

Terms & Conditions

Please read this information carefully.

These terms and conditions (the "Agreement") describe what you are legally entitled to expect from us when you book your trip through us, in addition to important obligation you make as a customer that effect your legal rights. The terms "we", "us" and "our" "Operator" and "Caddie Tours" refer to Caddie Tours, LLC, 1105 Ware St SW, Vienna VA 22180. The term "you", "participant", and "client" refers to the customer visiting our website, and/or booking a reservation through us.

It is the participants responsibility to understand the following terms and conditions. By booking travel with Caddie Tours, the participant agrees to adhere to and accept all the terms and conditions of the Agreement and any additional terms and conditions of any Supplier that are applicable to your booking arrangements. If you do not agree with any of these terms and conditions, you must not make a booking with us.

By making a booking with us, you affirm that you are at least 25 years of age and possess the legal authority to enter into this agreement in accordance with all Terms and Conditions herein. If you are making travel reservations or bookings for another person you agree to inform that person(s) about the Terms & Conditions that apply to the travel reservations and bookings you have made on their behalf, including all rules and restrictions applicable thereto and these Terms and Conditions. You agree to be financially responsible for all bookings you make. You are responsible for any bookings and travel reservations made by persons under your direction or control. You also warrant that all information supplied by you or on your behalf, or by members of your household is true, current, complete and accurate.

You agree that any violation of any such terms and conditions may result in (a) the cancellation of your reservation or purchase, (b) your forfeiture of any monies paid for your reservation or purchase, (c) you being denied access to the applicable travel related product or service, and (d) our right to debit your account for any costs we incur as a result of such violation.

You acknowledge and agree that we may change these terms and conditions from time to time and that those changes become effective immediately. You agree to be bound by the terms and conditions that are in effect at the time of your travel or at the time of cancellation, if applicable. You agree that is your responsibility to be familiar with these terms and conditions and to check back from time to time for any changes.

Responsibility: Caddie Tours, LLC and its employees, representatives, and agents (hereinafter "Caddie Tours") is a tour operator and uses third-party suppliers to arrange hotel accommodations, sightseeing, tours and transportation, whether by air, railroad, motorcoach, steamship, boat or other means. Caddie Tours is an independent contractor and is not an employee, agent or representative of any of these suppliers. Caddie Tours does not own, manage, operate, supervise, or control any transportation, vehicle, airplane, hotel or restaurants, or any other entity that supplies services related to your tour. Caddie Tours is not affiliated with any other tour operator. All suppliers are independent contractors, and are not agents or employees or representatives of Caddie Tours. Caddie Tours is not responsible for any personal injury, property damage or other loss a passenger incurs on any tour arising from acts or omissions by any air carrier, public transport company, hotel, car rental company, subcontractor or other person or organization, or any other third- party supplier, whether or not such company is rendering any services supplied on the tour or indirectly from any occurrence beyond the control of Caddie Tours.. All tickets and vouchers are issued and supplied subject to the foregoing and to any and all terms and conditions under which transportation and services are provided. Caddie Tours accepts no responsibility for losses or expenses due to delay or changes in schedules, flight cancellations due to mechanical problems, sickness, weather, strikes, war, quarantine or other causes. Passengers must bear all such losses or expenses. Luggage is carried at owner's risk throughout the tour. Hand baggage and small articles such as coats, umbrellas or cameras are entirely in the care of the passengers. Caddie Tours reserves the right to decline to accept or to return any person as a member of any tour or to cancel or alter the tour. Airline tariffs limit liability for passenger baggage.

Additional Risks: Additional risks and dangers may arise including, but not limited to, hazards of travel by train, automobile, motor coach, aircraft and other means of conveyance, animal interactions, forces of nature, political unrest, other unrest, risks associated with water, food, plants, insects and differing animal regulation, and acts of national and local governments and unrest and acts of others against governments. These risks are not an exhaustive list but are examples of many kinds of risks. You are voluntarily participating in these activities with the knowledge that there are significant dangers involved, and you hereby agree to accept any and all risks. As lawful consideration for the agreement with Caddie Tours to participate in such trips and activities you agree you will not make a claim against Caddie Tours, its related companies or its personnel or sue for bodily injury, emotional trauma, death, property loss or damage or other loss, cost or expense, however caused, as a result of or related to your contracting for, traveling to or from, or in any and every other way participating in the trip. You release Caddie Tours, its related companies and its personnel from any and all claims, known or unknown, arising from contracting for, traveling to or from, and in any and every way participating in a trip. This release of liability and assumption of risk agreement 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.

