

ITT POLICIES

DOCUMENTS: ITT recommends that you always travel with your Tourist Passport. Any travel to the UK, Ireland and countries outside of the EU will require a valid Passport. Customer is responsible for having the correct travel documents with them before tour departure.

CUSTOMER RESPONSIBILITIES: Be fully aware of the departure time and place... If you have any questions check with the ITT office during business hours before the tour date. Our itineraries and the bus seating chart are subject to change without notice. Have your travel documents current and with you... ITT also recommends that Active Duty military apply to their command for leave on overnight trips.

CANCELLATION/REFUND POLICY: All customer initiated cancellations will accrue an administration penalty fee. There are no exceptions. This penalty fee is \$15.00 for all tours if you are eligible for 100% refund. The refund amount is determined by how much advance notice of cancellation is given to the ITT office. You will receive a 100% refund if your cancellation notification is received by ITT at least 10 business days prior to the tour date. You will receive a 50% refund if your cancellation notification is received 4-9 business days prior to the tour date. You will receive a 25% refund if your cancellation notification is received less than 4 business days before the tour date.

NO-SHOWS: No-shows receive no refunds. If you must miss a tour for any reason, please contact the ITT office staff immediately. Failure to make contact by the end of the day on the date of tour departure will result in a complete forfeiture of the refund. 4.

MILITARY DUTY: Requests for refunds due to military duty require a letter signed by the Squadron Commander or First Sergeant. ITT must be notified of cancellation before the end of the day on the date of the tour departure and the letter must be presented to the ITT office no later than 3 business days after the tour completion. Be advised, regardless of any cancellation notification received prior to tour departure, all fees including hotel room, guided tours and entrance fees that are charged to the ITT office, must be paid by the customer .

ILLNESS/MEDICAL EMERGENCY: Requests for refunds due to medical reasons require a letter from your doctor or the emergency room staff signed and dated the date of the tour departure or before. Regardless of any cancellation notification received prior to tour departure, all fees including hotel room, guided tours and entrance fees that are charged to the ITT office, must be paid by the customer .

CANCELLATION BY ITT OFFICE: Full refund is guaranteed. You must present the original receipt along with the credit card used to make the purchase. Cash and check transactions will require a direct deposit (expect 7-10 business days to process refund).