

# Singles Travel Company

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California Seller of Travel #1008439-10

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## Dear Traveler

*Thank you for your interest in Singles Travel Company. We have domestic and international trips and cruises for the single traveler to every corner of the world! We are a national group that caters to singles from across the U.S. and Canada, as well as singles from around the world.*

*We are a travel agency, not a tour operator, specializing in advertising and promoting travel for singles to enjoy traveling together on trips around the world. We are affiliated with Casto Travel.*

*Since we are not a tour operator, we contract with tour operators who are responsible for the organization and execution of our trips and cruises. The tour operators and cruise lines we use are professional group travel specialist, this is their area of expertise, and they are totally responsible for the operational aspects of the trips we advertise for our singles. We are proud of the tour companies we have chosen for our trips—they are specialists in their region of the world and are travel industry leaders for their destinations.*

*Singles Travel Company is under the supervision of Ann Thomas, a leader in the singles travel industry. As Founder and President of another national singles travel group, and with many articles written about her and her company, she brings 18 years of experience with the unique singles market to Singles Travel Company. Her and her staff strive to bring you quality and top value vacations. We get a lot of repeat travelers on our trips, some traveling 6-8 times with us, and we value their loyalty and confidence.*

*Our mission is to bring you as perfect a vacation as possible and one that will give you wonderful, lasting memories and new friendships.*

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## General Terms and Conditions

The following information is general information only; refer to each trips complete itinerary for the fine print for that particular trip. Your payment for a tour or air ticket is regarded by Singles Travel Company /Casto Travel an agreement to the General Terms and Conditions listed here as well as the Fine Print at the end of each individual trip itinerary. **Please read all information and call with any questions.**

**Deposits an Final Payments.** A deposit and a signed reservation form is required within 7 days of your reservation. Final payment due dates are listed on each trip and are usually 65-90 days prior to departure. Without full payment & your reservation form; final travel documents cannot be sent to you.

**Late Bookings.** Payment is due in full and within 48 hours of your reservation if you make your reservations after final payment due date.

**Tour Documents.** Tour documents are sent about 10 days prior to trip departure. A fee may be added if documents are requested earlier. Canadian addresses will be assessed a \$35 mailing documents fee.

### **Cancellation, Revision Fees, Refunds.**

These fees vary with each trip offered; please read the fine print with each itinerary as the fine print on the individual trip itineraries will override the following cancellation penalties. For any cancellations made 91 days or more prior to the land trip date, a full refund of the land trip deposit will be provided, less a \$50 cancellation fee from Singles Travel Company on ALL cancellations—this fee will be charged to your credit card. Cancellations must be in writing. No partial refunds on package tours for unused services or features. If events beyond our control force us to alter your vacation arrangements, we do not accept liability. Any refund as a result of any alteration or cancellation caused by events beyond our control will be limited by the amount paid to us. We cannot accept any responsibility for any affect on clients resulting from any event beyond our control. If a tour is cancelled, all monies will be refunded; however, we cannot assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation of air tickets or of other travel arrangements made in regard to the cancelled tour. Refunds can take 6-8 weeks. **Travel insurance is highly recommended.**

**Travel Insurance.** This is an insurance policy that covers you if you need to cancel your vacation plans for medical reasons after you've paid money on the

trip. If you decline trip cancellation insurance for a cruise or tour and cancel your plans for any reason after the specified period of leeway, chances are that you won't get a refund. Therefore, we, and our tour operators, highly recommend cancellation insurance. We have information on travel insurance and many tour/cruise operators offer their own protection policies. Some policies offer lost luggage reimbursement, medical coverage, etc. Make sure you know what qualifies as an acceptable reason for cancellation (personal or business conflicts usually do not) and read all the fine print before signing. Processing your claim can take 6 weeks or more. **If you have a pre-existing medical condition** you can be covered for travel insurance but you usually must purchase the insurance with your trip deposit.

