

# Our Policies

When booking a trip with and/or traveling with American Heritage Trails, each guest agrees to the terms of this policy and to follow it at all times.

This policy is subject to change at any time. American Heritage Trails acts solely in the capacity of an agent on behalf of its tour patrons in arranging for transportation, lodging, sightseeing, other services and, as such, is not responsible for damage, loss, delay, injury or accident to any act or default on the part of any company person engaged in providing transportation, lodging, sightseeing or other services which are part of the tour. We cannot be responsible for the loss of or damage to baggage, or personal property. The right is reserved to decline to accept or to retain any person as a member of any tour or to cancel or alter any tour if circumstances require it.

## Itineraries

The shows, attractions, and trips listed on our itineraries are the ones for which we currently hold reservations. However, changes may occur, including but not limited to those due to non-participation, cancellation by performer's availability, and any other event including but not limited to natural disasters, civil unrest, acts of violence, terrorist attacks, health crises/pandemics, National and/or State Emergencies, etc., changes of which we have no control over.

Schedules for the American Heritage Trails' trips can be printed from the webpage: [www.americanheritagetrails.com](http://www.americanheritagetrails.com). If you would like to receive an email newsletter from American Heritage Trails, either subscribe on American Heritage Trails' website or email: [tours@americanheritagetrails.com](mailto:tours@americanheritagetrails.com).

## Reservations

Reservations commence on the date listed under each tour destination in this schedule. On that date, reservations are accepted by telephone only at (260) 637-0719 beginning at 9:00 a.m. – 5:00 p.m. Monday-Friday, via website, written letters, or on the bus. At the time of the reservation, Traveler will need the name, phone number, address, and requested pick up location for all Travelers that are getting a reservation. On reservation day, reservations can be made for up to four people per phone call. One-day tours will require twenty-five participants if the trip is within our local area and thirty participants if the trip is outside our local area. Overnight trips will require thirty participants. At the time of reservation any special accommodation, including but not limited to seating and dietary restrictions, should be mentioned.

## Departures

Passengers will be notified of departure times by letter for day trips before the trip departs and, for multiple day trips, by letter, approx. 2 to 3 weeks before the trip with their departure times and details. If you sign up less than 2 weeks prior to a trip leaving, your pickup point may be limited. Please let us know your pickup point when you sign up for a trip. Plan to arrive at least 15 minutes before the trip departure time.

## Pickups

Specify if you're traveling with a friend/companion. If you are late for your pickup, you may drive to the nearest pickup location and board the motorcoach. Unfortunately, "No Shows" will NOT be granted a refund for any portion of the tour. Please be at your pickup point at least 15 minutes prior to departure time. For all day trips we will offer a pickup point in Meijer on Lima Road (North side of Fort Wayne), The Village of Coventry (on the Southwest side of Fort Wayne), and other selected towns along the travel route determined by American Heritage Trails. For all extended trips we will offer a pickup

point in Meijer on Lima Road (North side of Fort Wayne) and other selected towns along the travel route determined by American Heritage Trails.

*One Day Trips:*

Meijer on Lima Road located at 6309 Lima Rd, Fort Wayne, IN 46818. We load in the parking lot on your right close to Mike's Carwash on the southeast side of the parking lot. No parking overnight.

The Village of Coventry is located at 5577 Coventry Lane, Fort Wayne, IN 46804. We load to the right of the Children's Autism Center in the large empty parking lot. No parking overnight.

*Extended Trips:*

Meijer on Lima Road located at 6309 Lima Rd, Fort Wayne, IN 46818. We load in the parking lot on your right close to Mike's Carwash on the southeast side of the parking lot.

**Return Times:**

The bus driver and/or escort will make the decision as to which location will be dropped off first. The decision will be based on the factors that affect driving. Note: All return times are approximate. The driver will provide a more exact time on the return day of the trip.

