent trips. The loyalty discount is on the land portion of trips only and is not available on pre & post-trip accommodations rates. You must have traveled with us before you can redeem a benefit. Please advise previous trip details at time of booking, subject to availability and verification.</p> <p>We've also arranged deals for you across all our sister brands in The Travel Corporation (ttc.com). Be sure to give our team a call to check what discount you can get before you book.</p>
<p>Multi-Trip Discount</p>	<p>Book two AAT Kings trips 7 days or longer at the same time and get 2.5% off the cost of the lowest price trip. This discount applies to the land portion of the lowest-priced trip (this excludes taxes, included flight costs, extra accommodations, any applicable food funds & optional activities. Your trip price does not include the cost of flights to/from the destination that starts/ends your trip). Some exclusions apply, depending on availability for specific trips.</p>

Travel Documents

myAATKings

Guided Vacations guests are required to register for their trip at my.AATKings.com. This only takes a few minutes and means we'll have:

- Your personal details, including your email address and phone number.
- Your emergency contact info and travel insurance details, just in case we need it.
- Your dietary, medical or other special requirements you may have.
- Your completed Travel Health Declaration before departure.

Provided full payment has been received on time and registration is completed, travel documents will be available to download in electronic format no later than 21 days prior to travel. You'll also find out where your AAT Kings trip will start and exactly what accommodations you'll be staying in – plus the answers to a host of FAQs. We don't print paper documents and instead plant a tree for every traveller that receives e-docs.

Passports, Visas and other Entry/Exit Requirements

Where applicable or if required, guests must be in possession of a machine-readable passport valid for 6 months after their trip return date along with applicable visas. Due to government imposed security/ immigration measures, passport and emergency contact information is required for all guests prior to the release of travel documents.

It is the guest's sole responsibility to secure and/or pay for any and all visas, or Electronic Travel Authorizations (ETAs), affidavits, immunizations, etc. that are required in order to be permitted entry into each destination. In some

countries you may be subject to entry (reciprocity) fees and/or departure taxes/exit fees which will be collected at the airports upon entry/departure by local government authorities.

You should check with your Travel Agent or Consular Service for information regarding necessary visa and travel documentation for your entire trip. Where possible we strongly recommend obtaining any required visa or documentation prior to departure. Obtaining documentation while traveling can be a time consuming process and some countries will not issue documentation at the border. For some countries an invitation letter is required from the Ground Handler to send along with the visa application.

Please note that entry to any country may be refused even if the required information and travel documents are complete. AAT Kings will require full passport information (full name, date of birth, passport number, issue and expiry dates) prior to final payment.

For up-to-date detailed information on travel documents and visas, entry/exit taxes and further information on entry and exit requirements please check with your Travel Agent or local consular services. Obtaining and carrying these documents is your sole responsibility.

AAT Kings bears no responsibility for such information and will not be responsible for advising and/or obtaining required travel documentation for any guest, or for any delays, damages, and/or losses including missed portions of your trip related to improper documentation or government decisions about entry.

Flight Arrangements

Air Transportation	Not included unless otherwise outlined in each trip's itinerary. Please be advised that due to the Transportation Security Administration's (TSA) Secure Flight rules, airlines must collect required information from guests. For more information regarding TSA's Secure Flight rules, please visit tsa.gov .
Airline Seating	Seats are limited in our contracted class of service and may not be available on every flight. AAT Kings does not hold block space on any airline and does not assure seat availability for every single trip departure date. Not all airlines offer pre-assigned seats. Some may charge for pre-assigned seats. Seat assignments are not guaranteed and are subject to change without notice due to a schedule change, equipment change or other unforeseen circumstances. Seating is solely under the airline's control. Any additional charge imposed by airlines will be at guests' expense. Where pre-assigned seats are not offered or different seats are desired, guests must contact the airline(s) directly to arrange seating assignments as well as special meal requests. AAT Kings does not assure that these requests will be granted.
Airline Schedule Changes	Itinerary changes due to flight delays and schedule changes is solely under the airline's control. AAT Kings reserves the right to offer alternative schedules for itineraries affected by airline schedule changes and equipment. Flight delays, flight cancellations and schedule changes are the responsibility of the airline. AAT Kings will not be responsible or liable for such delays or rescheduling and extra charges.
Airline Frequent Flyer Programs	Frequent Flyer miles can be accrued on most air carriers. Upgrades using mileage are not permitted. Many airlines do not automatically add Frequent Flyer numbers to records for flights booked and ticketed by AAT Kings. It is the guest's responsibility to request Frequent Flyer credit from the airline. AAT Kings shall not be responsible for matters concerning Frequent Flyer miles.

