

## U.S. HOME CITY GATEWAYS / ECONOMY CLASS AIR ADD-ONS

Atlanta, Austin, Baltimore, Birmingham, Boston, Burbank, Charleston, Charlotte, Chicago, Dallas/Fort Worth, Denver, Detroit, Fresno, Fort Lauderdale, Hartford, Houston, Jacksonville, Kansas City, Las Vegas, Los Angeles, Memphis, Miami, Milwaukee, Minneapolis/St. Paul, New Orleans, Nashville, New York, Newark, Oakland, Ontario, Orange County, Orlando, Phoenix, Pittsburgh, Reno, Sacramento, Salt Lake City, San Antonio, San Diego, San Francisco, San Jose, Santa Barbara, Seattle/Tacoma, St. Louis, Tampa, Tucson, Washington DC, Wichita

Please note gateway cities are subject to change. Please inquire with a Gray Line of Alaska reservations agent for fares and availability.

### Accommodations

Following is a sample of accommodations for your Alaska vacation. Hotels are assigned at time of documentation. Specific hotel requests are not allowed.

**Anchorage:** Westmark Anchorage, Hilton, Clarion, Marriott

**Girdwood:** The Hotel Alyeska

**Fairbanks:** Westmark Fairbanks, Bridgewater, Marriott, Springhill Suites

**Denali:** McKinley Chalet Resort, McKinley Village Lodge, Grande Denali Lodge, Bluffs Hotel, Grizzly Bear Resort

**Talkeetna:** The Talkeetna Alaskan Lodge

**Seward:** The Windsong Lodge, Hotel Edgewater

**Tok:** Westmark Tok

**Beaver Creek:** Westmark Inn

**Juneau:** Westmark Baranof

**Skagway:** Westmark Inn

**Whitehorse:** Westmark Whitehorse, Westmark Klondike Inn

**Coldfoot:** Coldfoot Inn

**Deadhorse:** Arctic Caribou Inn

**Dawson:** Westmark Inn

## FLY & TOUR PROGRAM

We are pleased to offer our Fly & Tour Program featuring transportation from a number of cities to your tour. To take advantage of the Fly & Tour Program, which is offered at an additional charge to your tour price, simply ask your travel agent to request it. Certain conditions and restrictions apply and are indicated below or in your tour documentation. Note: If you purchase air transportation independently from Gray Line of Alaska, you will be responsible for any and all expenses incurred when joining the tour in progress. Gray Line of Alaska's air program allows you more freedom than round trip fares available directly from the airlines. Our tickets allow you to fly into one city and return from another in order to accommodate your tour itinerary. Our fares also allow you to arrive before your tour begins or stay later so you can spend time on your own. Using our Fly & Tour Program provides you with convenient "one stop shopping." You may be able to find lower airfares with more restrictions and less flexibility. We recommend that you consult with your travel agent who can assist you in making the best flight arrangements to suit your needs.

**Liability and Relation with Airlines:** We reserve the right to use the carriers, routing, and fare structure of our choice, and to utilize commuter and/or charter air service without prior notice. As the airfares we use are based on capacity controlled, promotional, and group fares, we may limit or close sales without prior notice at any time. If, due to any cause beyond our control, we are unable to arrange for air travel or the air travel we arrange is unavailable or otherwise fails to materialize, our sole liability will be limited to refunding the air add-on amount paid to us. We assume no liability for any acts or omissions of any airline, including, without limitation, those involving cancellation of flights, schedule changes, re-routings, damage to or delay or loss of baggage, flight delays, equipment failures, accidents, pilot or other staff shortages, overbooking or computer errors. The liabilities and obligations of an airline to you, and your rights against an airline, are subject to any and all terms and conditions of the airline's ticket and tariffs and all applicable governmental laws and regulations.

**Air Taxes/Surcharges:** The quoted air fares do not include Passenger Facility Charges assessed by airports (US \$3 - \$27), segment taxes (US \$3 - \$20), September 11 Security Fee (up to US \$10) international arrival and departure taxes assessed in foreign countries (the amount of which may be charged in the currency of the foreign countries and is subject to change) or new taxes which may be enacted after this brochure was published. Baggage fees and other charges may be directly assessed by airlines or airports. Once you are notified of your flight details, please contact your airline.

