



HARVARD
Alumni Association

TRAVELS TERMS & CONDITIONS

MEXICO'S CITIES OF CREATIVITY:

PUEBLA & OAXACA

NOVEMBER 6-12, 2017

TOUR OPERATOR: International Seminar Design, Inc. (ISDI)

CO-SPONSORED WITH: Exclusively developed for Harvard Alumni Association Travels

PROGRAM RATES:

Per person double occupancy: \$3,995
Single supplement: \$595

PROGRAM COST INCLUSIONS: Three nights' hotel accommodations in the deluxe Quinta Real Puebla; three nights' hotel accommodations in the deluxe Quinta Real Oaxaca; meals per the itinerary: breakfast daily, four lunches, three dinners; mineral water, one glass of wine, plus coffee and tea included with lunch and dinner; entrance fees to all sites listed in the itinerary; land transportation by private motorcoach; one group airport transfer upon arrival and one group airport transfer upon departure; services of ISDI tour manager; luggage handling two bags per person upon arrival and departure; gratuities for guides and drivers; complete pre-tour documentation and materials; \$200,000 emergency medical evacuation insurance.

PROGRAM COST EXCLUSIONS: U.S. domestic or international airfare and taxes or fuel charges; transfers to and from the airport for those not using group transfers; passport and visa fees; gratuities for chambermaids; airport portage upon arrival and departure; excursions of meals marked as optional or independent on the itinerary; personal not listed as included such as telephone calls, personal services and travel extensions, room service and valet service; items such as wines, liquors, mineral water, à la carte orders and laundry charges. Other items not specifically mentioned as included; trip cancellation insurance.

PROGRAM SIZE: This tour, (exclusively developed for the Harvard Alumni Association), is limited to 30 participants on a first-come, first-served basis. The minimum group size is 12. Should the minimum not be

met, we reserve the right to cancel the program, levy a small group surcharge, and/or send the program without a HAA study leader. We retain the right to add staff members and/or invited guests to any of our group departures regardless of the stated group-size limitation.

RESERVATIONS, DEPOSITS, & FINAL PAYMENT:

To reserve a space on this program, a \$1,000 deposit is required per person. Please either call us at 800.422.1636 or 617.496.0806 or fill out and mail or fax the registration form (to 617-495-0434). Reservations are acknowledged in order of receipt until the maximum enrollment has been reached. Deposits may be made by check, payable to Harvard Alumni Association, or with a major credit card. Final payments, payable by check, is due 120 days before departure.

CANCELLATIONS & REFUNDS: Notification of cancellation must be received in writing by HAA from the participant. Should you have to cancel, the following terms will apply:

Cancellations received on or before July 28, 2017 are subject to a \$500 per person administrative fee. Cancellations received between July 29 and September 22, 2017 are subjected to a \$2,000 per person administrative fee. Cancellations received on or after September 23, 2017: no refund.

We recommend that you purchase a travel insurance policy to cover cancellation due to unforeseen circumstances.

INSURANCE: We highly recommend the purchase of trip cancellation insurance to cover unexpected trip interruptions, cancellations, and lost baggage. An application for trip cancellation insurance will be provided by Harvard Alumni Travels upon confirmation. The pre-existing medical conditions exclusion is waived if the insurance is purchased within 21 days of initial deposit. Neither the Harvard Alumni Travels nor our tour operators, including their representatives, employees and agents, will take responsibility for any costs, losses incurred or suffered by the guest, or

guests' dependents or traveling companions, with regards to, but not limited to, cancellation or curtailment of the tour, emergency evacuation expenses, medical expenses, repatriation expenses, damage/theft/loss of personal baggage, money and goods. Nor do they accept liability for any airline cancellation penalty incurred by the purchase of a non-refundable airline ticket or other expenses incurred by tour participants in preparing for the tour.

AIR ARRANGEMENTS: The tour operator can assist you with your air arrangements. Neither the Harvard Alumni Association nor the tour operator accepts the liability for any airline cancellation penalty incurred by the purchase of a non-refundable airline ticket. The air ticket when issued shall constitute the sole contract between the passenger and the airline concerned.

WHAT TO EXPECT / PHYSICAL HEALTH: All participants must be in generally good health. Any condition that may require assistance or special medical attention must be reported at the time of your reservation. All programs require physical independence and mobility. Any physical or mental condition that may require special medical attention or physical assistance must be reported in writing when you make your reservation. Travelers must be able to embark or disembark motor coaches alone or with minimal assistance from your traveling companion and climb stairs and step over raised thresholds without assistance. Travelers requiring assistance must travel with a companion who will be responsible for handling equipment.

Participants with medical issues and/or dietary restrictions must make them known to us well before departure, and impairments regarding mobility must be disclosed prior to booking. If you have any questions about the level of activity of this program or your ability to participate, please call HAA at 800.422.1636.

