



Shockey Tours, Inc.
11117 Decimal Drive
Louisville, KY 40229
502-267-4007

General Terms and Conditions

Tour Cost Includes

A trip with Shockey Tours includes all transportation, hotel or motel accommodations, tours, local guides, entry and admission fees, tour director, all sightseeing, bellmen, and dining room tips for meals included in the itinerary, and baggage for one large suitcase per person. Prices are based on double occupancy. All tour prices are based on rates known at the time our catalog is printed and expected to be in effect at the time of departure. They are subject to increase without notice, if such rates change prior to departure. Prices in our catalog are guaranteed once we receive your final payment; therefore, it is advantageous to make your payments early. Shockey Tours will assume sole responsibility after receipt of your final payment.

Not Included in Tour Price

Meals and tips other than those specified in the itinerary, maids, waitresses, valet and laundry service, phone calls, room service, alcoholic beverages, and items of a personal nature. Gratuities for cruises, local guides, and tour director and driver are not included. Any gratuities are strictly voluntary and should be done on an individual basis, not as a group.

Reservations

How far in advance do I need to make a reservation? We suggest that reservations be made as soon as your vacation schedule is known. Many people wait too long and are disappointed that the date they want has been sold out. Most festival tours have only limited departures and are sold out long in advance. We feel that you do yourself and Shockey Tours an immense favor by making your reservations as soon as possible. How do I make a reservation? 1) Select the Shockey Tour of your choice and the date that is most convenient for you. 2) Call us at (502) 267-4007 or call us toll-free at (800) 633-4147 and confirm your reservation. 3) Complete the reservation form on page 73 of our catalog and mail your deposit check, made payable to Shockey Tours, within 10 days of making your reservation. Your seat will be guaranteed.

Shockey Tours also proudly offers our new Online Reservation System. Just enter the information in the spaces provided, then submit the form. One of our customer representatives will check the availability of your selected tour and will call you back at your convenience to arrange payment and to confirm your reservation.

Late Bookings

Final documents are sent to all hotels, attractions, and restaurants 10 days prior to arrival. Therefore, any booking made on a motor coach tour 10 business days or less prior to the trip's departure will be assessed \$25 per person late, add-on fee.

Deposits

Deposits are due within 10 days after making your reservation. Separate checks should be sent for each tour booked. Please DO NOT send cash in the mail. Balance is due upon receipt of itinerary and balance statement.

Roommates

Each person making a reservation is responsible for finding his or her own roommate. When confirming your reservation for a tour, you should inform us if you have a roommate. Shockey Tours policy does not permit adults of the opposite sex, who are not married or related, to room together on a tour. Persons making a reservation without a designated roommate will be billed at the single rate. If either you or Shockey Tours finds an acceptable person to share room costs, the cost of the tour will be reduced to the double rate and monies, if due, will be refunded to you. If a single room must be assigned because your roommate cancels (even at the last moment or while on tour), we must, of necessity, charge you the additional cost since the hotels make no allowances. If you prefer to have the privacy of your own room, you may do so for an additional charge as noted in our single price. The single rate applies to rooms only and does not include two seats on the motor coach.

Pickup Locations

In order to make your tour departure as convenient as possible, we pick up for our tours at the Executive West and Comfort Suites in Louisville, the Holiday Inn in Clarksville, Indiana, the Wal-Mart parking section 7-C in Frankfort, and the Marriott Resort in Lexington. Please be at your departure location 15 minutes prior to departure time. For groups of 20 or more, we will pickup at the location of your choice in any of our departure cities. For group pickups in locations other than our regular cities, there will be an additional cost per person. When making your reservations, it is important to give the correct departure location. No changes in pickup locations will be accepted after the itineraries are mailed 30 days prior to tour departure as timetables are established at that time.

