



The following information clarifies some of the concepts which govern our specific operations and procedures. We ask that you read this information carefully prior to enrollment as it addresses the most important topics that each participant needs to know.

Our tour prices include:

- Round-trip airfare
- Accommodations in comfortable, well-located hotels. Students and adults room with members of the entire tour group with which they are traveling (students in triples or quads and adults in twins). Each hotel room is equipped with a private bathroom.
- Transfers between airports and hotels abroad on arrival and departure and transportation between cities by deluxe motorcoach with air conditioning and bathroom
- Transportation by ferries and intra-tour flights
- American-style breakfasts and three-course dinners daily in carefully selected restaurants
- One beverage at included dinners (soft drink or bottled water)
- One special lunch
- Entrance fees to parks and archaeological sites
- Comprehensive sightseeing tours and excursions led by licensed local guides
- Full-time services of a bilingual Tour Director throughout your tour program
- A Tour Consultant to help you with any questions you may have during the planning stages of the trip and assistance from Fitzmaurice Tours representatives abroad
- Walking tours led by your Tour Director
- Full-color Mexico Travel Guides
- Tips for hotel bell-boys, maids and waiters

Not included:

- Airport fees, taxes, and airline fuel surcharges (as they are subject to changes beyond our control)
- Passports and visas fees
- Breakfast on arrival day/dinner on departure day
- Lunches (except where specified)
- Optional excursions
- Local transportation to free-time activities
- Transportation from your hometown to your selected gateway city and expenses caused by last-minute airline rescheduling or delays
- Travel Medical Insurance (information about this will be sent upon request and participants may choose to either purchase or decline it)
- Customary gratuities (for your tour director, local guide and bus driver)
- Items of a strictly personal nature such as laundry, telephone calls, portage at airports, and any cost incurred by reason of absence or personal deviation whatsoever

Tour enrollment

The enrollment process for any of our tours is as follows:

1. A group leader (usually a teacher) registers for one of our tours. After publicizing the tour, the group leader holds an informational meeting for everyone who is interested in traveling. To be distributed among the meeting attendees, Fitzmaurice Tours will provide the following:

- Day-by-day itineraries of selected tour
- Registration forms
- Tour prices and inclusions
- Deadlines for registering and payments
- Booking terms and release & agreement (to be reviewed before registering)

2. To enroll on the tour, participants must complete and sign a registration form. Fitzmaurice Tours requires that all enrollments be accompanied by a check in the amount of \$100 – this is a deposit to reserve flight and hotel space for each participant.

3. The group leader must collect (at the meeting or in the days following) the completed registration forms and \$100 tour deposits and send them together via certified mail to our regional office in Acworth, GA (5405 Fripp Lane, Acworth, GA 30101).

4. As we receive the group participants' registration forms and \$100 tour deposits, we will send them each a detailed Tour Account Statement along with a receipt of the \$100 tour deposit.

Please note: Participants must personally give or mail the registration form and \$100 tour deposit to the group leader organizing the trip. All remaining payments are the responsibility of the participants to send directly to our regional office in Acworth, GA (5405 Fripp Lane, Acworth, GA 30101).

Submitting your payment

All payments must be made by personal check or money order, payable to:

Fitzmaurice Tours, S.C

Payment schedule

A non-refundable deposit of \$100 per tour and person is required to reserve flight and hotel space for each passenger. This deposit is applied toward the Tour Fee.

The balance of the Tour Fee must be paid according to the following payment schedule:

- 40% must be paid 45 days after the first non-refundable deposit.
- 30% must be paid 120 days prior to departure.
- 30% must be paid 60 days prior to departure.

Important notes about payment deadlines

All participants must assume responsibility for making payments on time. Tour account statements will not be sent prior to deadlines. To avoid missing payment deadlines, please send payments early to allow adequate time for delivery. Fitzmaurice Tours reserves the right to cancel participants who have not met our payment deadlines, and whose balance remains unpaid.

Please Note: If a stop payment order is put on a check, or if a check is returned to us by the drawer's bank, a non-refundable \$20 processing fee will be charged.

Late enrollments

Any participant wishing to enroll 60 days or fewer prior to departure is considered a "Late Applicant" and will be treated on an individual, space-available basis, with no guarantee of acceptance on the tour; however, every effort will be made to accommodate late enrollees. Late enrollments must be submitted with full payment, along with a \$100 late application charge. Payment must be in the form of a cashier's check or money order. If we are unable to find flight and hotel space, late applicants will receive a full refund.

Flight information

Fitzmaurice Tours reserves seats with American Airlines, Continental, United, Delta, Northwest, US Airways, Air Canada, Aeromexico, Mexicana, Aviacsa and other domestic and international carriers. (The passenger contract in use by each airline, when issued, shall constitute the sole contract between the airline and the purchaser of the tour.) The flight arrangements Fitzmaurice Tours makes for each travel group are based on the requested city of departure in the U.S, existing flight schedules serving your area, and the availability on those flights. Due to available flight routing, we cannot guarantee direct non-stop flights. Very few of the airlines we work with will allocate seats ahead of time. At check-in, they do try to seat groups together, where possible. These preferences are not, however, guaranteed. Fitzmaurice Tours cannot be held responsible for changes in scheduling that airlines make, and does not take responsibility for airline frequent flier mileage accrual. In the interest of giving our participants the most time possible on their tour, Fitzmaurice Tours will attempt to secure the earliest flights available.

Making your own flight arrangements

Participants may choose to make their own flight arrangements and join the tour at the first hotel on the itinerary. Participants are responsible for making their own arrangements to and from the hotel or airport. In this case the tour price will be reduced by up to 30 %.