**Cancellations & Refunds**

If you need to cancel your reservation, please call American Heritage Trails, and speak with one of the agents handling the tour reservations. Cancellation for any reason within 60 days of a trip for domestic travel via motorcoach, including the duration of the trip, is NON-REFUNDABLE. Cancellations that are in writing must be postmarked at least 60 prior to departure, and you must receive confirmation from American Heritage Trails that your cancellation has been accepted. Traveler is responsible to fill their vacancy or forfeit their monies. There are some trips that have special policies over and above this and they will not be awarded a full refund due to pre-trip expenses. Cancellations prior to the 60 days can take up to four (4) months to process. There will be a 4% processing fee assessed against any refund. Should the traveler wish to hold the refund as a trip credit to be used later with American Heritage Trails, the 4% fee will be waived and the trip credit will expire one calendar year after the start of the trip. When a trip is rescheduled by American Heritage Trails due to unforeseen circumstances, Traveler may choose to maintain rescheduled reservation or to receive trip credit. This reservation will automatically be moved to the reschedule date unless the Traveler gives instructions to move credit to another trip. In the event that you do not want to travel in certain weather conditions, natural disasters, or any other reason, but we do not cancel the trip, you may choose not to go but unfortunately due to cost, we will not be able to refund your money. In the rare event that we cancel a trip due to reasons beyond our control, it is our policy to attempt to reschedule or postpone that trip. If rescheduling is not possible, in some but not all instances we may, at our discretion, offer trip credit in the amount you paid to be used towards future travel with us.

*Adverse Conditions:*

American Heritage Trails has no control over Acts of God, such as unfavorable or harsh weather conditions, tornados, floods, hurricanes, or other natural disasters. Other conditions we have no control over include but are not limited to civil unrest, acts of violence, terrorist attacks, health crises/pandemics, National and/or State Emergencies, etc. If such conditions arise before departure the decision to cancel or delay departure may be made. If en route to or from an attraction or event, or during a trip, adverse conditions occur, American Heritage Trails also reserves the right to alter a trip's itinerary. Depending on the applicable circumstance, American Heritage Trails will work closely with State DOT agencies, USDOT, industry professionals, local Law Enforcement officials, the CDC, and/or the Federal Transit Administration where applicable. Official orders from applicable authorities will be

obeyed. Even without official orders, if the circumstances merit, American Heritage Trails has the right to reroute, stop, or terminate en route.

*Trip Insurance:*

TRIP CANCELLATION INSURANCE IS AVAILABLE ONLY ON OVERNIGHT TOURS AND IS NOT INCLUDED in the price of the overnight trips. However, insurance is available to everyone through USI Affinity Travel Insurance Services. Trips insurance information can be found on [www.americanheritagetrails.com](http://www.americanheritagetrails.com). Trip cancellation insurance is available only for the overnight tours and it is highly suggested.

**Payments & Gratuities**

For one day trips, the total payment is due 45 days prior to the trip. For multi-day trips where a payment plan is available, a deposit is required to hold your spot and payments must be made on time in keeping with the payment plan unless otherwise specified. We reserve the right to change our payment plans at any time and it's at our sole discretion what amounts are due and when. There will be a \$35 charge on all returned checks for any reason. Check, exact cash, money order or credit card are accepted. When making your payment, receipts are only given upon request.

Checks are to be made payable to American Heritage Trails and mailed to:

***American Heritage Trails  
PO Box 25719  
Fort Wayne, IN 46825***

All checks that are written must have the reservation number for every trip that the check is covering. If you pay by cash, you must present the exact amount for day trips and a breakdown for extended trips. Payment can also be made by credit card.

*Gratuities:*

If you feel your driver and tour host have done an excellent job, it is appropriate to tip them. The gratuity for the tour host is included in the cost of the tour. If a meal is included in a tour, all taxes and gratuities have already been included in the tour cost (excluding alcoholic beverages). Tour Host do not expect tips but do appreciate them.

*Rewards & Coupons*

Coupons can't be transferred to others, duplicated, or copied. Only one coupon may be used per person, per trip.

*Gift Cards*

You must notify American Heritage Trails you wish to use a gift card when you book a trip (purchase point). Gift cards are non-refundable and may not be used towards travel insurance premiums. Other restrictions may apply.

**Baggage**

*Multi-Day Motorcoach Trips:*

Each passenger is allowed either one medium and one small suitcase OR one large suitcase. Each passenger is also allowed a personal item such as a purse and carry-on bag (restrictions apply and must be of a reasonable size to allow space for all guests). To accommodate the unique luggage needs of each passenger, luggage fees charged by outside groups are NOT included in the price of your trip (unless

otherwise stated) and will vary based on the airline's policies, fees, restrictions, etc., which are beyond American Heritage Trails control.

*One-Day Motorcoach Trips:*

Each passenger is allowed a personal item such as a purse and, if needed, a carry-on bag (restrictions apply and must be of a reasonable size to allow space for all guests).

*Additional Information:*

The policy for trips also applies to trips that include any other vessel of travel besides our motorcoaches, i.e. a cruise ship, riverboat, trains, etc. In general, baggage policies vary only on trips that use modes of transportation not independently owned by our company.

