

GENERAL CONDITIONS

RESERVATIONS, DEPOSITS & FINAL PAYMENTS:

Reservations may be secured upon payment of an initial deposit of \$800 per person. No reservation is considered firm until your deposit has been received. Your initial deposit payment shall be deemed to be an acceptance of all the terms of our General Conditions. Tickets to the Passion Play are limited and available on a first come, first served basis. An additional \$1200 deposit is due by Jul 31, 2019 (total deposit required by 7/31/19 is \$2000). The balance of payment is due at Nawas 135 days prior to departure.

Nawas accepts Visa, Mastercard and American Express for balance/final payments only. Credit cards are not accepted for deposits. The price of the tour already includes a built-in discount of 3% for payments made by cash or check. There is no discount on credit card sales. Credit cards will only be accepted prior to the final payment due date. Credit card charges cannot be accepted over the telephone. Tour members who choose to use a credit card for their final payment should contact Nawas before the final payment is due for further information.

TRAVEL DOCUMENTS: A U.S.A. passport valid for 6 months after your return date is required to travel. It is the sole responsibility of the traveler to check their passport's expiration date. Non-U.S.A. citizens may require visas in addition to a valid passport. It is the sole responsibility of non-U.S.A. citizens (including green card holders) to ensure they have the required visas/travel documents for each country to be visited on their tour and for re-entry into the U.S.A. Visa fees (if any) are not included in the tour price.

THE TOUR PRICE INCLUDES:

AIR TRANSPORTATION: By any IATA/ARC air carrier or other Air Transportation: By any IATA/ARC air carrier or other scheduled jet carrier in standard economy class. Flights and air routings are at the discretion of air carriers and are subject to change without notice. Air arrangements are based on non-refundable bulk group-fares and cannot be upgraded. Cancellations made after air tickets have been issued are subject to full cancellation penalties as imposed by the airlines. Per TSA regulations, airline tickets must bear your first, middle, and last name as it appears on your passport and passengers are responsible to bear any name-change fees should they not provide Nawas with accurate passport information.

AIRLINE SEATING: Nawas contracts non-refundable bulk group airfares in standard economy class. **Airlines no longer provide seat assignments for groups and Nawas does not guarantee specific seat assignments.** Seat assignments for groups are made at the discretion of the airline and are typically allocated by automated airline computer systems in alphabetical order. Seat assignments will not be advised until check in at the airport. Nawas cannot request and does not guarantee specific seat assignments.

AIR TAXES/SURCHARGES: US departure taxes, overseas airport taxes, overseas local government taxes, security fee and airline imposed international surcharges are included as of Nov 7, 2017 (taxes/surcharges current estimate is \$450 per person). Future price increases may be applied due to additional costs as imposed by a supplier or governments.

SURFACE TRANSPORTATION: By deluxe motorcoach.

HOTEL ACCOMMODATIONS: Except in Oberammergau, accommodations are at first class and select hotels based on two persons sharing a twin-bedded room with private bath. For the Passion Play, accommodations will be in hotels and guest houses in and around the village of Oberammergau. Nawas cannot guarantee roommates. A person taking a single room (subject to availability) must pay a supplement of \$850. Single rooms are limited and may be small. Single rooms are not available in Oberammergau.

MEALS: Breakfast daily and 6 dinners are included.

SIGHTSEEING: As specified in the itinerary using motorcoach transportation or other conveyances as required. Entrance fees and the services of local English-speaking guides or tour managers are included.

TRANSFERS: Assistance and transfers from airports to hotels and vice versa in private motorcoach.

PORTERAGE: Porterage at airports and hotels (where available) of one normal size suitcase (maximum weight 50 lbs.) is included in the tour price.

HOTEL SERVICE CHARGES/TAXES: Service charges and taxes normally included in bills, VAT and government taxes on hotel bills in effect on Nov 7, 2017 (excluding hotel tourist taxes), taxes on sightseeing and excursion trips are included in the tour price. Future price increases may be applied due to additional costs as imposed by a supplier or governments. Recovering VAT taxes is the sole responsibility of the passenger/purchaser.

FLIGHT INSURANCE: Automatic one hundred thousand dollars flight insurance policy for each Nawas-ticketed passenger, subject to policy terms and limitations.

