

JCC SONOMA COUNTY– TOUR TERMS & CONDITIONS (PAGE 1 OF 2)

Tour cost does not include trip insurance.

Trip insurance is highly recommended.

1. REGISTRATION: JCC Friendship Circle must receive a completed and signed *Tour Application Form* and a *non-refundable* deposit from each tour participant. The *non-refundable* deposit is applied to the cost of the trip. Deposits will be refunded only if the trip is cancelled by the JCC Friendship Circle, if the applicant is not accepted for the trip for any reason, or if the trip is sold-out and cannot accommodate the applicant.
2. PAYMENTS: The non-refundable “deposit” is the first payment for the trip. “Payment #2” is the second payment, which also applies to the cost of the trip. The “balance due” is amount of the total tour package selected by the applicant minus the deposit and payment #2. Each of the payments is due on or before the due date listed according to the schedule below. **All applications after the balance due date must include full tour payment.** JCC Friendship Circle accepts checks, Visa or Mastercard as forms of payment. Note: JCC Friendship Circle reserves the right to cancel an application for which payments have not been received as per the payment schedule.
3. CANCELLATION OF APPLICATION AND/OR TRIP REFUNDS: Cancellation of an application must be made by telephone call to Friendship Circle Program Director Jalena Mays 707-528-1476 at the JCC Friendship Circle. **A follow-up letter to Jalena Mays is also required and must be sent by certified mail.** For all cancellations, JCC Friendship Circle will follow the following refund schedule. (Note: the “Tour Price” listed in the schedule below equals the total tour package price (including but not limited to fees for single supplement and other requests that incur additional fees) minus the initial non-refundable deposit. No part of the deposit is refundable. No refunds can be given within 31 days of the beginning of the tour.

<u># of days prior to departure date</u>	<u>Percentage of “tour price” refunded</u>
>90 days	75%
61-90 days	50%
31-60 days	25%
<31 days	0%

A full-paid trip may be transferred to another party, including friends or family members. No refunds or reimbursements will be made for leaving a tour early or arriving late. JCC Friendship Circle cannot make exceptions to these policies for any reason, including personal or family emergencies and weather conditions before or during your tour. Credit cannot be given for any of the tour costs. JCC Friendship Circle bears no responsibility for participants’ airfare or air travel arrangements and cannot make any refunds for airline tickets. All ticket refund requests must be made with the appropriate airline or ticketing agency.

4. TRIP COST: The total trip cost includes accommodations each evening of the tour; meals as specified (excluding all beverages); transportation as specified, performance tickets and lectures as specified in the tour's itinerary, and leadership costs. *The trip cost does not include airfare to/from the tour destination.*
5. JOINING AND LEAVING JCC Friendship Circle TRIP GROUPS: All JCC Friendship Circle trips start and end at the points specified in each trip description. JCC Friendship Circle shall not be held responsible for or to a participant who leaves his/her trip before its completion. If a participant leaves a trip after it has begun, no refunds will be given.
6. VARIATIONS IN TRIP COST: Participants are responsible for any unanticipated price increases (those occurring after the brochure is printed) for any parts of the trip including, but not limited to increases in costs for accommodations, transportation, meals and performance tickets. Please note: there is increased probability of price variance on international trips due to fluctuating currency exchange rates. Participants are also responsible for any unanticipated expenses that JCC Friendship Circle incurs on their behalf.

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7. **INSURANCE:** JCC Friendship Circle takes no responsibility for and does not provide any insurance coverage to protect your person, personal property, including baggage or loss that may result from your participation in this trip including death or injury, trip interruption or trip cancellation. **We strongly recommend that you independently research and purchase insurance products to protect you from these losses.**
8. **TRANSFERS:** In cases when the JCC Friendship Circle offers to arrange airport transfers (whether included in the trip package or for an additional fee), the trip coordinator at the JCC Friendship Circle must receive your confirmed arrival & departure information at least 30 days prior to the start of the trip. If such information is received less than 30 days prior to the trip, the JCC Friendship Circle may not be able to offer assistance with transfers. Once detailed information on airport pick-up and drop off is available, you will receive confirmation and contact numbers.
9. **TERMINATION OR MODIFICATION OF TRIPS:** JCC Friendship Circle reserves the right to shorten or terminate a trip already in progress if JCC Friendship Circle deems it necessary for the safety or well-being of the group. In the event that a trip is terminated, a refund will be issued to each participant based on his/her share of all unused funds. Refunds, if any, will be made depending on whether or not refunds can be obtained for transportation and prepaid accommodations payments. JCC Friendship Circle also reserves the right to make changes to itineraries (and prices) due to unanticipated circumstances.
10. **LIABILITY:** A signed trip application denotes that the signer understands and agrees that he/she is solely responsible for his/her safety and agrees that JCC Friendship Circle and its partners, owners, members, directors, officers, employees and agents will not be liable for damages or injuries participant may suffer on this trip. Signer also agrees that the JCC Friendship Circle will not be liable for any loss, theft or damage to personal property resulting from participation in this trip. The signer agrees to assume responsibility for any/all debts incurred during the trip.
11. **CONDUCT:** If any participant is found to be responsible for any damages while on the trip, he or she will be required to immediately pay for such damages. JCC Friendship Circle reserves the right to expel a participant from a trip if the behavior of the participant is considered by the leader or other authorized JCC Friendship Circle employee detrimental to the group or to the good name of JCC Friendship Circle. Some examples include theft, vandalism, and drug use. No refunds will be given to a participant who is expelled from a trip.
12. **MEDICAL/DIETARY CONDITIONS:** By submitting a trip application, the signer understands and agrees to the trip location, level of activity, rigor, and accessibility as described in the trip flyer. Signer has checked with his/her medical professionals and has found the trip to be appropriate to signer's health condition. Signer will not hold JCC Friendship Circle responsible for any missed activity including but not limited to walking tours, site visits, meals, and optional activities due to any of the signer's medical or dietary conditions. Similarly, signer will not hold JCC Friendship Circle responsible for any change in logistics which changes the accessibility of listed activities.
13. **GENERAL:** A signed application denotes that the signer understands and agrees that JCC Friendship Circle reserves the right at any time to retract and change these *Terms and Conditions* and other conditions stated within this brochure and other literature printed or published by JCC Friendship Circle and to make any other reasonable terms and regulations and conditions that it deems necessary for the safety and well-being of its participants.
14. **EXCEPTIONS TO POLICIES:** Exceptions or changes to the above *Terms and Conditions* and all other JCC Friendship Circle trip policies can only be made by the JCC Friendship Circle Trip Coordinator and are valid only when placed in writing by the Coordinator.
15. **PHOTOGRAPHS:** The JCC Friendship Circle reserves the right to use photographs of any JCC Friendship Circle participant in future brochures, posters and other promotional materials without obtaining further consent.