General Information and Conditions

Health, reduced mobility, medical conditions/disabilities and assistance when traveling

AAT Kings welcomes guests with special needs or disabilities. Please note the following:

- Guests must advise AAT Kings, at time of booking, of any physical, medical or other special needs that require accommodating. AAT Kings will make reasonable modifications to its policies, practices and procedures when necessary, unless doing so will fundamentally alter the nature of the services provided.
- Guests must ensure they are medically and physically able to travel.
- AAT Kings may impose safety requirements. AAT Kings may exclude an individual from participating in a guided vacation or an activity if the individual's participation poses a threat to the health or safety of others. This decision, made solely by AAT Kings, to exclude an individual will be based on an individualised assessment based on reasonable judgment that relies on current medical evidence or on the best available objective evidence to determine the nature, duration and severity of the risk, the probability that potential injury will occur and whether reasonable modifications of policies, practices or procedures will mitigate the risk. No refunds will be given if the decision is made to exclude a guest.
- AAT Kings does not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses) or services of a personal nature (such as eating, toileting or dressing). A traveller who requires services of a personal nature (eating, toileting or dressing, as examples) should strongly consider bringing a companion to provide such assistance and must understand that other travellers, Travel Directors and AAT Kings staff will not be available for such purposes.
- Regrettably, motorized scooters are not allowed on AAT Kings trips.
- AAT Kings does not employ medical personnel. Any necessary medical attention must be sought at a local facility, if available, at the guest's expense. AAT Kings is not responsible or liable for losses or costs incurred due to unavailability of medical services, or medical services obtained while on trip, or for the quality of the care or services received. Medical care in other countries is not always comparable to care that you may receive in your local area. You are encouraged to purchase medical insurance that will cover you while on trip. Your regular health insurance benefits may not apply abroad.
- In purchasing your trip, you attest that you are physically fit for it. If you have concerns please request additional details about your journey from your Travel Agent or AAT Kings.
- Some guided vacations include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and/or locations which may not be easily accessible by wheelchair. During the guided vacation, AAT Kings may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities which AAT Kings does not control. Accommodations on international guided vacations may differ from those in the United States. AAT Kings cannot guarantee disability access or accommodations for guests traveling on international guided vacations.

Many Optional Experiences are operated by independent third party suppliers, not AAT Kings. These are not part of the vacation package provided by us. Your contract will be with the operator of the experience. We are not responsible for providing the experience, or anything that happens during the experience. Some experiences involve outdoor activities and/or can be physically demanding and may require signature of a waiver. You must make your own decisions about experiences and participate only in activities that suit your physical ability: we suggest that you speak with your medical provider if you have questions about your abilities. We recommend you check whether any insurance you have also includes your participation in adventure activities you may undertake.

AAT Kings may, in its sole discretion, decline booking any guest or remove any guest who cannot comply or refuses to comply with AAT Kings' terms and conditions. If this occurs, you are responsible for the cost of travel back to your hometown and AAT Kings shall not be liable for your losses and no refund shall be provided.

Travel times on our trips vary from day to day depending on the destination. For your comfort we make regular stops and try to keep each section no longer than 3 hours. However, depending on your medical history, some people may be at risk of discomfort or deep vein thrombosis (DVT) if they remain immobile for a long period on a journey. If you have had DVT, pulmonary embolism, a family history of clotting conditions, cancer, or treatment for cancer, stroke, heart or lung disease, or if you have had major surgery in the past three months, we recommend you consult your doctor before traveling.