**Airfare.** Land only prices are quoted on most trips, so you may use your frequent flyer miles. When using your frequent flyer miles or not flying on the inclusive group air packages quoted; transfers are not included in the tour package and you must make your own way to the first night's accommodation. Airfare prices are based on availability at time of booking and are subject to change until fully paid for and ticketed. We will attempt to get all requested seat assignments but we are limited to airline availability and requirements. Air tickets once issued are non-refundable but sometimes changeable with a fee and are always subject to the airline's cancellation penalties, which may be different than our land cancellation fees. Airfare taxes/fuel surcharges are subject to change without notice and any increases will be passed on to the client.

**Prices.** Prices are per person based on double occupancy unless otherwise noted. To save you money, roommate matching is available with same sex roommates if you sign up prior to final payment. Single supplement prices are available. **We reserve the right to change pricing in the event of any cost increases for operational requirements.** Any changes to the tour itinerary that incur additional charges will be the sole responsibility of the passenger. We reserve the right to alter prices at anytime prior to final payment date and without prior notice if circumstances so warrant. The tour participant is responsible for proper travel documents; any needed visas or immunizations for travel, and for providing the correct passport name to the travel reservationist. Any devaluation or revaluation of foreign currencies may affect the printed prices. In case of human or computer error, we reserve the right to re-invoice for the correct price of service.

**Hotels.** Hotels are subject to change per our tour operators and are usually out of our control as hotels do overbook. Most hotels used are moderate to first class or 3-4 star properties; twin-bedded with private bath. Single room accommodations outside of the U.S. are usually a single bed in a much smaller room, and sometimes are not as spacious or in the same area of the hotel as the double occupancy rooms. Hotel rooms, especially in Europe, are often older, smaller, and less equipped than the American equivalent & are much higher priced during peak travel seasons.

Sometimes standards and service in hotels around the world are not what we are accustomed to, but is all part of the adventure of travel and exploring the world.

**Baggage.** One suitcase is allowed on tours, two for cruises. A smaller bag for carrying on the buses should not exceed 17"x14"x18" and should not be wheeled carry-on cases. Airlines have their own restrictions and are imposing limits and fees on luggage. No responsibility is accepted for loss of or damage to baggage or any of the passengers' belongings. Baggage insurance is highly recommended and can be purchased with travel insurance.

#### **Not Included in the Tour Price.**

Airfare, airfare taxes & fees, fuel surcharges, security fee; airport departure fees, passports; visas; tips to the tour director, tour driver, and local city guides; gratuities on cruise ships; laundry, beverages & food not on regular included table menu, optional excursions; and all other items of a personal nature.

**Roommates.** After the final payment due date of 2-3 months prior to a trip date, we can't guarantee a roommate assignment; get your deposit in early to avoid disappointment. We cannot guarantee the compatibility of roommates. We will attempt to match individuals as to age & smoking/non-smoking status, but this cannot be guaranteed. Smoking is not allowed on buses or in shared rooms/cabins unless agreed upon by all occupants of the room. Any expenses after the tour departs for single room accommodations are at the traveler's expense.

**Passports and Visas.** A valid passport is required on international tours and must be valid up to 6 months after your trip dates. For tours requiring visas for U.S. citizens, detailed visa information will be given to you. Non-U.S. citizens must consult with their appropriate consulates to determine if any visas are needed. Securing any needed visas is the responsibility of the tour participant.

**Medical.** The traveler is responsible to check with his private medical doctor, local county health agency, or travel medicine clinic for any necessary or precautionary medicines, shots and immunizations required for travel.

**Group Travel Responsibilities.** We reserve the right to cancel, reschedule, or change any trip or tour itinerary that does not meet the minimum requirements to operate and/or is deemed necessary for operational requirements and we are not responsible for any other expenses incurred by the client in relation to the trip being canceled, including non-refundable air tickets. Most group trips will have a Singles Travel Company social host/representatives along on the trip, and/or a professional tour director. Our social

