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## Terms & Conditions RTT Operated Bus Tours (RTT Trips Only)

**By registering for RTT operated Bus tours you, the customer, confirms to possess the legal age of 18 to enter into a legally binding contract with RTT Travel. Your use of this Service is expressly conditioned on your acceptance of the following terms and conditions.**

It is in your best interest to review the terms and conditions below carefully and at the time, they are made available. You are deemed to have agreed to all of the terms and conditions related to the purchase once the reservation has been confirmed.

### 1. Eligibility and Requirements:

- 1.1 You will be required to have unrestricted installation access to Ramstein Airbase (provide proof of eligibility / membership to one of the following groups: US Armed Forces ,Active Duty, AF, Army, Navy or Active Duty retired,) Government Employees (GS, NAF, DoDDs, AAFES, DECA) residing in Germany under the NATO/SOFA Agreement only.
- 1.2 Visiting family members and other guests of the ID card holder (as named above) are not authorized MWR privileges normally afforded to the NATO/Military Members unless service is paid for by the member and they are escorted by the member at all times.
- 1.3 Without these credentials, you are not eligible for purchased services or refunds if eligibility and requirements are not met.

### 2. Change & Cancellation by Client:

- 2.1 Cancellation fees apply per person and are the responsibility of the client to be aware of at time of booking:
  - From Day of booking up to 14 days prior to departure 15% for Day Tours & Express Tours and 20% for tours with Hotel overnight.
  - From 13 days until 2 days prior to departure, 50% of the tour price will be charged.
  - No Refund for later cancellations and no shows.
  - Cancellations will be accepted by e-mail or in person at the RTT office during our published opening hours (incl. hyperlink to web site).
- 2.2 Exception to policy: Cancellations resulting from Military duty, Health reasons and Family emergencies may be considered for refund only if supporting documentation is provided up to 72 hours after departure of trip. Any other circumstances such as lateness resulting from third party transportation, situations not listed above or notifications through Facebook cannot be considered.

### 3. Minimum Participation / Cancellation by RTTtravel:

RTT reserves the right to cancel a tour if the minimum participation is not met. Tour will be confirmed or cancelled latest two business days prior to departure. A full refund will be given to customers that completed the payment process. No additional compensation will be paid above the total sum received from the customer.

#### **4. Liability & Customer Responsibility:**

4.1. You agree and understand that RTT Travel is not responsible for any personal injuries or damages, direct or consequential, which may arise as a result of personal mishap, acts of God, social or labor unrest, war, political or national strike, terrorist activities, mechanical failures, climatic conditions, or any other actions or omissions beyond its control.

4.2. RTT acts as an agent for various contractors (tour operators, hotels, bus companies, etc.) and are therefore in no way responsible for the fulfillment of their obligations, nor is RTT to be held liable for accidents, delays, losses, etc. The liability of all these contractors remains unprejudiced. Right is also reserved to program and hotel changes and alterations as well as substitution of services listed above, when and where necessary.

4.3. All prices shown on this web site are based on availability at time of booking. RTT makes no guarantees of availability and price until purchase has been paid for in full. RTT cannot be held responsible for the inability to provide an advertised product if the product has been sold out, cancelled, or altered since publication.

4.4. Customer is responsible for providing correct information at time of booking such as travel dates, travelers full names, etc. Changes after reservation has been placed may involve additional fees.

4.5. With the acceptance of your booking confirmation, you are responsible to verify all information is accurate and complete. Discrepancies between the service requested and service confirmed must be brought to the attention of RTT within 24 hrs for correction.

4.6. RTT will not be responsible for omissions or errors if not brought to our attention immediately.

#### **5. Privacy:**

By using this Service, RTT may obtain your E-mail address and other information about you. Information provided by you will be governed by the Privacy Act and will not be sold or made available to any organization outside of RTT.

#### **6. Passport & Visa Requirements:**

U.S. citizens travelling to any destination outside of Germany will be required to present a valid U.S. tourist passport. Tourist passports must be valid for at least 6 months past the return date of your trip. If you are travelling with a citizen of a country other than the US, there may be additional requirements. It is your responsibility to meet all entry requirements of your destination country.

#### **7. Seating:**

Seating will be assigned in order of full payment is received, from front to back of the motor coach. The very first rows in the motor coach may not be assigned to customers.

#### **8. Know Before You Go:**

Familiarize yourself with our “know before you go” section, available on our RTT web site to make the most of your upcoming trip and have the best possible experience on our tours.