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Terms & Conditions RTT Operated Bus Tours

Additional Terms & Conditions may apply to customers traveling on Horizon Tours or Flight Tours Operating Abroad.

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.** It is the responsibility of the client to be aware of RTT Tour cancellation procedures and policies at the time of booking.
- 2.2 **Tickets are non-transferable.** You are not permitted to resell or give your tickets to third parties whose name is not registered on the ticket/reservation. Passengers whose names are not listed on the ticket and passenger manifest will NOT be permitted to board the bus.
- 2.3 **Cancellation fees for Day & Express Tours:** From Day of booking up to 14 days prior to departure 15%. 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
- 2.4 **Cancellation fees for Overnight Tours:** From Day of booking up to 14 days prior to departure 20%. 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. 3rd party services booked in advance by RTT, such hotel rooms and venue tickets, are not eligible for standard or courtesy refunds. RTT highly recommends purchasing travel insurance for overnight trips in order for the customer to avoid the costs of these non-refundable items if cancellation, for any reason, is unavoidable.

2.5 Cancellation Procedures: Cancellations are accepted in the following ways:

By phone during our published opening hours, which can be found on the footer of any page on our website. Online via our Customer Care Center by replying to the email that was provided as confirmation for your reservation. **Cancellation requests submitted through Facebook, Instagram or methods other than those listed above will not be considered.**

2.6 Exception to Cancellation Policies (Courtesy Refunds): Cancellations resulting from Military duty, health reasons and family emergencies may be considered for refund only if supporting documentation is provided within 72 hours of the departure of the trip. Late arrival to the tour departure point will be considered a no-show and is ineligible for refund.

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:

All travelers on RTT tours must be in possession of their Blue US Tourist Passport. Nationalities traveling with a non-US Tourist Passport must check with the respective consulates and ensure they have the appropriate travel documents required to enter all countries the tour visits and travels

through. It is your responsibility to meet all entry requirements of your destination country. See next page for COVID-19 information.

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. COVID-19 Policy & Information

COVID-19 health documentation is mandatory to travel on all RTT tours. Please see review our COVID-19 Information Page for the current COVID-19 Policies and mandatory documents required for adults and children travelling on RTT Tours.

COVID-19 Information Page: <https://www.rtttravel.com/faq>

9. Additional Helpful Information:

Our website offers a Know Before You Go page and FAQ to provide additional information that answers common questions and other details that can help you prepare for the best travel experience during your trip with RTT.

Know Before You Go Page: <https://www.rtttravel.com/tour/know-before-you-go>

Frequently Asked Questions: <https://www.rtttravel.com/faq/#faq>

10. Tour Departure & Booking Status:

Throughout the RTTtravel website, a color coding system is used to indicate a tours booking and departure status as listed below. The Tour Departure Status page on the RTTtravel website lists the status of all upcoming departures and is updated daily.

Not Yet Open to Book

Gey indicates dates marked Not Yet Open to Book and are not yet accepting reservations. These dates will only begin accepting reservations 3-4 weeks prior to departure once marked in yellow as "Open to Book".

Open to Book

YELLOW indicates tour is open to book but minimum participation is not yet met.

Confirmed

GREEN indicates minimum participation has been met and departure is Confirmed. The tiour s now over 50% full.

Sold Out

RED indicates tour is currently full /sold out and no longer accepting reservations. You can request to be added to the waitlist.

For Tour Departure Status Information please visit:
<https://www.rtttravel.com/tour/confirmed>