LAND ONLY/AIR DEVIATIONS: Passengers wishing to do their own air arrangements or wishing to deviate from the group itinerary must advise Nawas in writing no later than 180 days prior to departure. For air deviations, a \$100 non-refundable fee per person will be charged in addition to any extra airfare that may be incurred. Air

deviations are subject to availability and restrictions as imposed by the airlines.

BAGGAGE: Airlines may now charge baggage fees for checked luggage on international/domestic flights based on the policy of each carrier. The maximum number of pieces of luggage, the weight allowance and baggage dimensions may also vary by airline from the USA to overseas destinations and beyond. Many carriers require that checked luggage in economy class not exceed 50 lbs with a combined length/width/height of 62 inches. Regulations vary for business/first class passengers. Airline policies regarding baggage are subject to change at any time without prior notice. It is the responsibility of each passenger to check with their airline prior to departure for baggage information, regulations and compliance. Please refer to your electronic airline ticket receipt once received with the final tour documents. Nawas is not responsible for additional fees imposed by air carriers regarding baggage. Due to the limited capacity of luggage compartments on Nawas motorcoaches, Nawas can only allow per person one normal-size suitcase (total dimensions of 62 inches) plus one carry-on bag (total dimensions of 45 inches). Carry-on bags only cannot have wheels and must fit in overhead bins or under your seat. Nawas Travel accepts no responsibility for loss or damage to the tour members' baggage or personal belongings at any time. Baggage insurance is recommended and is available upon written request.

TRAVELERS REQUIRING SPECIAL ASSISTANCE: Disabled travelers requiring special attention or care must advise NAWAS in writing at the time of reservation. A physically able companion must accompany any person who needs special assistance. Tour directors, guides, drivers or other tour, hotel or ship personnel are not able to provide such assistance. NAWAS is not responsible for any denial of services to the disabled participant by air carriers, cruise ships, hotels, restaurants or other independent suppliers. Certain countries/ destinations involve extensive walking. Be aware that outside the U.S. the *Americans with Disabilities Act* is not applicable and facilities for disabled individuals are limited. NAWAS is not responsible for any passenger requiring special medical equipment.

THE TOUR PRICE DOES NOT INCLUDE:

Passport fees, visa fees (if any), hotel tourist taxes (to be paid locally), phone calls, valet/laundry service, wines, liquors, mineral water, after dinner coffee or tea, tips to tour director, guides, drivers and waiters, sightseeing, meals and other services not specifically mentioned, excess baggage and all other items of a purely personal nature.

CANCELLATIONS: All cancellations must be received in writing at Nawas Travel directly from the tour member. Written cancellations received by Dec 1, 2018 are subject to a \$200 per person administrative cancellation fee. Written cancellations received by Nawas between Dec 2, 2018 and Mar 1, 2019, are subject to a \$600 per person cancellation fee. Written cancellations received by Nawas between Mar 2, 2019 and Aug 1, 2019, are subject to a \$800 per person cancellation fee. Written cancellations received by Nawas from Aug 2, 2019 up until 135 days prior to departure, are subject to a \$1800 per person cancellation fee. From 134 to 100 days prior to departure, written cancellations received by Nawas Travel are subject to a cancellation fee of 50% of the total tour price per person. From 99 to 65 days prior to departure, written cancellations received by Nawas Travel are subject to a cancellation fee of 75% of the total tour price per person. Written cancellations received by Nawas 64 days up to and including the day of departure, are subject to a 100% cancellation fee of the total tour price per person. No shows are subject to a 100% cancellation fee and reservations will be cancelled. Failure to receive additional deposits and final payment by the due dates may result in the cancellation of your reservation and the forfeiture of your deposits. Airline tickets are not refundable once issued. No refunds will be given for any unused services while on tour.

Nawas strongly recommends trip insurance. Insurance for trip cancellation, medical evacuation, medical emergencies, baggage, etc. is available for purchase. An insurance application will be sent upon written request. Please refer to insurance policy for complete details.

IMPORTANT NOTICE: The airfare used is based on non-refundable bulk group fares in effect on Nov 7, 2017. Airlines reserve the right to increase fares without prior notice. Tour members will be required to pay any airfare increases and international surcharges as imposed by the airlines prior to departure. Airlines require a minimum of 15 persons departing from the same gateway city.

