



## **RESERVATION, PAYMENT, AND CANCELLATION POLICIES FOR CROOKED TREE ITALY 2017 TOUR PARTICIPANTS**

### **PRICE PER PERSON**

\$3,100 per person, airfare not included  
(\$400 supplement for single-occupancy accommodations)

### **RESERVATIONS**

In order to make a reservation with Voyager for this group tour, you must make a \$500 per person deposit which will reserve your place. We have various options for payment:

Send a check to: Douglas Grant Heise  
Voyager Trips  
200 Auld Ave.  
Charlevoix, MI 49720

Please make the check out to: Douglas Grant Heise.

Make a direct online deposit from your home banking into the following business account:

Name of Bank:	Bank of America
Name of Account:	Douglas Grant Heise
Account Number:	375008103265
ABA Routing Number:	072000805

Make a payment with a credit card or Paypal on our website: [www.voyagertrips.com](http://www.voyagertrips.com)

From any page on our website, click on the "Buy Now" button on the right hand side. This will take you to Paypal where you can choose to pay with your Paypal account or with a credit card (click on "Don't Have a Paypal Account" to enter your credit card information).

All transactions on our website are in Euros, not US Dollars, so please enter "400" in the space that asks for the item price, and write "Crooked Tree Italy Deposit" for the description. The actual dollar amount of the payment will be shown to you before you authorize the sale, and we will credit you for any amount superior to 500 dollars.

## FULL PAYMENT

Once we have received your deposit, your place on the tour is guaranteed until 90 days before the start date of the tour. At that point, we must have received the full balance payment, or your reservation will be considered cancelled and your deposit will be forfeited. To avoid any misunderstandings, we will be in touch with you by email before the time limit runs out.

## CANCELLATIONS

If it is necessary for you to cancel your reservation **90 days or more before** the beginning of the tour, we will give you a **100% refund**.

From **60 to 89 days before** the beginning of the tour, we retain only a \$100 administrative fee. All other payments received are refunded.

If you cancel **within 60 days** of the beginning of the tour, there is a 50% refund of all payments received. But if you cancel **within 7 days** of the beginning of the tour we will issue a 25% refund of payments received.

If you have not shown up for the tour by the start date and have not cancelled previously, there is no refund given.

Participants who show up late for the tour or who choose to leave early will not be compensated for the time missed.

Cancellations must be received in writing ... we cannot consider telephone cancellations as legally binding.

**THANK YOU VERY MUCH!**