

Terms & Conditions

The Austrian Experience – Fall 2024

DEPOSITS: A deposit of \$400 per parent/guest and \$200 for Gaming Student (Salzburg/Vienna portion) is required to secure reservations. ***The balance is due in full no later than August 30, 2024****. Payment after this date will incur a \$50.00 late fee.

LAND ARRANGEMENTS: Franciscan University of Steubenville reserves the right to change the itinerary because of emergencies or extenuating circumstances beyond our control.

INSURANCE: Travel insurance is **NOT** included in the tour price. Because of the cost of medical care outside the United States, the fact that Medicare does not provide coverage outside the United States, the possibility that your own insurance provider may not cover you outside the United States, and due to the potentially high cost of escorted air evacuation, we recommended travel insurance. Check with your current insurance company or AAA for travel insurance options.

RESPONSIBILITY AND LIABILITY: For all land arrangements, including surface transportation, Franciscan University and the participating Tour Operators operating the land tours act only as agents of the hotels, bus operators, sightseeing contractors; others that provide the actual land arrangements and are not liable for any act, omission, delay, injury, loss, damage, or nonperformance occurring in connection with these land arrangements. Any IATA carriers and other transportation companies whose services we use to get to or used in these tours, are not held responsible for any act, omission or event during the time passengers are not on board their conveyance. The passage contract in use by these companies when issued shall constitute the sole contract between the companies and the purchaser of these tours and/or passage.

ACCOMMODATIONS: In first class hotels, **based on double occupancy** with private facilities. Triple rooms are available upon request, first come first serve and availability. Single-room supplement is \$300 per adult for 4 nights in Gaming, \$250 per adult for 2 nights in Salzburg and 2 nights in Vienna and are available upon request, first come first serve and availability. All rooms are first come first served basis, therefore if you are a single traveler and do not opt for the single room option, a parent/guest of the same gender will room with you. In the event you do want a roommate and there is not one available, a single room supplement rate will apply.

MEALS & BEVERAGES: Package includes Eight breakfasts, four lunches, and three dinners. (ONE) free non-alcoholic beverage at these meals.

GRATUITY/FEES: Franciscan University of Steubenville provides a donation to all churches at which Mass is celebrated, gratuity to the bus driver(s), tour guide(s), entrance fees to sites in the itinerary and tips for included meals.

TOURS/TRANSPORTATION: A FUS representative will be the hospitality host for the group the entire week. Professional Tour guides will provide guided tours and transportation is by a modern motor coach company.

NOT INCLUDED: 1) Airfare, airport fees, baggage fees, departure taxes, and fuel surcharges, 2) optional travel insurance, passport and visa fees, 3) additional drinks at meals, alcohol and meals not included in the itinerary, 4) sightseeing or services other than those specifically mentioned, 5) items of a personal nature, laundry and excess baggage charge.

CANCELLATION AND CHANGES

In the event of a cancellation(s), your request must be in writing.

- All registration cancellations will result in a **\$100 processing fee per person/guest**.
- Additionally, six weeks prior to departure there is an additional cancellation fee of **\$500 fee per person** (*After August 1, 2024*)
- Additional items such as room cancellations, to include single or triple room supplements, **must** be canceled by six weeks prior to departure (*August 1, 2024*).
- 14 Days prior to departure: **No refund** (*After October 11, 2024*)

Additional Change/Cancellation Fee Information:

When we assist in arrangements outside of the normal pilgrimage package and minimum work is required, no charge is assessed. However, changes or cancellations made outside the pilgrimage package such as special arrangements cancellations or any other inclusions, a nominal administration fee of \$50 will be included in final invoice. This does **NOT** include any cancellation fees charged by third party affiliates.

**Payment deadline was changed due to our database being unavailable for online payments beginning September 1, 2024.*