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
- Basic Travel Medical and Accident Insurance. Coverage up to $8,000 per participant
- 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)
- Entrance fees to parks and archaeological sites
- Comprehensive sightseeing tours and excursions, led by expert local guides (as per program itinerary)
- Full-time services of a bilingual Tour Director upon arrival and throughout the entire tour program
- Tour Director-led city walks (as per program itinerary)
- Full-color Mexico Travel Guides
- 24-hour emergency service
- 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
- Any applicable baggage-handling fees imposed by the airlines
- Customary gratuities (for your tour director, local guide and bus driver)
- Items of a strictly personal nature such as laundry, telephone calls, porterage 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: Fitzmaurice Tours, Attn: Admissions, 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 office in Acworth, GA (5405 Fripp Lane, Acworth, GA 30101).

**Submitting your payment**

All payments must be made by personal check, cashier’s 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.

**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 major airlines, including American, Continental, United, Delta, Northwest, US Airways, Air Canada, Aeromexico, Mexicana, Interjet, Volaris 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.) Due to available flight routing, we cannot guarantee direct non-stop flights. Depending on your group’s size, you may or may not sit together. Depending on seat availability and the size of the plane, we may not be able to accommodate all members of a group on the same flight, in which case the group leader will determine on which flight itinerary each participant will travel. 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 may be reduced by up to 30%, depending on the length and destination of the tour.
Cancellations and refunds

The cancellation policies outlined below take into consideration the costs Fitzmaurice Tours incurs long before our groups ever depart. So that no misunderstandings occur, notice of cancellation from any of our tours will be accepted only from the participant, his or her legal guardian, or the group leader. The date of cancellation will be determined by the date on which Fitzmaurice Tours receives notice. All cancellation requests must be submitted in writing by mail, fax or email, and most participants will receive their refund within two to three weeks.

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<tr>
<th>CANCELLATION DATE</th>
<th>REFUND</th>
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<tr>
<td>91 days or more prior to departure</td>
<td>Full refund less the $100 deposit.</td>
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<tr>
<td>90 to 61 days prior to departure</td>
<td>Full refund less $350 cancellation fee.</td>
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<tr>
<td>60 to 31 days prior to departure</td>
<td>Full refund less 50% of total Tour Fee.</td>
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<tr>
<td>30 days or fewer prior to departure</td>
<td>No refund will be issued.</td>
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Cancellation with replacement refers to a participant who cancels but finds a person to replace him or her for the same tour. The replacement’s enrollment form must be submitted at the same time as the notification of cancellation.

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

Mexico entry requirements

All U.S. and Canadian citizens traveling to Mexico are required to bring a valid passport for entry. Citizens from other countries 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

Canadian citizens can check the Passport Canada web site (www.passportcanada.gc.ca) or call toll free: 1-800-567-6868.

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 both parents/legal guardians. This form, allowing the minor to travel with the group and without parents/legal guardians, 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.

Medical and Accident Insurance

Fitzmaurice Tours, in conjunction with Travel Ace Insurance Agency, has developed a Basic Travel Medical and Accident Insurance (included on the tour) specially designed for people traveling on our tours. The insurance covers hospital bills, doctors’ fees, prescriptions and medical transportation up to $8,000 for illnesses and/or injury contracted during the participant’s tour. Participants may obtain additional coverage up to $20,000 by paying a premium of $40. 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 upgrade until 30 days prior to departure.

Final travel documents

Final travel documents, including final airline and hotel itineraries, airline e-ticket receipts and our Mexico Travel Guides will be sent directly to the group leader/teacher for distribution to the group approximately 30 days prior to departure.

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 tour begins with the take-off from the departure airport, and ends when the flight lands at the return airport. 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).

1-877-224-5814  ·  www.fitzmauricetoursmexico.com