<p>Trip Prices</p>	<p>All prices are per person in United States Dollars unless specified. Prices are based on costs, charges, tariffs, rates, prices, taxes, levies, exchange rates and other considerations. All are subject to change. For up-to-date pricing contact your Travel Agent or check on AATKings.com.</p> <p>No surcharges regarding cost or currency fluctuations will be made to the land only price once the deposit is received. No refund will be made on account of reduction of any of the above. If the total trip price increases by more than 10% guests will have the option to cancel the trip within 7 days of notification of the surcharge without penalty.</p>
<p>Other Fees and Taxes</p>	<p>Taxes and fees are subject to change without notice and will be confirmed at time of booking. Any additional fees charged by the airlines/ cruise lines such as baggage handling, seat selections, and/or any other services are the sole responsibility of the guest(s). Additional air-related restrictions apply. Any additional government taxes and fees charged by the cruise lines are the sole responsibility of the guest.</p>
<p>Services</p>	<p>We commence providing services to you as soon as we accept your booking and a deposit is paid. This includes work undertaken prior to travel to arrange and coordinate the delivery of your travel arrangements.</p>
<p>Minimum numbers</p>	<p>Some trips are based on a minimum number of persons traveling. If a trip fails to satisfy minimum numbers, the trip may be canceled or rescheduled.</p>
<p>Overlapping / Modular Itineraries</p>	<p>To offer our travellers more flexibility around when they start and how long they travel for, some of our trips are sections (or modules) of larger itineraries. This means that some of them overlap – for example, some of your group may have already been traveling before you join, and may continue traveling after your adventure has come to an end.</p>
<p>Booking with a travel agent</p>	<p>If you book your trip through a travel agent then you acknowledge and agree that for your booking to be confirmed and maintained, we must have received all payments from you or your travel agent as detailed in the Summary Booking and Cancellation Terms. You also agree that your travel agent is independent of AAT Kings and our control; and that unless expressly authorised by us in writing, we are not bound by or liable for anything affecting us that the agent may or may not do.</p>
<p>Age Restrictions</p>	<p>Children under 5 years of age are ineligible to travel on AAT Kings Guided Vacations and children under 18 years of age must be accompanied by an adult who will be responsible for their welfare and supervision. Children under 12 years of age are ineligible to travel on Inspiring Journeys. There is no age limit on Short Breaks and Day Tours. In terms of style and content, all of AAT Kings' trips are specifically designed for a particular age group. This fact should be recognised when you book one of our trips. Countries have different age limits for the consumption of alcohol and other activities. You must ensure you satisfy the age limits before participating in any activity with age limits (such as the consumption of alcohol) and you release us from all liability and claims arising from your inability to participate in such activities.</p>
<p>Special Requests</p>	<p>If you have any dietary requests, allergies or any other special request, please advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, this is not confirmation that the request will be met. All requests are subject to availability. It is also your responsibility to double check and reconfirm any requirements with all trip suppliers.</p>

<p>Itinerary Variations</p>	<p>AAT Kings strives to improve trip itineraries, services and features. If improvements can be made, or if circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. At certain peak periods multiple departures may operate, sometimes in reverse order; accommodations may vary from those stated on the itinerary pages. On trips which include cruises, the vessel may be changed for operational reasons. Departures in early and late season are potentially operated in cool weather conditions. As a result, itinerary variations may occur. Certain activities may not be precisely as described or may not be available due to seasonality or weather conditions or other circumstances beyond our control. We will try to notify you or your Travel Agent of changes. If your enjoyment may be diminished by such limitations, please check with us or your Travel Agent before making a reservation.</p>
<p>Arrivals and Departures</p>	<p>It is essential to allow at least one day before and after your trip if you are joining your AAT Kings trip from the U.S. Please speak to your Travel Agent or our reservations team about our pre- and post-trip accommodations available at local hotels.</p>
<p>Pre & Post-Trip Accommodations</p>	<p>If you arranged with us to remain at a destination before or after your trip, your stay will be at your sole expense. Please speak to your Travel Agent or our reservations team about our pre- and post-trip accommodations booked through AAT Kings. Availability is limited. Breakfast and luggage handling is not included unless otherwise noted.</p>
<p>Behaviour</p>	<p>AAT Kings is here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behaviour from our guests. We will refuse to deal with and may terminate the trip of guests who assault our AAT Kings staff, suppliers or fellow guests or who are abusive or aggressive to them and are generally affecting the enjoyment of others with their behaviour and you may be barred from future trips with AAT Kings and The Travel Corporation family of brands. This may include (but is not limited to):</p> <ul style="list-style-type: none"> (a) verbally abusive or offensive language towards anyone; (b) bullying behaviour; (c) inappropriate or abusive behaviour including uninvited physical contact, harassment, violence or threat of violence; (d) excessive consumption of alcohol or intoxication; (e) the possession, carriage or use of restricted substances or drugs (except for medical purposes approved by your doctor); (f) failure to comply with AAT Kings' (including a representative's) reasonable direction; (g) conduct which, in AAT Kings' opinion, is not compatible with other guests' general enjoyment and well-being or the smooth operation of the trip; (h) the possession, carriage or use of dangerous items (such as weapons); (i) breaking the law of the Country in which you are traveling; and (j) any behaviour or conduct which brings AAT Kings into disrepute or damages its goodwill. <p>When you make a booking, you accept responsibility for the proper conduct of all members of your party during your travels with AAT Kings. We reserve the right at any time and at our discretion to terminate the travel arrangements and/or cease to deal with any party member(s) whose behaviour, in the reasonable opinion of us or our suppliers, may cause danger, upset, disruption or distress to anyone else or damage to property. Full cancellation charges will apply and no refund will be made. We shall have no obligation to pay compensation or meet any costs or expenses (including but not limited to alternative accommodations and return transportation arrangements) guest may incur as a result of the travel arrangements being terminated.</p> <p>You must immediately report any pre-existing damage in your room to accommodations staff and/or an AAT Kings Travel Director. If you damage the accommodations in which you are staying or any property, you must reimburse the accommodations provider or property owner concerned for the cost of the damage before the end of your stay if the cost has been established by then or as soon as it has been established if later. You must indemnify us for the full amount of any claim (also including legal costs) made against us. Criminal proceedings may be instigated. AAT Kings is not responsible for any costs incurred concerning a guest removed from a trip or aircraft, ship or train. Guests agree not to hold AAT Kings or any of its related entities liable for any actions taken under these terms and conditions.</p>