Where the guest occupies a motor coach or other vehicle seat fitted with a safety belt, neither Caddie Tours nor the Supplier 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 Supplier or its agents or affiliated entities are liable in other circumstances.

Travel Protection: To guard against unforeseen circumstances, we recommend you purchase our optional travel insurance. Such a plan should include coverage for Trip Cancellation or Interruption, Cancel For Any Reason, Medical Expense, Emergency Evacuation/Repatriation, and Baggage. Such insurance at a minimum should cover your losses sustained as a result of cancellation, medical issues, and repatriation in the event of accident or illness, and unforeseen cancellation. Certain countries have a requirement for foreign visitors to have valid medical insurance on entry. Caddie Tours cannot be held responsible for denied entry if a guest is unable to provide details to authorities of insurance or denial of entry for any reason. Caddie Tours is not qualified to answer technical questions about the benefits, exclusions, and conditions of travel insurance plans. Caddie Tours cannot evaluate the adequacy of the prospective insured's existing insurance coverage. If you have any questions about your travel protection, call your insurer or insurance agent or broker.

Declining travel insurance could result in the loss of your travel cost and/or require more money to correct the situation. You also acknowledge that without insurance, there may be no way to recoup any losses, costs or expenses incurred. If you choose to travel without adequate insurance coverage, we will not be liable for any of your losses howsoever arising, for which insurance coverage would otherwise have been available.

Deposits & Final Payments: Non-refundable deposits of \$500 per person are required for coach tours and \$250 per person for self-drive vacations.

On independent travel packages, full payment is due within 7 days of booking. Caddie Tours reserves the right to modify payment terms in accordance with specific ticketing protocol. On escorted motorcoach tours, full payment is due within 90 days prior to departure.

While we do accept major credit cards including Visa, Mastercard, American Express and Discover, you must provide to us a signed charge authorization agreement for every transaction for your trip. Your authorization is a binding agreement for us to charge your card and as such you waive any right to chargeback in the case of cancellation for any cause whatever, including a Force Majeure event, as defined herein, and agree to refund policies and procedures as outlined in these Terms and Conditions.

You must make payment for your arrangements in accordance with the instructions we give you. Failure to pay by "Final Payment Due" date noted on invoice or to make any payment required on time may result at our sole discretion, in cancellation by you and/or late fees to maintain booking, regardless of receipt of deposit. If we choose to treat your booking as cancelled by you in which case the cancellation charges set out below will become payable. We reserve the right to refuse a booking without giving any reason and shall in that event return any deposit received. Reservations are non-transferrable.

International Travel and Documentation: It is your responsibility to obtain information and to have in your possession all the required documentation and identification required for entry, departure and travel to each country or region. This includes a valid passport and all travel documents required by the relevant governmental authorities including all visas, permits and certificates (including but not limited to vaccination or medical certificates) and insurance policies. You must have a passport that is valid 6 months after the last date of travel with the Caddie Tours as set out on your itinerary. You accept full responsibility for obtaining all such documents, visas and permits prior to the start of the Tour, and you are solely responsible for the full amount of costs incurred as a result of missing or defective documentation. Caddie Tours does not provide advice on travel documents and makes no representations or warranties as to the accuracy or completeness of any information provided on visas, vaccinations, and you agree that the Caddie Tours is not responsible for any errors or omissions in this information.

It is essential that you see your physician before booking your trip and before traveling to make sure that you have taken all necessary health precautions. Some vaccinations require more than one visit with a period of weeks between injections. You should visit your physician at least 6 weeks before departure. For up to date medical advice we strongly recommend that you visit the Centers for Disease Control and Prevention (CDC) travelers' health page: www.cdc.gov/travel or for non-US citizens, your country's equivalent.

All other tour documents will be sent approximately 30 days prior to the departure of the tour, provided full payment has been received. In the event this is not acceptable, we require sufficient notice in order to avoid express shipping charges. If we are not given sufficient notice, the passenger or travel agent will be responsible for express delivery charges. It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately.