Luggage

How much luggage may I bring? For your convenience, and to expedite movement, each tour participant is allowed one (1) large suitcase, not to exceed 22x10x30 in size, and not to exceed 45 lbs. in weight. Due to limited luggage storage space, the driver may refuse to accept any luggage that exceeds the specified size or weight limitations. Your large piece of luggage will be taken care of for you. It will be taken to your room each evening and picked up each morning. In addition, an overnight case or similar small bag that you handle or carry on yourself, is allowed. This carryon piece of luggage must be able to be stored in the overhead compartment or fit under your seat and remain in your possession while traveling. Due to limited space, absolutely no hanging bags can be accepted. Although every precaution will be taken to protect your belongings, Shockey Tours cannot accept responsibility for loss or damage to baggage or belongings. We strongly encourage you to insure your baggage before leaving home. Please do not carry any firearms or mace onto a Shockey Tours motor coach.

Clothing

How should I dress? We suggest that you travel as light as possible. Casual attire in wash-and-wear fabrics travel best. Slacks are very acceptable for ladies and sport shirts for gentlemen. Dress-up clothes are necessary only for shows or specific occasions listed in the itinerary. Easy walking shoes are a must, and don't forget your umbrella or raincoat in case of showers. You should always take a sweater or jacket to use on the coach.

Medicines

If you are taking prescription drugs, be sure to take enough to last the duration of the tour. Sometimes it is very difficult to get a prescription filled while en route. We highly recommend that you carry all medications in your purse, pocket, or in your personal carryon, not in your suitcase. It would be wise to have in your possession a list of all medications you are currently taking in case of an emergency. The coaches are not equipped to store medications that need refrigeration.

Physical Disabilities

Any disability requiring special attention or treatment or hotel accommodations should be reported to Shockey Tours when the reservation is made. We will request but cannot guarantee a handicapped room. Some of our tours include attractions at high elevations; please consult your physician about possible health effects.

Deluxe Motor Coaches

Shockey Tours uses only the most modern deluxe motor coaches available. They are climate-controlled, have comfortable reclining seats, foot rests, overhead storage racks, restrooms, public address systems, and large viewing windows. All coaches have drinking water available as needed, and all of our motor coaches have video systems for your added touring pleasure. We try at all times to take the most popular and scenic routes so that travel itself becomes an enjoyable part of your vacation. There is never any straight-through or overnight traveling. All passengers are insured while traveling aboard Shockey Tour's motor coaches.

Seat Rotation

In order that everyone can enjoy a variety of views and have exposure to meeting other people on the tours, we rotate seats daily in a clockwise direction on all multiple-day trips. One of the front seats is reserved for the tour director and will not rotate. In order not to show partiality among passengers, there can be no exceptions to our seating plan.

Comprehensive Itineraries

Shockey Tours researches and plans each itinerary to include the "must see" sights of a given area, as well as the little-known, off-the-beaten-path places that become the most memorable part of your experience. We try to ensure that you have an exciting, fun, educational, and the most comprehensive and enjoyable travel experience you've ever had! Shockey Tours reserves the right to change or modify the itinerary in order to provide a smooth operation and ensure a successful tour. Should an event become unavailable during the year, we will substitute one of equal or better value. Occasionally, an attraction will be changed for the sole purpose of improving the tour.

Fully Escorted

Shockey Tours employs a trained professional tour director to stay with you throughout your tour. He/she will handle all the details that make for worry-free traveling every day. Your tour director will point out points of interest, keep you informed on the history of each area, share in a joke, a song, or a game, and make your ride on board the coach a pleasant experience.

Devotions

We begin each morning of our tour with a prayer. Whenever we are unable to attend church on a Sunday, the tour director will conduct a short, non-denominational devotion on board the coach while in transit.

Proof of Citizenship

It is necessary to carry some proof of citizenship and identification any time you go outside the United States. A birth certificate, a valid or expired passport, and a driver's license or photo ID is necessary when crossing into Canada or Mexico. A voter registration card is no longer acceptable.