<p>Trip Participation</p>	<p>You agree to accept the authority and decisions of our employees, Travel Directors and agents whilst on trip with us. If in the opinion of any such person(s) or any other person in a position of authority (such as, for example, a local supplier or hotel manager), your health (including impact of an epidemic or pandemic), level of fitness or conduct at any time before or during a trip is endangering or appears likely to endanger your health or wellbeing or any third party (including any of our other guests) or the safe, comfortable or happy progress of the trip, you may be excluded from all or part of the trip without refund or recompense. Where you are excluded, we will have no further responsibility towards you (including any return travel arrangements) and we will not meet any expenses or costs incurred as a result of the exclusion. In the case of ill health, we may make such arrangements we see fit and recover the costs thereof from you.</p> <p>Many Optional Experiences are operated by independent third party suppliers. These are not part of the trip package provided by us. Your contract will be with the operator of the experience. We are not responsible for providing the experience, or anything that happens during the experience. Some experiences involve outdoor activities and/or can be physically demanding and may require signature of a waiver. You must make your own decisions about experiences and participate only in activities that suit your physical ability; we suggest that you speak with your medical provider if you have questions about your abilities. We recommend you check whether any insurance you have also includes your participation in adventure activities you may undertake.</p>
<p>Changes due to National/Public Holidays</p>	<p>During local or national holidays, certain facilities such as museums, sightseeing tours and shopping may be limited or unavailable. In such instances itinerary changes are made by AAT Kings seeking to reduce inconvenience to guests. Such changes are deemed not to be a major change to the itinerary, and no compensation will be payable to guests. Holidays, closing days and other circumstances may necessitate a change of the day of the week for scheduled regional meals, sightseeing or other activities. If you feel your enjoyment might be diminished by any of these circumstances please check with the respective national tourist office before selecting a specific departure date.</p>
<p>For Your Comfort</p>	<p>AAT Kings enforces a strict no smoking (including e-cigarettes) and no alcohol policy on board motorcoaches. Regular comfort stops are made on traveling days. Many hotels, restaurants, trains, cruises and other venues are 100% smoke free.</p>
<p>Disclaimer of Warranties</p>	<p>The Operator warrants only that the services shall be generally, though in view of the vagaries of travel, not necessarily precisely, as described, and subject to changes and the other terms and conditions herein. All other warranties, express and implied, including warranties of fitness for a specific purpose and merchantability are expressly excluded. There is no warranty that extends beyond the description of the face hereof.</p>

