



HARVARD
Alumni Association

GENERAL TRAVELS TERMS & CONDITIONS

The information below is a summary of general terms and conditions that apply across all Harvard Alumni Travels programs. There will be program-specific terms and conditions listed for each trip.

TOUR OPERATOR: Harvard Alumni Travels partners with several different tour operators in order to offer a broad range of travel programs.

ADMINISTRATION: Each travel program is exclusively developed for the Harvard Alumni Association by Harvard Alumni Travels.

PROGRAM RATES: Rates are listed as per person, double occupancy. Single rates or single supplements usually follow.

TOUR SIZE: Each tour is limited to a maximum number of participants on a first-come, first-served basis. In order to ensure a tour will operate, a minimum number of participants must be met. 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 Harvard 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.

PROGRAM COST INCLUSIONS: Generally, all programs include group ground transportation upon arrival/departure in country; all activities, excursions, entrance fees, accommodations, and meals per the detailed itinerary; services of local guide and tour manager throughout program; all gratuities; luggage handling; welcome and farewell receptions/dinners; bottled water while touring; complete packet of pre-departure information; \$200,000 Emergency Medical Evacuation Insurance.

Specific inclusions can be found on the trip-specific web page on alumni.harvard.edu/travel or by calling us at 800-422-1636 or 617-496-0806.

PROGRAM COST EXCLUSIONS: Generally, all programs exclude U.S. domestic and international airfare; passport and visa fees; airport departure taxes; baggage or trip cancellation insurance; optional extensions or deviations from the scheduled tour;

excess baggage charges; medical expenses or immunizations; meals and beverages not specified in the inclusions section; laundry, telephone, e-mail or fax charges, room service, and other items of a purely personal nature. Specific exclusions can be found on the trip-specific web page on alumni.harvard.edu/travel or by calling us at 800-422-1636 or 617-496-0806.

AIRFARE: 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.

RESERVATIONS, DEPOSITS, & FINAL PAYMENT:

To reserve a space on most Harvard Alumni Travels programs, a \$1,000 per person deposit is required. Please either call us at 800-422-1636 or 617-496-0806 or fill out and mail or fax the registration form (to 617-496-4011). Reservations are acknowledged in order of receipt until the maximum enrollment has been reached. Payment terms will be sent to you with your registration confirmation from the tour operator. Generally, credit cards are accepted for deposits only, but final payments must be made by check.

CANCELLATIONS & REFUNDS: All cancellations must be made in writing to Harvard Alumni Travels and are subject to a nonrefundable administrative fee per person (commonly between \$200 and \$1,000). Cancellation fees increase as the trip departure date approaches. Specific cancellation policies can be found on the trip-specific web page on alumni.harvard.edu/travel or by calling us at 800-422-1636 or 617-496-0806.

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 through our recommended provider, Ripcord Rescue Travel Insurance, will be provided by Harvard Alumni Travels upon confirmation. The pre-existing medical conditions exclusion is waived if the insurance is purchased within 14 days of initial deposit. Neither 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.

EMERGENCY MEDICAL & EVACUATION

INSURANCE: As a service to our travelers Harvard Alumni Travels automatically provides basic emergency medical evacuation insurance. This policy has the following schedule of benefits: \$5,000 Accident/Sickness Medical Expense; \$200,000 Emergency Medical Evacuation (to the nearest appropriate facility based on medical necessity as determined by local attending physician) & Return of Remains; \$3,000 Emergency Reunion; \$5,000 Accidental Death and Dismemberment. This insurance is secondary to any insurance the traveler may already have. This insurance covers travelers for the Harvard-sponsored program dates, including optional group extensions, but not for any independent travel plans. You will receive detailed information on this coverage approximately 30 days prior to your departure. Should you also purchase the Ripcord Rescue Travel Insurance plan offered to you at confirmation, it will provide you with benefits which are additional to those stated above.

WHAT TO EXPECT / PHYSICAL HEALTH: All participants must be in generally good health to participate in a Harvard Alumni Travels trip. 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.

To help you select the Harvard travel program that is appropriate for you, please refer to the trip-specific web page on alumni.harvard.edu/travel. Please keep in mind that no Harvard program is "easy" as there is always some amount of walking—often over uneven terrain, standing for extended durations of time, and long days packed with activities. The Harvard Alumni Travels activity rating guide is meant to provide a basic level of understanding about the difficulty of a given program. The activity levels may contain some or all of the listed rigors, but are not limited to those rigors listed. If you have any questions about the level of activity of a program or your ability to participate, please call Harvard Alumni Travels at 800-422-1636 or 617-496-0806.

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.

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.

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, fares and currency exchange rates in effect as of March 2018 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 Harvard Alumni Travels and the tour operator and their respective, employees, agents, representatives, and assigns accept no liability therefore. Harvard Alumni Travels 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. Harvard Alumni Travels 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 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 participants prior to departure; relevant information provided by tour participants to Harvard Alumni Travels 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 Harvard 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 Harvard Alumni Travels or other travelers, and the circulation of the materials could be worldwide. Trip photos may also be selected to appear in future Harvard Alumni Travels promotions; Harvard Alumni Travels 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 Travels 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 Harvard Alumni Travels at 800-422-1636 or 617-496-0806, or email us at haatravels@harvard.edu