

TERMS & CONDITIONS

Please read the Terms & Conditions and complete all applicable spaces on Registration Form

Cancellation Policy:

- Cancellations made on or before August 27, 2009 will receive a complete refund.
- Cancellations made between August 28, 2009 and October 13, 2009 will be assessed \$200 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between October 14, 2009 and November 12, 2009 will be assessed \$600 per person plus Administrative Fee and non-refundable insurance.
- Cancellations made between November 13, 2009 and December 8, 2009 will be assessed 50% of cruise per person including hotel and package charges plus Administrative Fee and non-refundable insurance.
- Cancellations made between December 9, 2009 and January 10, 2010 will be assessed 75% of the total cost per person including hotel & package charges plus Administrative Fee and non-refundable insurance.
- Cancellations received after January 10, 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 November 11, 2009. Altair Travel will charge a \$50 per person fee. You will also be subject to fees imposed by Holland America, 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 ship is available at \$17.00 per person each way. This is 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 \$900 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 November 11, 2009

Port charges, government taxes, fuel charges and fees are \$509.23 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
REQUIRED**

Please ensure that the full name given on the conference reservation form is your legal name (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 the countries to be visited.

Special Notes: Any special requests will be forwarded on to the cruise line; however these are requests only and cannot be guaranteed.

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 is governed by the passenger contract on your cruise ticket.

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

Sail the Panama Canal with "The Ones in Red"



Aboard Holland America's *ms Zuiderdam*

CU Conferences® Credit Union Educational 10-Day Panama Canal Cruise Conference February 11 – 21, 2010

Full Legal Name (as listed on Passport)

Citizenship: U.S. Other (please specify): _____ Date of Birth _____

Title _____ Nickname for Badge _____

Home Address (required)

City _____ State _____ Zip Code _____

Home Phone Number _____ E-mail Address _____

Sharing Cabin With

Citizenship: U.S. Other (please specify): _____ Date of Birth _____

Credit Union Name

Asset Size _____

Credit Union Contact

Credit Union Address (No P.O. Box)

City _____ State _____ Zip Code _____

Preferred Daytime Phone Number _____ Fax Phone Number _____

E-mail Address _____ Credit Union Home

Airfare Options:

Book My Airfare From: _____ (city) _____

Airport Transfers: Yes No (Available on Cruise Days only)

I Will Book My Own Airfare. Airport Transfers: Yes No (Available on Cruise Days only)

Cabin Category: Cabins MUST be booked with Altair Travel & Cruises.

1st Choice: _____ 2nd Choice: _____

Special Requests & Special Needs (MUST be made at time of booking):

Please Note: A \$900 per person deposit **MUST** be included with this form to hold the category requested. Faxed requests to hold cabins are no longer accepted.

Dining Selections: (non-smoking only)

Check One: 1st Sitting (5:45 p.m.) 2nd Sitting (8:00 p.m.)

Table Size: 4 6 8 10

Seat Us With: _____

Mail Registration and Deposits to:



Altair Travel & Cruises

Travel Consultants/Domestic & International
2025 South Brentwood Boulevard Saint Louis, Missouri 63144

Toll-free: 800-880-0055 Please ask for Jill Donati

Fax: 888-213-1465

Please Note: Credit Cards are **NOT** accepted for payment. Registration can **NOT** be confirmed until your deposit is received.