

HOW TO BOOK: Make your reservations through your local Travel Agent or dial 1 (800) 562-9999 for information or reservations.

CONTACT INFORMATION:

Nagel Tours Ltd. Suite 906, East Tower, Ramada North Edmonton Inn. 11830 Kingsway Avenue, Edmonton, Alberta. T5G 0X5.
 Phone: Edmonton **780-452-6666**
 Calgary **403-717-9999**
 Freephone: **1-800-562-9999**
 Fax: **780-455-4444** or **1-888-455-4444**
 E-Mail: nageltours@telus.net
 Website: www.nageltours.com
 Hours: Monday – Friday 9:00 a.m. to 5:00 p.m.
 Saturday 9:00 a.m. to 3:00 p.m.
 Mountain Standard Time

DEPOSITS AND PAYMENTS: A NON REFUNDABLE DEPOSIT is required at time of booking. The balance is due 45/60/90 or 120 days prior to departure, depending on the tour.

FORM OF PAYMENT: Cheque, Visa, MasterCard or American Express.

All land rates are guaranteed upon deposit. Air, taxes and fees are subject to change until paid in full.

TRAVEL INSURANCE: Nagel Tours strongly recommends that you purchase and carry proof of adequate insurance coverage: medical, trip cancellation/interruption and baggage insurance. Insurance coverage must be purchased at time of booking. Should you decide to decline travel insurance, you will be asked to acknowledge that this coverage had been offered to you. Refer to page 71 for further details.

CANCELLATION/INTERRUPTION COVERAGE: Trip cancellation/interruption insurance protects you against loss if you must cancel your trip before departure due to covered risks or if you leave the tour and return home for covered risk reasons as described in the policy.

CANCELLATION/INTERRUPTION NOTICE: Written notice of cancellation must be received by Nagel Tours.

CANCELLATION CHARGES: The following schedule of charges will apply according to the date notice is received:

Motorcoach Only: Tours to – within North America

If you must cancel:	Penalties:
More than 44 days prior to departure	Non refundable deposit will be retained
44 - 30 days prior to departure	Non refundable deposit or 25% of total price (whichever is greater)
29 - 15 days prior to departure	Non refundable deposit or 50% of total price (whichever is greater)
14 - 0 days prior to departure	100 % of total price

Tours that include a North American Flight

If you must cancel:	Penalties:
More than 60 days prior to departure	Non refundable deposit will be retained
60 -16 days prior to departure	Non refundable deposit or 30% of total price (whichever is greater)
15 -1 day prior to departure	Non refundable deposit or 50% of total price (whichever is greater)
Day of departure and after	100% of total price

Overseas itinerary and tours that include a cruise
If you must cancel:

- Cancellation penalties vary depending on the tour
- Airfare is completely nonrefundable upon full payment
- Air reservation changes are subject to penalties
- ‘Pre’ and ‘post’ night accommodations – cancellation charges also apply

TOUR PRICE: Includes motorcoach transportation, accommodations with taxes, baggage handling, and the services of a Tour Director. Also included: listed sightseeing, admissions and any included meals with tax and gratuities where mentioned in the itinerary. All prices are in Canadian dollars. Prices are based upon cost and conditions in effect at the time of printing and are subject to change. Any price increases will affect new bookings only.

TOUR DOES NOT INCLUDE: Gratuities: Tips to waiters, step-on guides, tour directors and drivers are a tangible way for you to express your appreciation for jobs well done. This practice, although customary, is voluntary and is not included in tour prices. The following guide of amounts is suggested: Waiters – for meals not included in tour price: Suggested gratuity – between 15% and 20% of your bill, but never less than \$1.00. Tour Directors and Drivers: Suggested gratuity of \$2.00 to \$3.00 per person per day for each of them. The land price of a tour does not include air travel, airline fees, airport or departure taxes, transfers, port charges on cruises or any other incidental charges unless otherwise stated.

AIR TICKETING: Please contact our Reservations office to **confirm tour is guaranteed** prior to booking airfare.

TRANSPORTATION/MOTORCOACHES: Nagel Tours and Nagel Coaches are owned and operated as family businesses out of Alberta. Our coaches are modern, equipped with reclining body contoured seats, air-ride suspension, air conditioning, restroom, public address system, tinted scenic panoramic windows, stereo music and video monitors...all designed for maximum comfort and relaxation. In the unlikely event that other equipment must be used, the substitute coaches will be of similar quality.