Cancellations and refunds

Because the operation of our tours requires extensive long-term planning, costs are incurred long before the actual departures. Many of our suppliers require non-refundable deposits in advance of travel in order to secure space for each enrolled participant. With this in mind, we have created the cancellation policies outlined below. So that no misunderstandings occur, cancellation requests will only be accepted from the participant or his or her legal guardian and must be submitted in writing by mail, fax, or e-mail. The date of cancellation will be determined by the date on which Fitzmaurice Tours receives written notice. Participants will receive their refund within two to three weeks of receipt of the cancellation letter.

Standard Cancellation Policy

CANCELLATION DATE	REFUND
91 days or more prior to departure	Full refund less the \$100 deposit.
90 to 61 days prior to departure	Full refund less \$350 cancellation fee.
60 to 31 days prior to departure	Full refund less 50 % of total Tour Fee.
30 days or fewer prior to departure	No refund will be issued.

Cancellation with replacement

A participant who cancels, but finds a replacement for the same tour, will receive a refund as specified below.

CANCELLATION DATE	REFUND
91 days or more prior to departure	Full refund less the \$100 deposit.
90 to 61 days prior to departure	Full refund less the \$100 deposit and a \$50 substitution fee.
60 to 31 days prior to departure	Replacements will be reviewed on a case by case basis. The cancellation refund will be determined at time of request.
30 days or fewer prior to departure	Replacements can not longer be accepted. No refund will be issued.

Please Note: If a replacement cannot be accommodated, the Standard Cancellation Policy will apply.

Mexico entry requirements

All persons, including U.S. citizens, traveling by air between the United States and Mexico will be required to present valid passports.

Non-U.S. citizens will need to contact the Embassy of Mexico to ensure they meet any other specific entry requirements.

How to get a passport?

United States citizens can request a passport application form by contacting the National Passport Information Center at (877) 4USA-PPT. Comprehensive passport information and application forms also are available on the U.S. Department of State at: www.travel.state.gov

Please note: We suggest that this process be completed well in advance of departure since it normally takes about 6 to 8 weeks to get a passport.

Parental Authorization Form

Any minor (under the age of 18) if not accompanied by both parents on the entire tour, must also present a Parental Authorization Form (provided by Fitzmaurice Tours) signed by parents or legal guardians allowing them to travel with the group. This form must be notarized.

Please note: Fitzmaurice Tours is not responsible for obtaining the appropriate documentation for its travelers. Regrettably, if a participant is unable to obtain the right documentation, the Standard Cancellation Policy will apply.

Protect yourself with a travel insurance

Fitzmaurice Tours, in conjunction with Travel Ace Insurance Agency, has developed a comprehensive travel medical insurance (provided at a low premium) specially designed for people traveling on our tours. The insurance covers hospital bills, doctors' fees, prescriptions and medical transportation up to \$20,000 for illnesses and/or injury contracted during the participant's tour. Detailed information with the complete terms, conditions, and exclusions may be obtained upon request from Fitzmaurice Tours.

Please note: Participants may purchase the travel medical insurance until 30 days prior to departure.

Final travel documents

Final travel documents, including flight schedule, hotel names, airline e-tickets receipts, and full-color Mexico Travel Guides will be sent directly to the group leader/teacher for distribution to the group approximately 30 days prior to departure. Individuals who are traveling from different cities than the rest of the group will receive their final travel documents directly.

Scheduling tour events

The itinerary descriptions of our tours and the number of sightseeing features and attractions listed cover the areas to be visited. Sightseeing, shopping, and other group activities may be limited by holidays, closing times, strikes, local traffic conditions and other factors beyond Fitzmaurice Tours' control regardless of the order in which the tour operates. When scheduled features are not available for these or other reasons, Fitzmaurice Tours will do its best to provide itinerary adjustments or substitutions to minimize inconvenience to participants.

Legal responsibilities

Fitzmaurice Tours is responsible for making all tour arrangements, including flights, bus transportation, hotel accommodation, and sightseeing. Each program begins with the take-off of the internationally-bound flight and ends upon completion of the return flight to the U.S. For those making their own flight arrangements, the tour begins upon arrival at the first Fitzmaurice Tours hotel and ends upon departure from the last Fitzmaurice Tours hotel, according to the itinerary.

Fitzmaurice Tours cannot be held responsible for events beyond its control, such as acts of God, war, terrorist activities, strikes or government restrictions, and substantial currency fluctuations (of 10% or more); nor, in the absence of its own negligence, for any personal injury, property damage or loss of earnings, from any event whatsoever caused by persons not controlled by Fitzmaurice Tours, such as (without limitation) the employees of airlines, bus companies, hotels, and any other supplier providing tour services. Whenever deemed necessary, Fitzmaurice Tours reserves the right to make any changes in the tour itinerary for the comfort, convenience, or safety of the tour participants.

No responsibility is incurred by Fitzmaurice Tours for loss of passports, airline tickets or other documents, or for loss of or damage to luggage or any other passenger belongings. Fitzmaurice Tours is not responsible for locating lost property, but will assist in the process whenever possible. In the case of a lost airline ticket, the participant is solely responsible for meeting the airline's requirements for ticket replacement.

Fitzmaurice Tours cannot be held responsible for changes in scheduling caused by the airlines themselves, flight delays, misconnections of flights, long layover or any expenses related to such delays which are beyond our control. Please note that airlines reserve the right to substitute aircraft and equipment, and flights may make additional stops.

No warranties, representations, terms or conditions apply to any tour unless expressly stated within these "Terms and Conditions" (or in a letter signed by an authorized representative of Fitzmaurice Tours).