Waiting Lists

We take waiting lists on all tours, since we do have frequent cancellations. If the tour you request is filled, then we recommend that you sign up as a stand-by. You will then be placed on our waiting list, and as soon as a vacancy occurs, you will be automatically placed and notified that you are confirmed on the tour. All vacancies will be filled from the waiting list in the date order in which they were received.

Quality Accommodations

All hotels/motels are selected and continually monitored for their location, comfort, hospitality, and style. Careful planning, research, and experience are woven into the choice of each hotel. We maintain tight quality control on all our lodging accommodations so that your overnight stays will be an enjoyable part of your tour. As a rule, we request non-smoking rooms, but due to hotel availability, we cannot guarantee that the hotel will honor these requests.

Responsibilities

All tours are arranged and operated by Shockey Tours, Inc., by authority granted them by the Interstate Commerce Commission License Number 178716. Shockey Tours, Inc., acts only as your agent in arranging and sponsoring the various accommodations that are made available, and assumes no responsibility nor liability in connection with the services rendered by any vessel, carriage, or other conveyance, excursions, sightseeing events, restaurants, hotels or motels, or any other accommodation, event or equipment used in the performance of the tour. Shockey Tours, Inc., assumes no responsibility for any delay, accident, failure, or sickness incurred while using any leased services.

Shockey Tours, Inc., reserves the right to make changes in the itinerary or tour arrangements at any time, due to emergency or other unknown situations. If Shockey Tours, Inc., cancels a tour, it shall have no responsibility to participants beyond the refund of the monies paid to Shockey Tours, Inc., by the participants. In case of events beyond our control, including but not limited to strikes, lockouts, revolts, wars, natural disasters, fires, closures of airports or hotels, or technical problems of transport, which force us to cancel the tour you have booked, you will be entitled to a full refund minus reasonable expenses for services performed. In any of the above cases, Shockey Tours shall not be under any other obligation of liability to participants. We reserve the right to accept or decline any person as a member of any tour at any time.

Cancellation Policy

We at Shockey Tours understand that at times, due to uncontrollable circumstances, it may become necessary for you to cancel a tour. In the event that cancellation does become necessary, the following policy will apply:

Shockey Tours will have to charge any non-recoverable expenditures made on behalf of the participant at the time of cancellation. These costs would be for tickets, meals, hotels, etc. Hotels require a rooming list and payment 30–45 days prior to arrival, and show tickets are often purchased 60 days in advance. Many times these monies are non-recoverable. In addition to any non-recoverable expenditure, there will be a \$10.00 handling fee withheld on all cancellations to cover the cost of postage, processing, faxes, and telephone expenses. Cancellations made less than 7 business days prior to tour departure will be subject to the entire cost of the tour if a replacement cannot be found.

Once the tour departs, no refunds will be made.

Cancellation Policy, continued

Refund checks will be processed at the end of each month. Please allow sufficient time after the tour returns to audit all hotel and attraction charges. At that time, we will make every effort to return to you all monies possible. If you have not received your refund 30 days from the return date of the tour, please call the office. Refund of monies paid on airline, cruise, or train tours will be made in accordance with the policy of the specific conveyance. No refunds will be made for cancellations or other service interruptions due to the weather or other factors beyond Shockey Tours' control.

Refunds for tour cancellations that were put on a credit card will have a 3% handling fee deducted from the amount refunded.

Cancellation insurance and trip interruption insurance is available through Travelex Insurance Services, Inc., and we strongly encourage you to purchase this insurance. This will protect you should it become necessary to cancel or leave your scheduled tour. Please call the Travelex toll free number (800) 228-9792, and give them the Shockey Tours reference number 170257.

IF YOU HAVE A PRE-EXISTING HEALTH CONDITION, TRIP CANCELLATION INSURANCE MUST BE PURCHASED WITHIN 10 DAYS OF MAKING YOUR RESERVATION WITH SHOCKEY TOURS, OTHERWISE YOU MAY PURCHASE IT ANY TIME PRIOR TO DEPARTURE.