BAGGAGE: Tour members are limited to **one large suitcase** per person. Baggage handling gratuities for this one suitcase are included in the price of the tour. Regardless of its size, **your suitcase must not exceed 50 lbs.** The optimum size limit is 28" high, 20" wide and 10" deep. A small soft-sided carry-on bag is allowed aboard the coach or plane if carried by the tour member. The best dimensions are a maximum of 16" x 12" x 8". For your convenience keep the size and weight of the carry-on to a bare minimum. Roll-on bags designed for airline use **will not fit** into the motorcoach overhead compartment. Baggage tags for checked bags will be forwarded prior to departure. Although the Coach Driver supervises the transfer of luggage to and from the coach and every effort is made to handle all luggage as carefully as possible, Nagel Tours cannot assume liability or accept claims for loss or damage to luggage and personal effects due to breakage, theft or normal wear and tear through hotel and group carrier handling. We recommend that you purchase baggage and personal effects insurance.

ACCOMMODATIONS: A list of overnight accommodations with phone numbers and addresses will be available two weeks prior to tour departure. Nightly accommodations are at good quality hotels/motels and are chosen for cleanliness, service and comfort. Some areas do not offer a large selection of accom-

modations. In this event, we choose the best available. Rooms are allocated by hotel staff – if you have a preference (smoking or non-smoking, ground floor, etc.) please advise us when making reservations. Requests may not always be possible as not all hotels/motels have enough of each type of rooms to accommodate our needs. All accommodations are booked on a 1 or 2 bed basis.

- Single One Person/One Bed
- Double Two Persons/One Bed
- Twin Two Persons/Two Beds
- Triple Three Persons/Two Beds
- Quad Four Persons/Two Beds

SINGLE PASSENGERS: We are limited in the amount of single travellers we can accommodate. Since hotel rates are per room, the tour price for rooms occupied by one person is higher than where two or more persons share the cost of the room. Single passengers may wish to request a travelling companion on a share basis and we will do our best to accommodate your request. You will be charged the single rate the day your tour is booked and if a companion becomes available we will adjust your final invoice.

TRAVEL DOCUMENTS: Your documents are sent to you or your travel agent after full payment has been received, approximately two weeks prior to departure. Documents include: baggage tags for your checked bags, name badge, hotel list, plus information pertaining to your tour. If you book your tour within ten days of departure and have made full payment, you have the option of receiving the documents from your tour director or having them express mailed to you for a \$20.00 charge.

TRAVEL BAGS: When applicable, travel bags will be distributed aboard the coach by your Tour Director.

SMOKING: No smoking is permitted on board the coach. Frequent rest stops are made which give passengers the opportunity to smoke. Room preferences (smoking or non-smoking) must be requested in advance but are not guaranteed, as not all hotels/motels have enough of each type of rooms to accommodate our needs.

ALCOHOLIC BEVERAGES: For the comfort and enjoyment of all tour members consumption of alcoholic beverages is not allowed on the coach.

SEATING ON THE COACH: All seating is subject to availability and is assigned on a first come, first serve basis. During the course of a tour, you will be asked to change seats in a rotation system. This is the fairest way to allow everyone to try different views in the coach and meet new people across the aisle. Single clients are expected to share the second seat with another passenger. The seat directly behind the driver is reserved for your Tour Director. People travelling single or triple sit with others to allow couples to sit together. In the case of two people travelling separately, but sharing a row, they will alternate the window seat.

IDENTIFICATION/PROOF OF CITIZENSHIP: Identification is required for all trips outside Canada and it is your responsibility to obtain the proper documentation. Canadian citizens require a valid passport for travel outside of Canada. Citizens of other countries or landed immigrants, check with the appropriate foreign consulate for entry requirements. Nagel Tours is not responsible and will not refund tour fees if a passenger(s) is refused access at the border for any reason. If a passenger(s) is refused entry or detained at the border, the passenger(s) will be responsible for finding transportation home at their own expense.

TRAVELLERS REQUIRING SPECIAL ASSISTANCE: Are welcome to travel. Although we take good care of you on a Nagel Tour, it is not possible to provide one-on-one personal assistance to a tour member with special needs for walking, eating etc. Persons needing such assistance must have a companion who is capable of and totally responsible for providing the assistance required at all times. Travellers requiring special assistance for other than personal needs must notify Nagel Tours at the time of booking to determine whether we are able to accommodate your needs. Some tours may present difficulties for travellers with special needs.

PREFERRED DEPARTURE DATES: Based on the popularity of some tours in over 30 years of operating experience we have predicted several departures as **Preferred Departure Dates** for your early selection. Rates quoted are based on a minimum number of participants required to enable operation. In rare instances, it may become necessary to cancel a departure due to lack of sales, sudden unavailability of an advertised facility or other unusual circumstances. If a tour is cancelled due to unforeseen circumstances you will be notified 45 days in advance of your departure date and an alternative date, if available, will be recommended. If that date is not acceptable, all payments will be refunded. Nagel Tours will refund all monies paid to them by the tour member and this shall be deemed full settlement.

