

Terms and Conditions

Hotels

All hotels are included with private facilities. Breakfast is included with each overnight stay at hotel. Prices per person are based on 2 people sharing one room.

Single rooms

Since hotel rates are per room, the tour price for rooms occupied by one person is higher. The extra cost for a single room occupancy is € 45.00 per night. Singles who wish to share with another tour member should request this at the time of booking and will be booked on a share basis. If at departure no share is available, the single room supplement will be charged.

Children's discount

Children up to age 12 years pay 15% less than adults. For small children, a car child seat is required.

Travel documents

It is the customers' responsibility to meet the proper passport or visa requirements for the visited countries.

Cancellation penalty

Regardless of reason, cancellations result in a costly process of letters, toll calls, adjustments, refunds, etc. To offset these costs, the following fees apply for each tour cancelled. Up to 1 week prior to departure 25%, later 50% of tour price. No refund for no shows. If your leave suddenly gets cancelled and you are called in for duty, you will be able to cancel a tour without any cancellation fee. All we need is a letter from your commander.

Cancellation insurance

Horizon Tours now offers a cancellation policy to our clients for a small additional fee. This policy extends our current policy that allows military members to cancel their tour at no cost if the member is required to perform military duty on the date(s) of the tour.

The new policy covers the client (you) in the event you are unable to participate in the tour after you have made payment for any of the following stated conditions:

1. Death of the client (or client's spouse, child, or parent within 4 weeks of the date of the scheduled tour).
2. Illness of the client (or the client's spouse, child, or parents) that prevents the client from participating in the tour and requires the client to care for their spouse, child, or parent. (Certification from a medical doctor is required).
3. Required military duty of the client's spouse or parent if the client is travelling with the military member. This condition expands on our current policy that allows a refund if the client is a military member and is required to perform military duty during the date(s) of the scheduled tour. In this case, the military member's spouse and /or children would be permitted to cancel the tour and be entitled to a full refund (less cancellation policy fee) if they did not wish to take the tour without their spouse/parent.

In the event you cancel a tour for any of the above stated conditions, Horizon Tours will refund the full amount of your tour price (less the cancellation policy fee). The cancellation fee listed in our pamphlet is per person.

Smoking

...is not permitted on board our vans and buses. Stops are made en route for pictures etc. Hotels may also have smoking restrictions.

Changes in itinerary

Horizon Tours makes every effort to operate all tours as advertised. However, situations may arise that necessitate changes or exceptions to the itinerary. We reserve the right to alter the itinerary and substitute hotels without prior notice. We also reserve the right to cancel a tour if necessary.

Liability

We cannot be held liable for any accident, losses or delays. In the case of any failure of services (e.g. a Rhine steamer not operating due to high water) or any other matter, our liability will be limited to the sole reimbursement of the services not supplied. **All Terms and Conditions apply regardless of whether customer has read or were provided with them and are accepted upon booking.**



◆ *Sightseeing at its Best*

Why do people travel? To see the sights, of course! But why should you travel with Horizon Tours? Because we know you want more than to just "see the sights." You want to experience the country, understand the culture and see Europe through the eyes of the local people. Horizon Tours makes it a reality.

◆ *Day time Travel*

A Horizon Tour begins at the moment you board the bus, not when you arrive at the destination. There are no inconvenient and time consuming transfers. Traveling during the day allows you to experience the ever changing landscapes of Europe. You will see and hear about the unique landmarks along the way. And, you will always spend the night in a bed!

◆ *Service to the Military*

As a USAFE contractor, we are proud to serve those who serve and know about your requirements. If your leave suddenly gets cancelled and you are called in for duty, you can cancel a tour without any cancellation fee. All we need is a letter from your commander. If you are called in for duty while on tour, we will help to arrange an immediate return to your base.

◆ *More for Your Money*

A Horizon Tour is your best value. There are no hidden costs and extra charges for services that should be included in the first place! Horizon Tours offers you more for your vacation dollar.

◆ *Tour Guides*

The most appreciated difference on any Horizon Tour is the personal touch we provide through our tour guides. They take care of all the details so you can relax and enjoy a worry-free vacation. Their experience of many years on the job, their knowledge and their friendliness are some of the reasons our guests return to travel with us time and again.

◆ *Hotels*

Where you stay each night is as important as your tour destination. We believe in comfort and pleasure while on tour, so we select your accommodations based on ambience and location. All our hotels are First Class standard. Every overnight stay includes a buffet breakfast - and not just the continental type.

The most important aspect of any Horizon Tour is you, our VALUED CUSTOMER!