



**CU CONFERENCES® CREDIT UNION EDUCATIONAL
10-NIGHT CANADA/NEW ENGLAND CRUISE CONFERENCE**

10-Night Cruise Aboard Holland America's ms Eurodam

SEPTEMBER 26 – OCTOBER 6, 2010

Cruise The Eastern Seaboard with "The Ones in Red" – *The Original Credit Union Educational Cruise Conference Providers*

❖ **TERMS & CONDITIONS** ❖

Cancellation Policy:

- Cancellations made on or before January 29, 2010 will receive a complete refund less \$100.00 per person.
- Cancellations made between January 30, 2010 and March 15, 2010 will be assessed \$200.00 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between March 16, 2010 and May 31, 2010 will be assessed \$500.00 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between June 1, 2010 and July 22, 2010 will be assessed 50% of cruise per person including airfare, hotel and package charges plus Administrative Fee and non-refundable insurance.
- Cancellations made between July 23, 2010 and August 24, 2010 will be assessed 75% of the total cost* per person including airfare, hotel & package charges plus Administrative Fee and non-refundable insurance.
- Cancellations received after August 25, 2010 will be assessed a 100% cancellation fee per person including "no shows."

All Cancellations must be received in writing, as well as by phone, by Altair Travel, 800-880-0055.

Change Charges: To cover administrative costs, a per person charge will be made if you request a change in your travel arrangements after the final payment on June 1, 2010. Altair Travel will charge a \$50 per person fee. You will also be subject to fees imposed by Holland America Cruise Lines, airlines and hotels involved in your package. Change fees apply to name corrections and spellings. Change charges are not assessed for stateroom upgrades or for the addition of services, unless air reservations are altered and/or travel documents must be reissued.

Note about Name Changes: It is at the discretion of the cruise line if name changes will be allowed. Changes will be charged a change fee determined by the cruise line plus additional fees for ticketing and mailing. Name changes may result in recalculation of fare at current rates. Name changes are not allowed on airline tickets once issued.

Conference Rate: The conference rate includes a 10-night cruise and conference fees. These rates are not combinable with any other Holland America promotional offer, certificate, voucher or past passenger specials as they are negotiated contracted rates.

Travel Insurance: Travel insurance is now mandatory for Credit Union Conference Cruises and must be paid with deposit. Traveler offers the most comprehensive package which includes coverage for Trip Cancellation and Interruption for Select Covered Reasons; Missed Connection; Travel Delay; Baggage Delay; Emergency Medical Transportation plus Medical Expenses, plus other coverage as offered by the insurance company. Details on the complete insurance package will be mailed to you with your documents. Insurance premiums are non-refundable/non-transferable and are included in the required deposit.

The insurance premium is dependent on total trip cost (cruise, air, taxes, etc.). Therefore the premium may increase if optional land packages, cabin upgrades or other items affecting total package price are added.

Air: Airfare is not included as part of the package, however Altair Travel can make flight arrangements for you. Altair Travel will charge a service fee for all airline tickets issued by them. Airfares are based on capacity controls and fares can be discontinued at any time, therefore airfares cannot be guaranteed until ticketed. Payment is required at time of ticketing. Most airfares are non-refundable with penalties involved for changes. Name changes are not allowed once tickets are issued. Due to flight schedules and/or availability, it may be necessary for passengers to overnight either before or after the cruise. Hotel accommodations and transfers will be at the passenger's expense.

If you plan to make your own air arrangements, please contact Altair Travel to verify the cruise line's requirements for arrival and departure.

Airport/Ship Transfers: Transfer service between the airport and the pier in New York is available at \$34.50 per person and transfers from pier to Quebec Airport is \$29.00. These are only available on arrival and departure dates. If you are making your own air arrangements, or arriving/departing different from the cruise dates, please call Altair to see if transfers are available for advance purchase.

Deposit:

**A \$1200.00 PER PERSON
Deposit Is Required.**

A completed reservation form along with the required deposit must be sent in order to register. Faxed reservation forms are not accepted. The non-refundable insurance premium is included in the deposit.

Documents: All documentation including invoices information packets, etc. will be sent to your credit union. Requests to have documents mailed directly to a home address require a letter of permission from the credit union CEO.

Final Payment:

Final Payment Is Due June 1, 2010.

Port charges, government taxes, and fees are \$426.00 per person and will be added to your final invoice. All taxes & fees are subject to increase.

Proof of Citizenship:

**U.S. and Canadian Citizens
MUST Carry A Valid Passport.**
(Passport MUST have validity date of 6 months beyond your travel date)

Please ensure that the full name given on the conference reservation form is your legal name

**PASSPORT
REQUIRED**

(no nicknames or abbreviations)

as your cruise and air ticket must match passport. Non U.S. or Canadian citizens will be responsible to check with their Consulates to determine the documentation requirements for countries to be visited.

Disclaimer of Liability: Credit Union Conferences and Altair Travel hereafter referred to 'as the Sponsor and the Agent, act as a mere agent for suppliers in selling travel related services, that are not directly supplied by the Sponsor or the Agent. Therefore, they shall not be responsible for breach of contract or any actions or omissions on part of such suppliers, which result in any loss, damage, delay or injury to your or your travel companions or group members. Sponsor and Agent do not guarantee any such suppliers rates, bookings, reservations, connections, scheduling, or handling of personal effects. Sponsor and Agent shall not be responsible for any injuries, damages, or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climatic conditions, criminal acts or abnormal conditions or developments, or any other actions, omissions, or any other conditions outside the Sponsor or Agent's control including cancellations or delays caused by invalid passports, visas or other required travel documents.

The responsibility of Holland America Cruise Line is governed by the passenger contract on your cruise ticket.

Payment of cost constitutes automatic consent to the above and all clauses.

Special Notes:

- Any special requests will be forwarded on to the cruise line; however these are requests only and cannot be guaranteed.
- Credit cards are NOT accepted for payment.
- Registration can NOT be confirmed until your deposit is received.