OUT OF TOWN PASSENGERS: Special rates for pre- and post-tour accommodations are available through Nagel Tours. These accommodations are paid

for by the client at the time of booking. Nagel Tours will place the reservation for you and advise pick-up details for joining the tour.

Departures out of Saskatchewan: we offer 1 night pre-tour complimentary accommodation to Saskatchewan passengers for any coach tour valued over \$1,000.00. This applies to those clients starting the tour from Alberta or Northern Saskatchewan passengers joining the tour enroute in Saskatchewan.

Departures out of British Columbia: 1 night pre-tour complimentary accommodation is offered to British Columbia passengers for any coach tour valued at over \$1,000.00 departing from Alberta.

Alberta Travel Credit to Join a Tour: Alberta passengers travelling from other areas to join a tour at the closest specified departure point may be eligible for a free first night. Please inquire when making your reservation.

JOINING YOUR TOUR/PICK UP POINTS: Nagel Tours determines pick up points based on the destination and routing of each tour. Please inquire about time and place of pick-up when making your reservation.

EARLY BOOKING DISCOUNT: A discount of 2% per person is offered on a SELECT NUMBER of our coach tours. Where a discount applies, it is shown on the relevant pages. To be eligible for the discount you must book and pay your deposit **60 days prior** to tour departure.

ITINERARY AND SCHEDULE CHANGES: Our tours are planned one year in advance and occasionally the itinerary may need to be adjusted or schedule

changes may occur. Nagel Tours reserves the right to make changes to the published itinerary which may be required due to circumstances beyond our control. The tour organizer reserves the right to make any changes before or during the tour for the comfort, convenience and safety of the passengers. During local or national holidays certain features such as museums, sightseeing tours and shopping may be limited or unavailable. In such instances, and whenever possible, itinerary adjustments and substitutions are made to minimize inconveniences.

NAGEL TOURS RESPONSIBILITY: Nagel Tours makes arrangements with hotels, transportation services and/or other independent parties beyond its direct control, to provide you with the travel services offered. We cannot be responsible for the acts or omissions of these parties, or anyone other than Nagel Tours' own employees. Also, we will not be liable for any loss or damage, injury or death that occurs as a result of government actions, acts of God, late arrivals, missed connections and other factors beyond our direct control.

PASSENGER RESPONSIBILITY: Your responsibility is to sit back and enjoy a care-free holiday.

Nagel Tours reserves the right to terminate the trip (at any point) for any member whose inappropriate actions or conduct adversely affects others, including passengers, employees of Nagel Tours and employees of establishments visited. In this event there will be no refund for unused portions of the trip and the cost for returning to the point of embarkation will be borne by the passenger.

WIN! WIN! WIN!

Our 2011 Nagel Tours catalogue features 6 different Eastern Canada tours.

Guess the name and location of this attraction which is featured in 4 of these exciting tours.

YOU COULD WIN A TRAVEL CREDIT FOR \$500.00 TO BE USED ON A SELECT LIST OF NAGEL TOURS.

Correct answers must be received by June 1, 2011 to be entered in the draw.

Mail your entry to: **NAGEL TOURS**

SUITE 906, EAST TOWER
RAMADA HOTEL NORTH
11830 KINGSWAY AVENUE
EDMONTON, ALBERTA T5G 0X5



Don't forget to pack your coverage.

Hospital and medical insurance for all types of travellers.

The unexpected expense of emergency medical treatment is the single most expensive hidden cost you could get hit with the next time you travel – whether on business or pleasure, within Canada or around the world.

TIC Travel Insurance provides

- Up to \$5 million in emergency medical coverage
- 24/7 access to emergency assistance
- Special coverage for pre-existing conditions
- A multi-lingual staff to talk to doctors and hospitals
- Transportation home for medical emergency
- Emergency dental coverage
- Access to a medical professional
- Trip interruption and cancellation protection
- Lost and damaged baggage coverage
- ...wherever your travels take you

Administered by TIC Travel Insurance Coordinators
Underwritten by:
Co-operators Life Insurance Company

What's covered when you travel?

Though most provincial health insurance plans cover emergency medical and hospital costs for travel within Canada, there are many exclusions, such as air and ground ambulance services, which can cost up to thousands of dollars. And no health plan will cover you for fully or partially cancelled trips.

With industry experience stretching back over 60 years, TIC is Canada's dedicated insurance provider, specializing in highly personalized customer service and prompt claims fulfillment.

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