**Air Changes/ Refunds:** Changes to existing reservations initiated by guests will result in a rescheduling charge if the changes are made after the final payment due date. Airline tickets are issued based on fares, which are highly restrictive and often cannot be reissued or exchanged for another carrier or routing.

Once ticketed or anytime within 45 days of travel, a fee (plus the amount of any airline imposed cancellation charge) will be assessed for guests who delete the Fly & Tour Program from their booking.

The maximum refund for unused air tickets will not exceed the air add-on paid to us. There are no partial refunds. Due to changing airline tariffs, your tickets may reflect fares higher or lower than our air add-on amounts. The difference is neither chargeable nor refundable.

**Special Requests/Seat Assignments:** We cannot confirm seat assignment requests or requests for special meals or other special services not mentioned in this brochure. Your travel agent may assist with these arrangements once you receive your tickets. Some airlines or charter operators may not offer advance seat assignments.

**Overnight Hotel Accommodations:** Due to airline schedules and/or limited availability, an overnight may be required. The cost of overnight hotel accommodations is not included in the air add-on amounts. Passengers are responsible for meals and any additional costs incurred.

**AirPlus Service®:** AirPlus Service is available for Fly & Tour Program guests who wish to travel to or from their tour commencement/ending city on dates other than

those usually booked, who have specific airline/flight and time requests, or who wish to travel in business or first class. These services will be furnished only under the condition that the booking is on deposit.

Written requests should be faxed to AirPlus Service at (206) 301-5282 or mailed to: Gray Line of Alaska, Attn: AirPlus Service, 300 Elliott Avenue West, Seattle, WA 98119.

Requests should be submitted prior to final payment to assure proper consideration. All requests are subject to availability and are not guaranteed. If confirmation is possible, a US \$50 per person non-refundable service charge and additional airline costs incurred will be assessed. A service charge will be assessed for each additional request that is confirmed. Confirmed requests to fly in early or fly out late forfeit the associated airport transfer and any complimentary hotel overnights.

**Luggage:** Luggage allowance is governed by airline regulations. Excess baggage charges are the responsibility of the passenger. We assume no responsibility for loss, damage, or delay while luggage is in the custody of airlines.

**Reservations:** Travel agencies provide valuable service and counseling to prospective travelers. We encourage you to make your Gray Line of Alaska reservations with a travel agency with whom you have the confidence of understanding your individual needs. Since space available on tours is limited, reservations should be made as early as possible. Travel agencies are not owned or controlled by Gray Line of Alaska. Your deposits and payments for Gray Line of Alaska services are to be paid to your travel agency with whom you make your reservation. Travel documents will be issued only if and when full payment has been received by Gray Line of Alaska from the travel agency. Refunds for cancelled or unused services will normally be made to the same travel agency on the basis of the amount actually received by Gray Line of Alaska less any applicable cancellation fees and charges. You are responsible for obtaining from your travel agency monies either retained by the agency or received by the agency from Gray Line of Alaska. For further information, please visit our website at [www.graylineofalaska.com](http://www.graylineofalaska.com).

**Deposit & Final Payment:** A deposit of US \$250 per person, or 50% of the gross tour price if the gross tour price is less than US \$500 per person, is due within 5 days of booking in order to hold your reservation. Final payment is due no later than 60 days prior to departure. Cancellation Protection Plan, if desired, must be paid for at time of deposit. Payment by VISA, MasterCard, American Express, Discover Card or agency check is accepted. For faster processing, the travel agent should include a customer number on the agency check. Travel agents please note that MCOs will not be accepted.

**Travel Documents:** All tour participants will receive a Contract of Carriage and travel vouchers. A Fly and Tour Air Information card will be provided if you take advantage of our air program. Travel documents are only issued after Gray Line of Alaska has received full payment. Services are not provided for passengers without travel vouchers so please be sure to obtain your documentation packet before leaving home. Assuming that full payment has been received, your documents will be sent out approximately 30 days prior to departure.

