

GENERAL INFORMATION

Reservations

By phone: Reservations may be made by calling 405-681-4080 **or By Mail:** Mail your deposit, your tour choice and names and addresses for those wishing reservations to: KALEO Tours 8241 S Walker, Suite 124, Oklahoma City, OK. 73139 **or On Line** at kaleotours.com . Complete reservation form and fax to 405-685-8024 or mail to above address. **Payment must accompany reservation.**

Deposit Requirements

Full payment is required on one day tours at time of reservation. \$50.00 deposit is required on 2-6 days trips with balance due 30 days prior to departure.

\$100.00 deposit required on trips of 7 days or longer, unless otherwise stated, with balance due 30 days prior to departure. All Air, Cruises, Train Excursions and Special Events: Deposit amounts and final payment will be subject to supplier policies.

Method of Payment

Kaleo Tours accepts cash, checks, Mastercard, Visa or Discover. **A 2% fee will be added to all credit card charges.**



Cancellations, Refunds and Fees

Notice of cancellation must be in writing. Refunds are subject to the following **plus any expenses incurred by Kaleo Tours on behalf of the client:**

Motorcoach Tours

- With 31 days notice a 25% cost of doing business cancellation fee will apply to all cancellations. Cancellation fee will be reduced to 10% when money is transferred to future trip.
- 30-15 days 50% cancellation fee will apply with fee being reduced to 20% if money is transferred to future trips.
- 14 days or less, penalty of 100% of tour amount will apply.

Air, cruises, trains, contracted tour suppliers and special events:

Cancellation policies and fees of contracted suppliers will be the "primary" and FRIENDS policy will become "secondary". Fees for both policies are applicable.

All refund amounts are subject to the approval of Kaleo tours management.

All refunds will be processed at the conclusion of the tour and refund checks mailed on or before the 75th day following the completion of the trip.

Transfer and/or Name Change Fee

A fee of \$20.00 pp will be charged for transfers or name changes.

KALEO Tours Waiver

Provided by Kaleo Tours. Low cost coverage provides 100% refund of your deposit up to 48 hours prior to departure date. Less than 48 hours full refund minus expenses incurred by KALEO on clients behalf. **MUST BE PURCHASED AT TIME OF BOOKING.**

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Prayer

On all Kaleo Tours and Oklahoma Christian Travelers scheduled tours, each travel day will begin with prayer under the direction of the tour director.

Seating

Seats will not be assigned and group will not rotate, however, front seats will be reserved and assigned at the tour directors discretion.

If travelers require more than one seat to be comfortable on the coach, a charge for a second seat will be applicable.

Luggage

One piece of luggage is allowed per passenger.

The luggage must not exceed 45 pounds in weight and must measure less than 62 inches total measurement, (WxHxD)

Smoking / Liquor Neither smoking nor liquor is ever allowed on motorcoaches. Rest stops are planned with comfort of all passengers taken into consideration.

Gratuities

Unless otherwise stated, all tips and gratuities are included in your tour package price. Traditional end of the tour gratuities for tour director and driver have not been included and should be handled on an individual basis.

Departure information

All tours are priced with an Oklahoma City departure.

Documents

Seven to ten days prior to departure, pre-departure documents will be mailed including departure location/s, time, hotel lists, luggage tags, emergency medical forms and any special information or instructions.

Special Needs

Special needs must be advised at registration.

Kaleo cannot guarantee protection against food allergies. The responsibility lies with the client.

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Travel Protection

We recommend that you purchase a travel protection plan to help protect you and your trip investment. The plan we commend, 360 Adult Group (Choice), premium based on tour price.

Consider travel protection for Trip Cancellation, Trip Interruption, Emergency Medical, and Emergency Medical and Emergency Evacuation/ Repatriation, Trip Delay, Baggage Delay and more.

Prior to purchasing, you may view the Description of Coverage for a summary of the plan details, including the benefits, coverage's, limitations and exclusion of the plan. Travel insurance underwritten by Transamerica Casualty Insurance Co., Columbus, OH, NAIC #10952 1530044

Agency Responsibility

FRIENDS INTERNATIONAL INC./ Kaleo Tours serves only as your agent for tour inclusions and arrangements to include accommodations, restaurants, attractions, foods, liquids, sightseeing, excursions, service of tour directors and transportation. Kaleo Tours assumes no responsibility or liability for service of any provider or conveyance. No responsibility is assumed for loss or damage to luggage or personal property. No responsibility is assumed for personal injury in connection with any itinerary inclusion. **FRIENDS INTERNATIONAL /** Kaleo Tours is to be held harmless for any acts of omissions or errors while serving as your agent. We reserve the right to terminate or refuse service to anyone deemed disruptive to the operation of the trip. We reserve the right to cancel any tour prior to departure and shall be responsible only for those refunds of payments paid by tour participants. We reserve the right to alter itineraries without penalty to the operator. **We reserve the right to increase an advertised price when vendor prices increase, even after reservations are made and deposits are in place. All international, air and cruise prices are based on tariffs, taxes, rates and rates of exchange at the time of printing and are subject to change without notice or harm to Friends International /Kaleo Tours.**

In the event it becomes necessary for tour participant/s to leave the tour during the itinerary, Kaleo assumes no liability or responsibility to assist with travel arrangements or for any expenses incurred. It will be the sole responsibility of the tour participant/s to make their own arrangements and assume all financial responsibility

Kaleo Tours reserves the right to pass on any and all fuel supplement charges to clients even if fares have been paid in full.

KALEO Tours

8241 S Walker, Suite 124

Oklahoma City, OK 73139

PH 405.681.4080 FAX 405-685-8024 www.kaleotours.com