Cancellations & Refunds: All cancellations and request for refunds must be submitted in writing to the Tour Operator. If it becomes necessary for you to cancel your trip, the following fees will apply to canceled trips, computed as of the date of receipt of written cancellation notice:

Updated 6/30/17

65 days + prior to departure - non-refundable deposit

64 & 46 days prior to departure -35% of land price

45 & 16 days prior to departure 50% of land price

15 days prior to departure 100% of land price

Additionally, clients are subject to any cancellation fees assessed by the Suppliers including hotels, cruise operators, or airlines used for the tour. Airline tickets are often Non-Refundable. We highly recommend that all clients purchase trip cancellation insurance. No partial refunds are possible for unused portions of a trip. Caddie Tours is not responsible for any expenses incurred by trip members in preparing for a canceled trip (e.g., nonrefundable advance purchase air tickets, visa fees, inoculations, equipment, etc.) or for any additional arrangements.

If prices are misquoted or misprinted, the passengers will be offered the tour at the correct price or may cancel with a full refund, subject to the terms and conditions of the suppliers

Revisions: Any changes to land arrangements made after the original booking has been processed will incur a \$50 per change handling fee. No revisions will be accepted within 14 days of departure.

Unused Tour Vouchers: Any tour vouchers for hotels, B&B's, car rental or any other unused services are not exchangeable or refundable.

FIT Packages: Our agents will be pleased to assist you with your fully independent travel plans. We require a \$200 per person deposit. After accommodations have been confirmed, there will be a \$50 fee to change, cancel or alter each reservation.

Cancellation by Caddie Tours: In the event of cancellation, **except in the case of Force Majeure**, by the Tour Operator, Tour Operator's liability shall be limited to a refund of all tour payments by the tour participants to the Tour Operator.

Force Majeure: We cannot accept liability, provide any refund, or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss, injury, death, inconvenience or damage as a result of circumstances amounting to "force majeure". "Force majeure" means any event or circumstances which we or the supplier of the services in question could not foresee or avoid. Such events and circumstances may include, acts of God, actual or threatened, war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity or the threat thereof, industrial action, natural or nuclear activity, epidemic, pandemic, illness, physical injury, quarantine, medical or customs or immigration regulation, delay, or cancellation, adverse weather conditions, fire and all similar events outside our control.

Trip Member's Responsibility: Trip members are responsible for selecting a trip appropriate to their abilities, communicating any special needs to Caddie Tours prior to commencement of the trip, and for being in sufficient good health to undertake the trip without posing a risk to themselves or others. The nature of many of the destinations we travel to means that in some cases they may be unsuitable for those who use a wheelchair or have a lack of mobility.

It is essential that you advise us before booking if you do have any disability or pre-existing medical condition which may affect your trip, or if you have any special requirements as a result of any disability or medical condition (including any which affect the booking process) so that we can assist you in considering the suitability of the arrangements and/or in making the booking. It will also enable us to make sure you receive the relevant level of assistance when you fly. Full details must be confirmed in writing at the time of booking and whenever any change in the condition or disability occurs. Caddie Tours will make all reasonable efforts to accommodate requests, but cannot be responsible if ADA accommodations are not available. Any accommodations provided will be at the sole expense of the guest requiring the accommodation. Please note that accommodations outside of the USA may not be in compliance with the Americans with Disabilities Act and may not have wheelchair accessibility.

The tour guides and tour leaders are, unfortunately, unable to offer additional assistance to passengers with limited mobility and all such assistance will need to be provided by whoever the passenger is traveling with. Participants with disabilities must notify Caddie Tours in writing no later than the time of booking of status and of the identity of their non-discounted, paid travel companion who will be responsible for providing all necessary assistance. We may request that you provide a letter from your doctor confirming your fitness to travel.

If you have special dietary restrictions, you must notify us. However, it may not be possible for special diets to be catered to in some of the destinations we feature. For safety and liability reasons, Caddie Tours and its representatives cannot be responsible for directly accommodating any food allergies, or dietary requirements and restrictions, and is not responsible for any issues or problems associated with the same. We will advise the hotels and airlines of your request but we cannot guarantee their availability.

Each participant is expected to act responsibly and adhere to all behavior guidelines established by Caddie Tours and our local suppliers. We and our local guides and suppliers reserve the right to remove you from any trip if you endanger yourself or others or disrupt the general well-being of the trip itself. In any such case, there will be no refund.

When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier. You must indemnify us for the full amount of any claim (also including legal costs) made against us. Caddie Tours is not responsible for any costs incurred concerning a guest removed from a vacation/holiday. Guests agree not to hold Caddie Tours or any of its related entities liable for any actions taken under these terms and conditions.