**Cancellation Policy:** A full refund, except for amounts paid for the Cancellation Protection Plan, will be made for written cancellations received by Gray Line of Alaska at least 61 days prior to the date on which you are to commence travel (by air, rail, sea or otherwise). Passengers who cancel after that date for any reason, including medical or family reasons, are subject to the following cancellation fees: 60-46 days before commencing travel - \$250.00 per person or the amount of deposit if the deposit is less than \$250.00 per person; 45-31 days before commencing travel - 50% of gross fare; 30 days or less before commencing travel - 100% of gross fare. Fees incurred as a result of cancellation cannot be applied to future bookings. Travel agents may impose their own cancellation fees. Agency fees of any nature are a matter to be decided on solely by the agency and passengers. Given that the resale of cancelled space on a tour will likely result in a lost opportunity to sell space on other tours, these fees are due regardless of resale. Travel documents are non transferable. Name changes and departure date changes on any portion of your booking are considered reservation cancellations and are subject to cancellation fees.

**Late Reservations:** For reservations requested 30 days or less before departure, we must have a customer's credit card information so that payment can be effected once the space is confirmed. A \$25 administrative fee will be charged on all late reservations. If the reservation is cancelled after acceptance of confirmation our cancellation policies apply.

**Medical Services:** Medical services may be limited given the remote areas in which some tours operate. If your condition requires that you have a special medical apparatus or assistance during your tour, we must be made aware of that at time of booking in order to determine whether we can accommodate your needs. If you are using prescription drugs, please bring an adequate supply with you and keep them in your carry-on luggage.

**Immigration & Customs:** For U.S. and Canadian citizens, you may be required to have a valid passport in your possession to enter or re-enter the United States. We strongly recommend carrying a passport that is valid for at least six months beyond the completion date of your travel. For more information, please visit [www.travel.state.gov/passport](http://www.travel.state.gov/passport) or [www.passportcanada.gc.ca](http://www.passportcanada.gc.ca).

U.S. citizens may check with the U.S. Department of State for passport requirements of each country in their itineraries. Non-U.S. citizens should check with the Embassy or Consulate of each country in the itinerary for passport requirements.

For non-U.S. citizens, you must be in possession of a valid passport and any necessary visas. In addition, non-U.S. citizens who have previously been admitted to the U.S. for permanent residence and who will be returning to the U.S., no reentry permit is required, but you must carry your passport and your Permanent Resident Card (Form I-551), commonly known as a Green Card. Resident aliens not in possession of this must obtain one at the nearest office of the U.S. Immigration Service. For more information, please check with the applicable Embassy or Consulate for passport and visa requirements.

If you have been a convicted of a felony, you will not be permitted to enter Canada. In order to avoid

problems when reentering the United States, we strongly recommend that U.S. residents register their valuables with U.S. Customs before departure. You must do this at a Customs office near your home. Items that should be registered generally include those not manufactured in the United States. Customs pays particular attention to cameras (including special lenses and video equipment), binoculars, radios, foreign-made watches and appliances.

**Passengers with Disabilities:** Gray Line of Alaska does not discriminate against persons on the basis of disability. We seek, to the extent feasible, to accommodate the needs of persons with disabilities so you are able to enjoy our tours. You need to be aware, however, that certain tour facilities may not be fully accessible to wheelchair passengers. Although Gray Line of Alaska endeavors to make sure that other persons or companies providing services or portions of the tour satisfy their obligations under applicable law, Gray Line of Alaska cannot guarantee that all of those services or portions will be fully accessible to a person with disabilities. Service animals are permitted if prior arrangements have been made at time of booking. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we may find it necessary to ask the individual to make alternative travel arrangements. It is essential that we be notified of any special medical, physical or other requirements you may have at the time of booking. Please contact our Access and Compliance Department via e-mail at [halw\\_access@hollandamerica.com](mailto:halw_access@hollandamerica.com), via fax at 1-800-577-1731 or via TTY at 1-800-254-8669.