hosts/representatives are responsible on trips as hosts only, and to assist in making sure the group runs smoothly and cohesively (they are not professional guides). They do not represent or replace professional tour guides used on some trips nor do they represent or replace our tour operators' responsibilities. While on tour please address any concerns to the tour operator or cruise line while on your tour or cruise and to our staff (if one is assigned to the trip) so that they can address the situation at the time. Notify our company after the trip of any concerns so we may follow-up and address any issues with the tour operator also. We reserve the right to not send a social escort from STC on a trip if we have less than 15-20 singles on the trip. We cannot assume responsibility for any actions of travelers on our trips and we do not screen our travelers. We operate many types of trips, so make sure you are aware of the type of trip you are signing up for. Some trips are bus tours with professional guides and may be incorporated with other larger group tours. **Most of our singles tours are all singles** but a few may be incorporated with another tour operating **WHICH MAY OR MAY NOT BE SINGLES**-this ensures a guaranteed departure. Most trips are guaranteed departures and will depart no matter how many singles are on the trip. We cannot be held responsible for the number of singles participating on any group trip and we cannot guarantee the number of singles on our trips, nor the ages or ratio of men to women. Special diet and dietary restrictions cannot be guaranteed.

**Travelers Who Need Special Assistance.** Most of our trips require lots of walking, so you should expect to walk a minimum of several blocks at a time on uneven pavement with some uphill walks and stairs. It is your responsibility to be aware of your limits in the above group settings and with the activities listed in the trips. Any disability requiring special attention must be reported to us at the time the reservation is made. We will make reasonable attempts to accommodate the special needs of disabled tour members, but we are not responsible in the event we are unable to do so, and we are not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Most touring motor coaches are not equipped with wheelchair ramps. We regret that we cannot provide individual assistance to a tour member for walking, dining, getting on and off motor coaches and other transportation vehicles, or other personal needs. A qualified companion must accompany travelers who need such assistance.

**Responsibilities.** The carrier, hotels and other suppliers providing tour services are independent contractors and are not agents, employees or servants of joint ventures with Singles Travel Company (hereafter referred to as "STC."). "STC" is not responsible for any changes to any itinerary by our

tour operators or cruise lines. We reserve the right to revise any included features of a trip. All certificates and other travel documents for tour services issued by "STC" are subject to the terms and conditions specified by the supplier and to the laws of the countries in which the services are supplied. If the services included in the tour cannot be supplied or there are changes in an itinerary for reasons beyond the control of "STC", then "STC" will arrange for the provision of comparable services to be provided from their tour operator. Any resulting additional expense will be payable by tour participants. "STC" reserves the right to accept or reject any person as a tour participant, to expel any tour participant from the tour, to make changes in the itinerary whenever "STC" deems it necessary to the comfort, convenience or safety of the tour participants, and to cancel a tour at any time. If it is deemed by the tour operator or guide/host on the trip that it is in the interest of safety or other reasons to ask a person to leave a tour, no refund of any kind will be given to that participant. If "STC" cancels a tour, then "STC" has no responsibility beyond the refund of all moneys paid to "STC" by the tour participant, however, airline tickets are non-refundable if purchased separate from our air inclusive packages. The tour participant agrees that neither "STC" nor its affiliates shall be liable for any damage, loss (including personal injury, death and property loss) or expense occasioned by any act or omission of any supplier providing tour services or of any other person. "STC" is not responsible for any typographical or printing errors, which may occur in their brochures/newsletters. "STC" reserves the right to use photos taken during any trips or events for use on our website or for any media advertising. Revised January 2009.

#### **IMPORTANT FACTS TO REMEMBER**

**—Traveling with other singles is an enjoyable and fun way to travel and meet new friends.**  
**—We provide you with an opportunity to save money with our free roommate matching.**  
**—We are not a dating service; we have fun, friendly, positive thinking singles who love to travel & meet other like-minded singles. Yes, romances do happen, but our main goal is to provide a wonderful travel opportunity for you as a single traveler.**  
**—After the final payment due date of 2-3 months prior to a trip date, we can't guarantee the availability of accommodations, or that a roommate will be found for roommate matching, and prices may be higher or late fees may apply. Don't wait to sign up.**  
**—Regrettably, we cannot guarantee the compatibility of roommates or your other travel companions on the tours, but we assume that everyone will act like the mature adults that we are and treat others as we would want to be treated. Please don't let another person ruin the fun you can have on your vacation.**  
**—Remember-we travel to explore and discover new ideas and cultures and learn new things about the world we live in, so embrace the differences, keep an open mind, and have fun!**