PREPARING FOR YOUR JOURNEY: You will be provided with comprehensive pre-departure travel information, including specific suggestions for packing, a recommended reading list and amenities pack.

EMERGENCY MEDICAL & EVACUATION

INSURANCE: As a service to our travelers the HAA automatically provides basic emergency medical evacuation insurance. At the time of publication, this policy has the following schedule of benefits: \$5,000 Accident/Sickness Medical Expense; \$200,000 Emergency Medical Evacuation & Return of Remains;

\$3,000 Emergency Reunion; \$5,000 Accidental Death and Dismemberment

This insurance covers travelers for the HAA-sponsored program dates, but not for any extensions or independent travel plans. You will receive detailed information on this coverage approximately 30 days prior to your departure. Should you also purchase the Travel Insurance Select offered to you at confirmation, it will provide you with benefits which are additional to those stated above. This insurance is secondary to any insurance the traveler may already have.

CHANGES IN ITINERARY, PROGRAM, STAFFING,

AND COSTS: The itinerary is subject to change at the discretion of Harvard Alumni Travels and the tour operator. We reserve the right to change a program's dates, staff (including study leader*), itineraries, or accommodations as conditions warrant. Harvard Alumni Travels reserves the right to cancel the program, levy a small group surcharge, and/or send the program without a study leader. If Harvard Alumni Travels is unable to confirm a study leader or should the study leader cancel from this program, we reserve the right to operate the program regardless of Harvard representation. Deviations from the scheduled itinerary are at the expense of the individual. All prices quoted are based on prevailing fuel prices, airfares and currency exchange rates in effect as of November 2016 and are subject to change.

*In the event of a cancellation by the Harvard study leader, we will attempt to notify all travelers as soon as possible. We will make every reasonable effort to find a replacement study leader, but our ability to do so will depend on the availability of appropriate lecturers and proximity to the departure date. If we are not able to provide an appropriate substitute we will make every reasonable effort to provide other educational opportunities or program enhancements to ensure a viable travel study experience. Please note that all participants are bound to the cancellation fee schedule and other terms and conditions of the program regardless of whether or not a replacement study leader is found.

RESPONSIBILITY: The tour operator, its owners and employees act only as agents for the various independent suppliers and contractors providing transportation, hotel accommodations, restaurants, and other services connected with this tour. Such travel and services are subject to the terms and conditions under which such accommodations, services, and transportation are offered or provided, and the Harvard Alumni Association (HAA) and the tour operator and their respective, employees, agents, representatives,

and assigns accept no liability therefore. The HAA and the tour operator, assume no liability for any injury, damage, loss, accident, delay, or other irregularity which may be caused by the defect of any aircraft or vehicle or the negligence or default of any company or person engaged in carrying out or performing any of the services involved. Additionally, responsibility is not accepted for losses, injury, damages, or expenses of any kind due to sickness, weather, strikes, local laws, hostilities, wars, terrorist acts, acts of nature or other such causes. All services and accommodations are subject to the laws of the country in which they are provided. The HAA and the tour operator reserve the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if they deem it necessary for the comfort, convenience or safety of the tour participants. They reserve the right to withdraw this tour without penalty. The right is also reserved to decline to accept or retain any person as a member of the tour, or to substitute another qualified leader or special guest. Baggage and personal effects are the sole responsibility of the owners at all times. The price of the program is given in good faith based on current tariffs and rates, and is subject to change. Any tariff, exchange rate, or fuel increases will be passed onto participants. As part of the consideration and right to participate in this tour, each participant will be asked to sign a liability release.

PERSONAL INFORMATION: All personally identifiable information provided by HAA Travels tour participants is strictly confidential. Personal information is not shared with third parties or made publicly available except under the following circumstances: Name, degree, home city, and email address*, may be included in the tour participant list that is distributed to tour staff and HAA passengers prior to departure; relevant information provided by tour participants to HAA and the tour operator is shared with the agents providing tour services in the destination. Per contractual agreement, the tour operator and its agents are prohibited to share or sell this information to other parties.

*Please let us know if you would like to opt out of sharing your email address on the tour participant list.

APPEARING IN PHOTOS: Photos from HAA trips may be posted on photo-sharing web sites or on social networking sites. Your likeness may appear in some photos or videos, posted either by HAA or other travelers, and the circulation of the materials could be worldwide. Trip photos may also be selected to appear in future HAA travels promotions; HAA will attempt to

notify the traveler in advance, but no compensation is available for appearing in a trip photo used for promotional purposes.

DISCLAIMER: Every reasonable effort has been made to ensure the accuracy of information presented in this publication. Harvard Alumni Association is not responsible for errors in or damages resulting from use of the information contained herein. Information contained in this document is subject to change.

QUESTIONS Please call HAA Travels at 800.422.1636 or 617.496.0806, or email us at haatravels@harvard.edu