**Changes in Tour Content:** Gray Line of Alaska reserves the right to alter the tours listed in this brochure and, if necessary, substitute a tour component of comparable value (including hotels of a similar category).

**Pets:** Animals or pets are not allowed with the exception of qualified service animals for disabled passengers. Please notify your travel agent at time of booking if you intend to bring a service animal.

**Change Charges:** Changing your itinerary after reservations have been made can result in loss of advantages gained by early planning. To cover administrative costs, a per-person charge will be made if you request a change in your travel arrangements after the final payment due date for your tour. Change charges are not assessed for the addition of services unless travel documents must be reissued.

**Refund Policy:** Gray Line of Alaska reserves the right to cancel all or part of the tour in its reasonable discretion including in response to insufficient sales. If Gray Line of Alaska cancels the entire tour, you will receive a full refund of amounts paid to Gray Line of Alaska. If Gray Line of Alaska cancels a portion of the tour due to weather or other reasons beyond the control of Gray Line of Alaska or if you decide, for any reason whatsoever, to not participate in all or part of the tour, Gray Line of Alaska will not be required to make any refunds. For other partial cancellations by Gray Line of Alaska, you will receive a refund for the value of the cancelled portion, with value to be determined by Gray Line of Alaska in a fair and equitable manner. If, due to weather or other unforeseen reasons, flights are adversely impacted or you

are required to spend an additional night in a location, hotel and meal costs and other incidental expenses are your responsibility. All refunds will be made through the travel agent used for the booking on the basis of the amount actually received by Gray Line of Alaska less any applicable cancellation fees and charges. You are responsible for obtaining from your travel agency monies either retained by the agency or received by the agency from Gray Line of Alaska.

**Luggage Policy:** Two pieces of stored luggage per person are allowed. All luggage must be able to fit in the baggage compartment of Gray Line of Alaska motor coaches. Gray Line of Alaska will carry as baggage only your personal effects for your wearing, comfort or convenience during your tour. Your baggage needs to be placed in securely constructed and locked suitcases. During your travel, you should not leave money, jewelry or other valuables left lying in hotels, on buses or elsewhere. Certain hotels may provide either safe deposit boxes or room safes. Your use of safe deposit boxes or similar facilities will not increase Gray Line of Alaska's liability as described below. Gray Line of Alaska can not be responsible for any loss or damage that occurs before baggage comes into Gray Line of Alaska's actual custody when you begin your travel with us or after baggage leaves our actual custody at the end of your travel with us. In particular, please note that Gray Line of Alaska does not assume any responsibility for loss of or damage to or delay of perishable items, medicine, liquor, cash, credit or debit cards, jewelry, gold, silver or similar valuables, securities, financial instruments, records or other valuable or business documents, computers, cellular telephones, cameras, hearing aids, electric wheelchairs, scooters, or other video or electronic equipment, binoculars, film, videotape, computer disks, audio disks, tapes or CD's or any carry-on baggage left unattended on motor coaches or on other modes of transportation or in hotels. If Gray Line of Alaska, due to any cause whatsoever, is liable for loss of, damage to, or delay of your property, the aggregate amount of Gray Line of Alaska's liability will not exceed US \$100 (US \$600 for passengers who have purchased CPP) unless you have specified to Gray Line of Alaska in writing the true value of your property and paid to Gray Line of Alaska before departure 1% of the value in excess of US \$100 or US \$600, as applicable. In that event, Gray Line of Alaska's aggregate liability will be limited to the amounts so specified.

**Responsibility:** Westours Motor Coaches, Inc., which does business as Gray Line of Alaska, is a wholly owned subsidiary of Holland America Line Inc. The responsibilities and liabilities of Gray Line of Alaska as to the tours are spelled out in the travel documents you will receive. Please read them carefully as soon as you receive them. A copy of the form of carriage contract will be provided upon request. Please note that the contract includes a clause specifying certain courts in the State of Washington as the exclusive forum for resolving disputes. It is important to note that services or portions of the tours provided by any person or company other than Gray Line of Alaska (such as airlines, taxis, shore excursions, hotels, boats or other vessels other than those operated by Gray Line of Alaska, meals and medical care providers) are performed by independent contractors, are solely at your risk and are subject to the terms or arrangements made by you or on your behalf with the independent contractor. Gray Line of Alaska assumes

# TERMS AND CONDITIONS

no responsibility with respect to the goods or services of these independent contractors (including for delay, injury, death or damage to property) even though it may collect monies or make arrangements on your behalf.