Baggage and personal effects are at all times the sole responsibility of the participant.

Air Transportation

All air transportation is subject to the terms and conditions of the carrier. All fares are subject to government approval. Prior to ticketing, airfares are subject to change without notice. Airfares are guaranteed once they have been paid in full. Caddie Tours is not responsible for mechanical breakdowns, government actions, weather, and act of God, acts of war, misconnections or related expenses to/from flights or other circumstances beyond its control. Once travel is completed Caddie Tours cannot issue copies of airline tickets for clients with frequent flyer programs. Therefore, the traveler should keep the passenger coupon at the back of the airline ticket.

Name Changes:

Aer Lingus — All Aer Lingus fares are non-refundable once ticketed and have no cash value for future travel. Name changes may be made PRIOR to the travel date for a fee of \$157 on Aer Lingus. Date changes prior to the travel date carry a \$150 fee per segment plus any increase in airfare. This information is provided for informational purposes only. Caddie Tours is not an agent of the carrier and the carrier may change these terms at any time.

Other Carriers — Tickets are non-refundable once issued. Some carriers may allow you to use the value of the ticket less a penalty for future travel. You are subject to the terms and conditions of the carrier and it is your responsibility to be familiar with the carrier's terms and conditions. Please inquire at the time of booking what restrictions are in place. It is the responsibility of the client to provide Caddie Tours with the legal passport first and last name. Name changes after ticketing will incur a penalty for which client is responsible.

Motor Coach Tours

Accommodation: Land arrangements are provided as described in each tour program. Caddie Tours reserves the right to substitute hotel accommodations in similar categories.

Meals: Meals are provided as specified in each tour program. Dinners in hotels are on a table d'hôte™ basis.

Children: No children under 12 years of age are allowed on escorted motorcoach tours. Travelers must be at least 18 years old to enjoy the Pub Tours.

Visits, Entertainment & Other Features: Caddie Tours reserves the right to substitute visits, entertainment and other features when establishments are closed or cannot be visited for reasons beyond our control.

Luggage: Handling of one piece of luggage per person is included in the cost of all coach tours. One suitcase per person is permitted and size should not exceed 30 x 20 x 10 inches and should not exceed 44 pounds.

Anything not included on the itinerary is at the participant's sole expense.

Car Rental Information

Age Limit: Hirers must be over 25 years and under 79 years of age. Drivers must produce a current driving license issued in their state of country of residence without endorsements.

Insurance: All rental cars in Ireland include Third Party Insurance. This means that if you have an accident, the other party is covered, you and your car are not covered.

The client is responsible for CDW insurance. You can obtain CDW insurance in one of the following ways:

1. By purchasing Collision Damage Waiver (CDW) through Caddie Tours at the time of booking
2. By purchasing the CDW from the rental car company at the commencement of the rental period
3. By paying for the entire package with a credit card that offers CDW protection to its members.

It is the sole responsibility of the hirer to ascertain and meet all requirements of any car rental insurance coverage provided by a credit card issuer and to verify the amount of the deductible. All car rental rates are inclusive of VAT at 12.5%.

Driver & Baggage Protection: Driver & Baggage Protection is optional at €5.50 per day and is paid to the car rental company directly.

Theft Protection: TP provides clients with coverage for theft of the rental vehicle. This cost is included in the inclusive rates.

Credit Cards: Clients are required to give a credit card imprint deposit to cover such items as fuel, insurance, extras or damage.

Additional Driver: There is a supplementary charge of €5 per day to cover an additional driver payable directly to the car rental company.

Gasoline: The purchase of gasoline is the hirer's responsibility and is not included in the car rental price. The rental will be supplied with a full tank of gasoline which must be paid for at the commencement of the rental.

Severability: If any provision of these terms and conditions shall be held unenforceable, such provision shall be struck and the remainder shall remain enforceable.

Jurisdiction and Applicable Law: These Booking Conditions and any agreement to which they apply are governed in all respects by the laws of the state of Virginia without regard to conflicts of law principles. **All guest claims must be submitted in writing and received by Caddie Tours no later than sixty (60) days after the completion of the Caddie Tours vacation. Guest claims not submitted and received within this time shall be deemed waived and barred.**

Caddie Tours, 1105 Ware St SW, Vienna, VA 22180