



# Innovative Immersion Tours Programs

## Basic Terms & Conditions

Please refer to the country-specific information for further details on each program, such as what is included in the program, specific itineraries, etc. However, II TOURS' policies are as follows:

### PRICES:

- All prices are shown in US Dollars and are per-person.
- The price of our programs is subject to change until the deposit and registration have been received.
- Prices are subject to inflation, fuel or security charges or fluctuations in foreign currency.

### PAYMENTS:

- The registration deposit for each trip is \$500. This is due at the time of registration and is non-refundable for any reason.
- Our programs require another payment of \$750 due 100 days prior to trip departure. This amount will cover the cost of airline tickets and deposits for the schools, hotels and homestays. This amount will not be refunded upon cancellation of a program unless the airline tickets and deposits have not been made. Any refunds of these funds will be left to II Tours' discretion.
- The remaining balance is due 60 days prior to the trip departure. A \$100 late charge will be assessed for payments postmarked after this date. II TOURS will not automatically send invoices to clients unless this is specifically requested.
- Checks that are returned by the bank will be assessed a \$30 charge.
- Clients who enroll within 60 days of trip departure are considered to be "late enrollers" and are subject to an additional fee of \$100, as well as any price differentials in airlines, hotels, etc.

### INCLUDED EXPENSES

- Please review the list of the expenses that are not included in each program. These may include some meals, some tours, airport departure taxes, etc.

### CANCELLATIONS

- II TOURS highly recommends trip cancellation and medical insurance coverage for all of our participants. Please ask for details.
- All cancellations must be made in writing either by email or letter.
- II TOURS reserves the right to cancel a program due to low enrollment. If this is the case, all monies will be refunded to our clients.
- II TOURS is not responsible for cancellations due to security advisories or other unforeseeable events. However, we will do our best to work with our clients to make other arrangements or make refunds if possible.

### REFUNDS:

- Cancellations received up to 60 days before the trip leaves will be assessed a \$100 cancellation fee in addition to the non-refundable deposit. Cancellations received after this time will not be refunded by II TOURS.
- In addition, once an airline ticket has been purchased, the ticket and payment for the ticket are non-refundable.

FOR CANCELLATIONS MADE:	APPLICABLE REFUND:
At least 90 days prior to trip departure	All monies except \$500 deposit & any deposits already made to airlines, schools, hotels or tours.
45-90 days prior to trip departure	All monies except \$500 deposit, \$100 processing fee & any deposits already made to airlines, schools, hotels or tours.
0-45 days prior to trip departure	none

### AIRLINE TICKETS

- If the airline ticket is changeable (as specified by the airlines), there will be a \$150 change penalty imposed to make any changes. The airline ticket will be purchased in the name that is listed on the registration form. If this is not the name that matches the passport, the ticket will need to be changed and the client will pay any fees imposed by the airlines.
- If a client loses his/her ticket, II TOURS will not be responsible for replacing it.

- Clients are responsible for advising II TOURS of their travel dates (on the registration form.) If an airline ticket must be changed due to incorrect dates, the client will assume responsibility for any charges.
- Our program prices are based on group flight net rates. If a client chooses to purchase his/her own airline tickets, II TOURS will discount the net rate (special group rate) from the price of his/her program.
- Clients will not receive frequent flyer miles on group tickets.

#### **PASSPORT & DOCUMENTS:**

- Each client is responsible for obtaining his/her own passport and any required VISAS or other forms.
- Each client is also required to submit all the required documentation to II TOURS 60 days prior to the trip departure, including but not limited to copy of passport, copy of medical insurance, registration form, terms and conditions, etc.

#### **SCHOOL & HOMESTAY:**

- The Spanish classes are taught in small-group settings. In the event that a client wishes to be placed in a private class, there will be an additional fee that is based on the rate of that school. It usually averages about \$15 more per hour.
- II TOURS makes every effort to place clients with the family that best matches his/her requests. However, we cannot promise to meet every request made on the registration forms.
- In the event that a client does not want to continue in his/her homestay, the money that has been paid will not be refunded except in the case of wrongdoing on the part of the family. If a client is asked to leave the homestay because of unacceptable behavior, the money for the homestay will not be refunded.

#### **HOTEL:**

- Unused hotel accommodations, tours or schools are not refundable or exchangeable.
- Our adult programs are based on double-occupancy on hotels. A single supplement applies. We reserve the right to occasionally use triple occupancy.

- Our youth programs are based on triple-occupancy in hotels. We reserve the right to occasionally use quadruple rooms.

#### **TOURS:**

- Once a client has signed up for a fee-based tour or activity, he/she will be charged for the fee for this activity, regardless of whether or not he/she attends unless a cancellation has been made within 48 hours of the activity.
- The right is reserved to withdraw any or all tours should condition warrant and to decline to accept or retain any passenger as a member of a tour.
- If it becomes necessary or advisable for the comfort or well being of the passengers or for any reason whatsoever to alter the itinerary or arrangements, such alterations may be at the discretion of II TOURS and without penalty to our clients.
- II TOURS also reserves the right to use alternate local tour companies for day excursions that may combine our adult group participants with other clients when the use of a private bus is not justified.
- Clients are advised that II TOURS will not be held liable for those who choose to participate in tours and excursions offered by other companies.

