PARADIGM CHARTER & TOURS

ROCKY MOUNTAIN MAGIC - BUS TOUR – FAQS

HOW DO WE MAKE OUR PAYMENT? IS THE TOUR PRICE IN CANADIAN DOLLARS?

All tour prices are quoted per person in Canadian funds and include tax.

Payments can be made by Visa or MasterCard over the phone. You can also mail a cheque or send an e-transfer.

WHAT DO THE OCCUPANCY TYPES MEAN?

Single Occupancy = 1 person per room (1 or 2 beds per room)
Double Occupancy = 2 people per room (please let us know if you need 1 bed or 2)
Triple Occupancy = 3 people per room (2 beds in each room)
Quad Occupancy = 4 people per room (2 beds in each room)

WHAT IS THE CANCELLATION POLICY?

- Trips are transferrable if the booking party can find a replacement
- Cancellation Fees and Payment Information are as follows:

DEPOSIT INFORMATION PER PERSON	
Deposit due	60 days prior to departure
Final Payment due	30 days prior to departure
CANCELLATION PENALTIES PER PERSON AFTER THE PAYMENT DATE	
60-30 days	$50 cancellation fee per person
29– 22 days	Loss of Deposit
21– 15 days	50% of total price
14 – 8 days	75% of total price
7 – 0 days	No refunds

WHAT DOES THE TOUR INCLUDE?

- All Hotel Accommodations as listed for the duration of the trip
- Round trip transportation in a deluxe, air-conditioned motor coach with restroom, WIFI (in Canada), DVD player and TV's.
- Professional driver and tour director
- Cost of admission for all listed activities
- Any meals listed in the tour description

WHAT DOES THE TOUR NOT INCLUDE?

- Food and beverages (unless otherwise stated)
- Additional expenses (lodging/food) due to weather or circumstances beyond our control
- Items of a personal nature (taxi fare, hotels pre-trip or post-trip, cell data, costs incurred should you need to depart the tour early, medical, etc.)
- Incidentals at hotels (phone calls, damage, laundry, movie rental, extra cleaning charges, etc.)
- Tipping for tour directors and drivers is a great way for you to show your appreciation for a job well done. Although this is customary, it is voluntary and not included in the published prices. Gratuities for the driver and tour director should be based on your degree of satisfaction.

WHAT ABOUT INSURANCE?

- We strongly recommend the purchase of trip cancellation and interruption insurance, and comprehensive out-of-country medical insurance on all trips to the USA.
- We do not sell travel insurance or trip cancellation insurance. This can be purchased through many insurance providers. Do not purchase until the trip has been guaranteed for departure.

WHERE CAN I LEAVE MY VEHICLE?

We suggest getting dropped off at the pickup location on extended day tours if possible. You may leave your vehicle at the pickup location – but it is at your own risk.

WHAT ABOUT LUGGAGE?

- One standard-size piece of luggage per person
- Small carry-on or bag for drinks/snacks (must be able to fit under the seat or in the overhead compartment)
- Passengers are responsible for their own luggage. Paradigm Charter & Tours will not assume liability for damage, loss, theft, etc.

IDENTIFICATION/TRAVEL DOCUMENTS

All passengers should carry a form of government-issued ID.

All guests travelling into the USA are required to have a valid passport. Passports should be valid for at least 6 months past the conclusion of your trip. We advise that you keep a photo/copy of your passport in a safe place in case it becomes inaccessible during your trip.

Paradigm Charter & Tours is not responsible for any passenger denied entry into the USA.

Any passenger denied entry at the border will be unable to continue with their trip and are responsible for making their own arrangements to travel home. No refunds will be given

WHAT ELSE SHOULD I BRING?

- Required Prescription Medication in the original labelled container
- Spending money
- Snacks and beverages
- Reading material: books, tablet, etc.
- Comfortable walking shoes and clothing for all-weather situations

I HAVE SPECIFIC DIETARY NEEDS…WHAT CAN I EXPECT?

Paradigm Charter & Tours will try its best to help accommodate your needs. We can send you a list of meal stops so that you can plan ahead. Should you have specific dietary needs – please let us know in advance.

HOW MUCH WALKING IS INVOLVED?

The amount of walking for each tour varies. Some tours may not be suitable for those with mobility issues due to the level of activity.

Please note – Wheelchairs and walkers may be brought along if necessary. If a guest requires ongoing assistance, they must be accompanied by a travelling companion who will be fully responsible for their needs. Wheelchair-accessible seating is often available at stadiums – but arrangements must be made in advance. Wheelchair-accessible seating may also have a higher ticket price.

COULD THE ITINERARY CHANGE?

Paradigm Charter & Tours reserves the right to alter the order of sightseeing activities from what is described in the original itinerary. This may be done for reasons beyond our control such as schedule changes, inclement weather, power outages, road construction, safety concerns, supplier issues, etc.

On rare occasions, it may be necessary to remove an activity altogether. In this event, Paradigm Charter & Tours will attempt to provide a comparable alternative.

COULD THE TRIP GET CANCELLED?

All tours require a minimum number of passengers to guarantee departure. If the minimum number of seats are not sold the tour may be cancelled. This would normally be determined no later than 30 days before departure. Any passengers who have made a deposit will receive a full refund.

Paradigm Charter & Tours reserves the right to cancel a tour at any given time if events beyond our control make it unsafe or unfeasible to travel. If attractions/events/rooms have been pre-paid we will work with the suppliers to try to recover those fees – however, we cannot guarantee recovery of all advanced payments made.

CELL PHONES

It is strongly advised that passengers travel with a working cell phone. This allows the tour director to contact you throughout the trip should issues arise and enables you to call for help in an emergency.

Most cell phone providers now have affordable options for US travel – but you will need to speak with them directly to inquire about your plan.

PHOTO RELEASE

Photos taken on tour by staff or other passengers may be published on our website, used on social media, or in other advertising material. Please inform your tour director if you do not want to be in the photos. Otherwise, we will assume that you have permitted us to use said photos.

WAIVER AND ASSUMPTION OF RISK

By submitting an online booking the passenger acknowledges, agrees and understands that the reservation may involve risks, dangers, injury, losses or death, and the passengers on the booking fully accept and assume all such risks and responsibility for losses, costs, and damages which may be incurred as a result of participation in the tour, whether the passenger made the booking themselves, or whether the booking was made on their behalf.

By submitting an online booking, the passenger hereby releases and discharges Paradigm Charter & Tours and its, owners, officers, employees, and representatives from all liability, claims, demands, losses or damages that may occur as a result of or during a tour, whether the passenger made the booking themselves, or whether the booking was made on their behalf.

FORCE MAJURE

Paradigm Charter & Tours and/or its suppliers cannot assume liability for any loss, damage or injury of any nature resulting from an Act of God or any other Force Majeure condition including but not limited to:

a) Act of God (earthquake, explosion, fire, flood, landslide, lightning, natural disaster, storm or storm warning, tropical storms or hurricanes, volcanic eruption, water or power shortage/failure, etc.)
b) Act of Terrorism (political unrest, war or threat of war, riots or civil commotions)
c) Failure or Delays in transportation (road closures, inclement weather, accidents, closure of airports or ports)
d) Government or Administrative Actions (border closures, travel warnings and restrictions)
e) Health Risk (pandemic, quarantine restrictions, disease, health risk, environmental pollution or contamination)
f) Industrial disputes (work ban, strikes, or other labour disputes/difficulties)

If any of these conditions apply Paradigm Charter & Tours shall be excused, without liability of any kind.