



TRAVEL TERMS AND CONDITIONS

UPDATED APRIL 12, 2019

TOUR PRICES: Tour prices are subject to change without notice, however Zephyr Route will make every effort to advise changes within a reasonable period of time.

ITINERARY CHANGES: Zephyr Route reserves the right to change train routing, substitute equipment, alter or modify the tour components if any unexpected and unforeseen conditions occur beyond our control. In the railroad industry last minute changes DO occur.

DEPOSITS AND FINAL PAYMENTS: Generally if reservations are made more than 30 days before departure date, a 50% deposit is required to secure space. The deposit payment can be made by sending a personal or bank check and must reach Zephyr Route within 7 days after reserving. Final payment must be received by 30 days before departure date. If reservations are made less than 30 days before departure date, a 50% deposit is required and must reach Zephyr Route by a time limit date to be arranged at the time of booking. Final payment must be received at least 7 days before departure date.

CREDIT CARDS: Payment by credit card is available. Zephyr Route has established a new payment process through SQUARE system. We will send you an invoice through the SQUARE system, so you will need to provide your e-mail address when making reservations. When you receive that e-mail invoice, please type in the requested credit card numbers and send the payment. You will receive a receipt of payment for your records.

CANCELLATIONS AND REFUNDS: More than 60 days before departure date: 100% refund is available minus a \$100 administration fee. 59 to 30 days before departure date: 50% refund. 29 to departure date: NO REFUND is available.

TRAVEL INSURANCE IS ENCOURAGED: To protect investment in travel, Zephyr Route encourages and can arrange travel insurance at additional cost. Some bank cards also have a travel insurance provision which passengers should consult their card company for details.

If travel insurance is desired, consult www.travelguard.com website. Then call them directly to get insurance coverage information that will be specific to you and your trip.

IRESPONSIBILITY AND LIMITATION OF LIABILITY: Zephyr Route assumes no responsibility for injury, sickness, loss, additional expenses, accidental delay or irregularities which may be caused through willful or negligent acts or omissions of the part of companies providing or engaging in transportation, accommodation of services related to the accomplishment of the tour. We have no control of the timing of our charter trains. Indeed passenger trains and charters do often run late quite often. Nor do we assume responsibility for natural disaster, social or political upheaval, acts of terrorism or acts of nature. We reserve the right to substitute hotels, tour leaders, equipment, motive power, trains, and routes.

RIGHT TO REFUSE SERVICE: Zephyr Route reserves the right to refuse service to anyone we deem necessary in order to insure that all of our clients will have the best possible tour.
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DEPARTURE TOUR BULLETINS: Tour bulletins will be e-mailed or U.S. mailed to passengers who have reserved a specific tour as needed.

TICKETS AND BOARDING PASSES: Zephyr Route will either e-mail or U.S. mail tickets, documents, and boarding passes usually 10 days to 2 weeks before departure day. A set of instructions and expectations will also accompany these items.

ACCESSIBILITY: It must be understood that passengers should be able to walk and negotiate steps on their own or with some assistance from Zephyr Route attendants. Restored vintage railcars do not in some cases have complete handicap accessibility. Wheelchairs are not accessible. Red Cap service is available at some major stations.

ALTITUDE: Some Zephyr Route tours have time spent in higher altitudes. It is important that passengers know their limits and consult their physician to be sure altitude will not be a problem.

TRAVEL OUTSIDE THE UNITED STATES: All travel outside the United States requires a current passport. There will be NO exceptions to this rule