Responsibility

Complete Agreement	These booking conditions, together with the other terms incorporated into this contract referred to below, represent the entire agreement between the parties.
Changes	The Operator shall be responsible to the guest for supplying the services and accommodations described in the itinerary, except where they cannot be supplied or the itinerary is changed due to delays or other causes of whatever kind or nature beyond the Operator's control. In such circumstances, the Operator will seek to supply comparable services, accommodations and itineraries and there shall be no refund in these circumstances.
Disclaimer of Liability	<p>To the maximum extent permitted by law, neither AAT Kings nor the Operator nor its agents or affiliated entities ("released parties") shall be responsible or liable for cancellations, acts of other service providers, diversions or substitution of equipment or any act, variation, postponement, omission or default by air carriers, land carriers, hoteliers or hotels, transportation companies, or any other persons providing services or accommodations to guests including any results thereof, such as changes in services, accommodations or facilities. Nor shall they be liable for loss or damage to baggage or property, or for injury, illness or death, or for any damages or claims whatsoever arising from loss, negligence or delay from the act, error, omission default or negligence of any person not its direct employee or under its exclusive control, including any act, error, omission, default, or negligence of any country, government or governmental authority, officer or employee. The released parties shall not be liable for indirect, special or consequential damages.</p> <p>All baggage and personal effects are at all times and in all circumstances at the risk of the trip participant. AAT Kings recommends that each guest obtains luggage insurance. After return at the end of the trip, if lost articles are found and returned to the owner, a service fee will be charged. The Travel Directors, carriers, hotels and other suppliers who provide services on trip are independent contractors; they are not agents, employees or servants of the Operator or its associated companies. All certificates and other travel documents for services issued by the Operator are subject to the terms and conditions specified by the carriers and suppliers and to the laws of the countries in which the services are supplied. Carriage by sea is subject to the Carrier's Conditions of Carriage which are expressly incorporated into this contract, copies of which are available upon request. The released parties are not responsible for any criminal or other conduct by third parties, whether criminal, intentional, grossly negligent, negligent or otherwise.</p>
Additional Risks	Additional risks may arise including, but not limited to, hazards of traveling in undeveloped areas, hazards of travel by boat, train, bus, car, truck, aircraft and other means, animals, forces of nature, unrest, differing levels of sanitation, differing safety standards, risks associated with water, drinks, food, plants, insects and animals, diseases and transmission of disease to you or members of your family or party, accident or illness in areas of difficult evacuation or poor medical facilities, acts of governments; all occurring during the trip or while coming to or returning from the trip. You are voluntarily participating, knowing there are risks. You agree to accept any and all risks. You release and discharge AAT Kings, its related companies and personnel from, and agree not to make a claim against any of them for, any and all claims, known or unknown, arising from contracting for, traveling to or from, or traveling during, and in any and every way participating in a trip, even where caused by negligence of any of these released and discharged persons and entities. This release and discharge of liability, assumption of risk and agreement not to make a claim is entered into on behalf of you and all members of your family and party, also including minors. This agreement also binds your heirs, legal representatives and assigns.
Safety	Where the guest occupies a motorcoach seat fitted with a safety belt, neither AAT Kings nor the Operator nor its agents or co-operating organizations or service providers will be liable for any injury, illness or death or for any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of such an accident or incident. This exclusion and limitation of liability shall not be used to imply that the Operator or its agents or affiliated entities are liable in other circumstances.

<p>International Treaties</p>	<p>Transportation companies, airlines etc. are not to be held responsible for any act, omission or event during the time guests are not on board planes, transportation or conveyances. We rely on international convention which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel, or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for Hotels. We are to be regarded as having all the benefits of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage and delay to guests and luggage.</p>
<p>Choice of Law and Venue Selection</p>	<p>This Agreement is deemed to be entered into in Orange County, California. The exclusive venue for any action concerning the interpretation, enforcement, or breach of any term, obligation, or duty as contained or related to these Booking Conditions or any grievance relating to the trip shall be solely in the Superior Court of California in or for Orange County or the United States District Court for the Central District of California. This Agreement shall be construed according to the internal laws of California without regard to conflicts of law principles. All guest claims must be submitted in writing and received by AAT Kings no later than 60 days after completion of the AAT Kings trip. Guest claims not submitted and received within this time shall be deemed to be waived and barred. In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms of this Agreement, or concerning any grievance relating to the trip, the prevailing party shall be entitled to recover actual reasonable attorneys' fees, costs and expenses.</p>
<p>Errors and Omissions</p>	<p>In the case of computer or human billing errors, we reserve the right to re-invoice guests and their Travel Agents with correct billing.</p> <p>Every effort is made to accuracy of our brochures and website; however, AAT Kings cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances. Moreover, photographs and descriptions of locations or attractions are merely representative of conditions that existed at time of brochure printing and conditions may not be the same at the time of your journey.</p> <p>The airline(s) featured or nominated in our brochures or website do not by virtue of their endorsement commit or represent themselves either as contracting with any purchaser of a trip from AAT Kings or as having any other legal relationship with them.</p> <p>All bookings made with any provider of any transport, facilities, meals, other goods or of any services are subject to terms and conditions and exclusions and/or limitations of liability imposed by them in relation to matters not covered particularly and expressly by your agreement with AAT Kings.</p> <p>If you decide that you do not want to visit a country or part of a country you intended to visit because of any law, condition or requirement of any government or governmental authority, official, servant or agent, you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees. None of the companies in the AAT Kings group of companies, or any of their staff or agents, accept any responsibility or liability for your acts, omissions, defaults, conduct, state of health, condition or circumstances.</p>