*Shopping & Purchases:*

American Heritage Trails will make every effort to accommodate space in the luggage bays of our motorcoaches for purchases made by our guests while on our trips, especially for one day shopping trips. For trips that require significant luggage to be stored in our luggage bays, space for purchases may be limited. We make no guarantees as to how much space will be available to store your purchases and have the right to limit large or bulky items. We encourage you to plan and allow for extra space in your luggage to bring purchases home with you, especially for trips involving flights and weight restrictions on luggage.

### **Passengers**

*Health of Passengers:*

The health and safety of our clients and staff is of the utmost importance to us. The following applies for all American Heritage Trails trips. If a passenger has any underlying health risks, or they are currently experiencing illness, we recommend you consult your physician and determine your fitness for travel. For the safety and health of our passengers, American Heritage Trails may choose to refuse to accept or retain a passenger who exhibits symptoms of illness, including but not limited to flu-like symptoms, before or during a tour. American Heritage Trails will follow federal guidelines for the isolation of passengers, if necessary.

Also, in the interest of our passengers' health, please know that all of our motorcoaches are thoroughly cleaned with disinfectants and cleaners prior to each trip's departure. All drivers are instructed to wipe down "High Touch" surfaces in coaches throughout the day and also to conduct a deeper cleaning of the motorcoaches each evening.

*Smoking:*

Federal Law prohibits smoking aboard the motorcoach. When we are traveling by motor coach, we will make rest stops every two to three hours for your convenience.

*Occupancy & Seating:*

Passengers booking a single room, for a multiple-day trip, will NOT be guaranteed two seats on the motorcoach. Someone may sit next to you. Occupancy rates only apply to your room and do not grant you two seats on the motorcoach or other transportation that may be used for your trip. If you would like two seats for one person, please notify us and we will let you know if there is an option to purchase a second seat on the motorcoach. Guests booking a trip as double occupancy MUST notify us if they have a need for either one or two beds at the time, they book their trip. If you do not notify us, you will be assigned an available room layout automatically. Any guest regardless of occupancy must notify us of a specific room accommodation you desire at the time of booking and those accommodations, if available, may result in extra charges for the guest to be added to the total of their trip.

*Attire & Shoes:*

Appropriate clothes and shoes must be worn when attending any of our day trips or extended trips. Be sure to wear comfortable walking shoes for all of our tours.

*Families:*

Minimum age for passengers on American Heritage Trails is five (5) years of age and anyone 18 years or younger must be accompanied by an adult.

*Pets:*

NO PETS of any kind allowed on the motorcoach.

*Photography:*

By traveling with American Heritage Trails, you give full permission for any photos taken by us during a trip to be used for any purpose, including but not limited to print materials, on [www.americanheritagetrails.com](http://www.americanheritagetrails.com) and on our Facebook page. Any person wishing not to be included in our photographs must alert the tour guide on their trip.

*Refrigerated Medications:*

If you, the passenger, require refrigerated or cooled medication, it is your responsibility to acquire the appropriate means of cooling. Some, but not all, hotel facilities have a refrigerator.

*Included Meals:*

When a trip description lists meals as being included, there is no guarantee as to the type of dining establishment or food selection, unless we specifically name the restaurant and/or meal. These meals are still subject to change due to factors beyond our control such as menu availability at the restaurant. Likewise, when breakfast is included in a trip, it is a hotel breakfast, unless otherwise described. If breakfast is included at the hotel, the selection and other factors are beyond our control. Sometimes, often on day trips, we make a stop where one or more fast food establishments are located, and you may choose where and what you would like to eat at your own cost.

*Independence:*

American Heritage Trails cannot be responsible for attending to the needs of travelers who are not capable of caring for their needs independently.

*Alcohol:*

No consumption of alcohol is permitted on the bus.

**Disruption of Services:**

If Traveler cancels 3 or more trips in a 6-month time period, American Heritage Trails requires a 50% down, non-refundable deposit at the time of the reservation. If the reservation is made via website, on the bus, or letter American Heritage Trails will cancel the reservation with not notice if this deposit is not to American Heritage Trails within 48 hours of the reservation being submitted.

If Traveler has made the bus run behind 30 or more minutes, 2 or more documented times, American Heritage Trails reserves the right to not accept reservations for the Traveler.

**NOTE: The trip escort is permitted to make changes as necessary to trip itineraries while on the road**