Land costs are based on estimated 2020 tariffs, overseas government taxes and rates of exchange in effect on Nov 7, 2017, and a minimum of 36 or more participants per coach. While we have made the best possible estimates of what we expect costs to be in 2020, we cannot guarantee actual prices, exchange rates and airfares. Any increases in land costs or airfare that may occur will be collected from each passenger prior to departure. We reserve the right to increase the cost of the tour consistent with normal increases

should the group fall below 36 persons, or in the event of fluctuations in exchange rates. All prices are based on rates of exchange listed above and while every effort will be made to hold them firm, they are subject to change.

Travel in the year 2020 is expected to be at an all-time high. NAWAS will make every effort to adhere to the itinerary and scheduled departure as outlined herein; however, actual group size, Passion Play ticket availability or circumstances beyond our control may necessitate alterations. Departure date, itinerary sequence, and cities for overnight accommodations may change.

Please note that healthcare/medical costs outside the U.S.A. are not covered by Medicare or private medical insurance plans. Please consult with your health insurance supplier to obtain the necessary health/medical coverage for overseas travel.

STATE DEPARTMENT/GOV'T AGENCIES: On occasion, a U.S. or foreign government agency, such as the U.S. State Department (www.state.gov), Center for Disease Control (www.cdc.gov), etc., may issue a travel advisory, warning or alert for a destination or surrounding area you may be visiting while on tour. Nawas encourages you to refer to these agencies to obtain the most current and up-to-date information. The terms and conditions of your tour program, including cancellation policies, cannot be altered based on any occurrence whatsoever and/or any travel advisory, warning or alert issued in the U.S. or foreign countries where your tour is scheduled to visit, including but not limited to war/terrorism, disease, or natural disasters. Cancellation penalties remain in full effect and no exceptions can be made.

RESPONSIBILITY: NAWAS INTERNATIONAL TRAVEL SERVICE, INC. (NAWAS), and their agents act only in the capacity of agents in all matters pertaining to hotel accommodations, sightseeing tours and transportation, whether by railroad, motor bus, motor car, cruise vessel, boat, air or any other means. Except for the willful negligence of its direct employees, NAWAS is not liable for any damage, loss (including but not limited to personal injury, loss of enjoyment, distress, death and property loss), expense or inconvenience caused by any act or omission of any supplier providing tour services or by any other person or reason whatsoever or by any delays or changes in the itinerary, or the acts and omissions of the tour leader/host or travel agent. NAWAS assumes no liability or responsibility for any injuries, inconveniences, illness, irregularity or incidental damages occasioned by circumstances beyond the control of the tour operator, or by any person or reason whatsoever, including but not limited to events such as strikes, revolts, wars, terrorism, disease, natural disasters, closures of airports, hotels or included sites, default or omission of any common or private carrier. NAWAS reserves the right to cancel the tour at any time, to operate the tour with a substitute tour leader at any time, to decline or not retain any person as a member of the tour for any cause at any time. NAWAS reserves the right to make changes to the published itinerary if needed including deleting and adding cities and changing the sequence of the itinerary, or whenever in NAWAS' sole judgment as conditions warrant, or if NAWAS deems it necessary for the comfort, convenience or safety of the tour. The airlines concerned are not to be held responsible for any act, omission or event during the time passengers are not on board their plane or conveyance. The passage contract in use by the airlines concerned, when issued, shall constitute the sole contract between the airlines and the purchasers of this tour and/or passengers. The services of any IATA/ARC air carrier may be used in connection with the tour.

***California Residents:** Please read the enclosed disclosure required by the Sellers of Travel Act before booking.

Exclusive jurisdiction and venue for any and all disputes arising under, in connection with, or related to these General Conditions or the provision of services by NAWAS shall be in the state court sitting in Fairfield County, Connecticut, and you expressly agree not to challenge the jurisdiction or venue of such court or to assert that such court is not a convenient forum. All disputes arising under, in connection with, or related to these General Conditions or the provision of services by NAWAS shall be governed by the internal laws of the State of Connecticut, without regard to its conflicts of law provisions. Payment of deposits by tour participants indicates acceptance of the above terms and General Conditions. The venue for any dispute is Fairfield County, Connecticut. The laws of the state of Connecticut will apply.

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