#### **HEALTH & MEDICAL INSURANCE:**

- Clients are responsible for any fees for medical expenses, even if he/she has medical insurance. He/she must obtain proper documentation of the medical care while abroad and is responsible for submitting these forms to the insurance company upon his/her return.
- If a client becomes ill or incapacitated during a tour, II TOURS will do whatever it deems necessary and possible to preserve the clients' health and safety, including obtaining medical care for my at me expense. Clients agree to reimburse II TOURS for any extra expenses incurred on his/her behalf.
- Each client is responsible for making II TOURS aware of any medical conditions and special requirements.
- Clients are advised that not all reasons for cancellation may be covered by the trip cancellation insurance. These may include changing my mind, work situations or family events, among others.

### **ACADEMIC CREDIT:**

- Clients are required to pay any tuition fees and submit any paperwork associated with academic credit.
- Clients may be required to attend a minimum number of classroom hours or cultural activities. Clients are responsible for obtaining information about these requirements.

### **PHOTOGRAPHS, VIDEOS & PERSONAL INFORMATION:**

- Photographs or videos taken of a client while participating in an II TOURS program, as well as any written comments or statements, may be freely used in II TOURS promotional materials. Clients hereby agree to such use.
- II TOURS may also pass out a list of trip participants with personal emails. Clients must advise II TOURS that he/she does not want his/her email to be available to others.

### **BAGGAGE:**

- II TOURS will not be responsible for lost, stolen or damaged baggage or other personal property which may be caused by an airlines, tour operator or other party.

### **RESPONSIBILITY:**

- The suppliers providing transportation, conveyance or accommodations are independent contractors and are not agents or employees of II TOURS.
- II TOURS is not responsible for clients when they are absent from group activities or while they are on their own. Clients accept all liability for any financial obligations incurred by the students or any damage or injury he/she causes while on the tour.
- All tickets, coupons and receipts issued by II TOURS and all arrangements for transport or conveyance or for hotel accommodations are made by II TOURS as agent of the suppliers. By utilizing the services of suppliers, you agree that II TOURS shall NOT be liable for any injury, damage, loss, accident or delay incurred by you or those traveling with you in connection with any accommodations, transportation or other services resulting directly or indirectly from any acts or default of the suppliers or from any occurrence or

condition beyond the control of II TOURS, including defects in vehicles or breakdown in equipment. Nor shall II TOURS be liable for any injury, damage, loss, accident or delay resulting directly or indirectly from delays, cancellations or changes in flights, itineraries, schedules, steamers or other services, strikes, theft, sickness, injuries, weather, quarantine, acts of government or other causes.

- Payment of the deposit constitutes acceptance of these terms and conditions.
- Any dispute is subject to binding arbitration, to be conducted in accordance with the laws of the American Arbitration Association and shall be conducted in California. If I do not substantially prevail in arbitration, clients agree to pay II TOURS' legal fees. By signing this agreement, clients understand that they give up their right to have a claim against II TOURS decided in court before a judge or jury.

### **WHAT IS INCLUDED ON OUR PROGRAMS:**

- Non-refundable airline ticket
- Pre-planning information
- Tours & activities as listed on itinerary
- Language classes as listed on itinerary
- Bilingual tour guide from II TOURS
- Private accommodations in homestay or hotel stay in double occupancy
- Laundry service in countries where it is not included

### **WHAT IS NOT INCLUDED ON OUR PROGRAMS:**

- Optional trip cancellation insurance
- Passport & Visa fees
- Beverages with meals
- Meals not mentioned
- Airport departure tax
- Airline security or fuel surcharges
- Excess baggage charges
- Optional meals and activities
- Single supplement charges
- Tuition or fees at U.S. colleges
- Tips for tour guides
- Fees for airline deviations or extensions
- Spending money (approx. \$150 per week)
- Entrance fees into churches, cathedrals, etc in some countries (Spain, Peru, Mexico)



## INNOVATIVE IMMERSION

Spanish Study and Cultural Tours

11664 NATIONAL BLVD #277

LOS ANGELES, CA 90064

(916) 709-3249 • mellwit@yahoo.com

*Office use only:*

Date \_\_\_\_\_ Fax \_\_\_\_\_

Family \_\_\_\_\_

Deposit \_\_\_\_\_

# PROGRAM REGISTRATION FORM

Please fill out the following information and return it to our office

### PROGRAM INFORMATION

Country: \_\_\_\_\_ Length of Program \_\_\_\_\_

Possible dates: \_\_\_\_\_

Hours of daily Spanish classes preferred: \_\_\_\_\_

Spanish level of students: \_\_\_\_\_

Anticipated Number of Students: \_\_\_\_\_

Number of teacher escorts: \_\_\_\_\_

City of Departure: \_\_\_\_\_

### TEACHER INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: home \_\_\_\_\_ work \_\_\_\_\_

Name of school \_\_\_\_\_

Name of school district \_\_\_\_\_

### LANGUAGE / TRAVEL EXPERIENCE:

Have you ever led a group abroad? If so, when and with what company? \_\_\_\_\_

### TOURS / ACTIVITIES:

What tours or activities would you like to include, if known? \_\_\_\_\_

### REFERRED BY