Complaint Procedures and Consumer Protection

<p>Complaint Procedure</p>	<p>If you have a problem during your trip please inform AAT Kings' Travel Director immediately, who will try to make things right. Such assistance may include providing information on health services, local authorities and consular assistance as well as arranging communication and/or making alternative travel arrangements. We may charge a fee for these services where you have caused the problem intentionally or by your own negligence. If the matter was not resolved locally, please write to AAT Kings' Guest Relations Department at the address below within sixty (60) days of the end of your AAT Kings trip, as it is important that you provide us the information quickly. Please quote your booking reference number and all relevant information. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, which may affect the way your complaint is dealt with and your rights under this contract. Accordingly, any claim not received in writing within this time is waived and barred.</p>
<p>Guests who Purchase from within California</p>	<p>Transactions entered with AAT Kings are covered by the California Travel Consumer Restitution Fund (TCRF) if the guest is in California at the time of payment. Eligible guests may file a claim with TCRF if the guest is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded when required. The maximum amount which may be paid by the TCRF to any one guest is the total amount paid on behalf of the guest to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within 12 months after the scheduled completion date of the travel. A claim must include enough documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to:</p> <p>Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or by faxing a request to: (213) 897-8846.</p>
<p>Guests Purchasing from Outside of California</p>	<p>Transactions entered with AAT Kings are not covered by the California Travel Consumer Restitution Fund.</p>
<p>Data Protection</p>	<p>To process your trip booking, AAT Kings will need to use personal information for you and guests in your booking. Personal information may include each guest's name, address, phone number, email address, passport number, and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organizations, and otherwise as required by law. We may need to provide personal information to contractors who provide services to or for us (e.g. sending mail, providing marketing assistance, etc). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information. In making your booking, you consent to your personal data being passed to relevant third parties as set out above.</p> <p>We may also use the personal information you provide us to review and improve the guided vacations and services that we offer, and to contact you (by post, email and/or telephone) about other guided vacations and services offered by AAT Kings that you may be interested in. If you don't want to receive this information, or if you want a copy of the personal information we hold about you, write to us at AAT KINGS TOURS USA INC., 5551 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630. A fee may be charged for supplying you with this information as permitted by law.</p>

Other Conditions

Each guest is required to comply with the terms, conditions, requirements, laws, rules and/or regulations of any service provider, or any country or governmental authority, and shall be liable for any such non-compliance.

<p>Booking Arrangements</p>	<p>Your booking arrangements can be made through your Travel Agent, an online booking agent or with AAT Kings directly. When you make a booking, you must be at least 18 years of age at the time of booking. You are guaranteeing that you understand and have the authority to accept and do accept on behalf of yourself and all members of your party the terms of these booking conditions. We will deal only with the lead booking name in all subsequent correspondence and dealings. You are responsible for making all payments due, ensuring the accuracy of all personal details and other information supplied in respect of yourself and your party, notifying us of any changes or cancellations and for receiving correspondence and keeping your party informed.</p>
<p>Additional Optional Experiences</p>	<p>With AAT Kings, you will enjoy many famous highlights as included features on your trip, at no extra cost. An exciting array of additional optional experiences and activities may be made available to further enhance your experience. These experiences and activities are optional, and are offered at special preferential prices. In some locations they can be pre-booked before your trip otherwise they can be booked during the trip. A detailed list and cost of these will be included in your travel documentation as well as available on the AAT Kings website once they have been confirmed for your itinerary. You can book and pay for them through your Travel Director by cash or, in some regions, by credit card. Optional experiences and activities may vary due to seasonal conditions and often require minimum guest participation. Prices are subject to change without notice. Please also see the relevant section of "Trip Participation" regarding limitation (exclusion) of our liability for optional experiences and activities operated by independent third party suppliers.</p>