

## **TRIP CANCELLATION POLICY**

If you are signed up for a tour and it is necessary for you to cancel, we will make every effort to provide either a partial or full refund. However, we cannot guarantee a full refund. There may be times when refunds will NOT be possible due to ticket purchases, meal number guarantees, etc.

If you must cancel, you will receive a full refund IF you find someone else to take your place on the scheduled trip.

If a tour is cancelled due to insufficient reservation numbers, you will receive a full refund. On tours where an outside agent is used, we will adhere to the written cancellation policy of the agent.

Remember standby lists are always welcome. Please call and add your name to any trips that interest you. In case of a cancellation, we will call in the order in which you signed up.

## **Assistance Required Policy**

On CUSB Bank VIP Connection trips, it is required that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing that assistance. Neither CUSB Bank VIP Connection personnel nor its suppliers may assist with medications or physically lift or assist clients into transportation vehicles. Travelers needing special assistance for other than personal needs must notify CUSB Bank VIP Connection at the time of booking to determine what assistance may be reasonably made available.

## **Guest Policy**

Guests are always welcome on our trips, but after traveling with us 3 times, they will pay a Non-Member Price adding 10% to the cost of the trip.