**Increases In Fares or Taxes:** Fares quoted in this brochure are those in effect at the time of printing. If cost factors, including airline costs, dictate the need for fare increases, Gray Line of Alaska may quote the increased fares rather than the fares quoted in this brochure at any time prior to departure to those passengers who have either not yet booked or paid the booking in full. Passengers who have not yet paid their bookings in full can cancel (without paying a cancellation fee) rather than accept a fare increase. The term "Taxes" as used by Gray Line of Alaska refers to certain taxes, fees and charges imposed by governmental or quasi-governmental authorities, relating to any aspect of your tour. If governmental action results in any element of Taxes exceeding the estimates used by Gray Line of Alaska for purposes of preparing this brochure, we reserve the right to pass through the extra amount. No right of cancellation exists under these circumstances.

**Tour Information:** Gray Line of Alaska offers a unique opportunity for independent-minded travelers who want flexibility in their itinerary. Our tours are composed of components that can be added together to provide a truly customized package. Consequently, you will not be traveling with the same group of people, or on the same motor coach, throughout your tour. Gray Line of Alaska has a large staff of experienced representatives in Alaska. Distinguished by their red shirts or jackets, they can assist you along the way. Your motor coach driver will also serve as your guide, offering detailed information on the sights you'll see each day. As a courtesy to others onboard, no smoking is allowed on the motor coach. Frequent rest stops are scheduled for picture taking, food breaks, and stretching. On the McKinley Explorer rail cars, smoking is only allowed in the vestibule between cars. Due to the remote location and limited menus of many of the meal stops, we recommend passengers with special dietary requirements make arrangements to bring along some food to meet their special needs. Most hotels can prepare a box lunch for you if requested the day before departing.

**Tour Prices Include the Following:**

- Transportation and transfers, as indicated in itinerary.
- Hotel accommodations (prices based on double occupancy).
- Sightseeing, as indicated in itinerary.
- Baggage handling at hotels.

**Tour Prices Do Not Include:** Tips for driver/guides, hotel personnel, or other persons rendering a purely personal service. Air transportation, unless included in the itinerary or the optional Fly & Tour Program. Meals, with the exception of: Lunch aboard the *m/v Yukon Queen II*, lunch at Gold Dredge No. 8, a light snack on the Natural History Tour, and where specifically indicated in the itinerary.

Meal Plan Details: All Alaska Tour plans include McKinley Explorer breakfast and dinner, breakfasts in Beaver Creek, Whitehorse and Skagway, and dinners in Whitehorse, Skagway, and Juneau.

Yukon Highlights Tour plans include McKinley Explorer breakfast and dinner, breakfasts in Tok, Dawson City, Whitehorse and Skagway, and dinners in Tok, Dawson City, Whitehorse, Skagway, and Juneau. These are based on regular itineraries of the above tours, and alterations in tour content may change meal plan rates and inclusions.

**CPP: CANCELLATION PROTECTION PLAN AND ADDITIONAL BAGGAGE PROTECTION**

Our Standard Cancellation Protection Plan (CPP Standard) allows you, for any reason, to provide written cancellation up to 24 hours prior to commencement of travel with an 80% refund of cancellation fees. CPP is optional, must be paid at time of deposit, and is not refundable. It is an excellent value for the peace of mind it offers. In addition, Gray Line of Alaska automatically assumes an additional \$500 of liability for lost, damaged or delayed baggage of passengers who purchase CPP, subject, however, to our baggage policy. The baggage policy of Gray Line of Alaska is explained in detail in above. CPP Standard is not insurance; it provides no rights other than those explained above. For example: it does not protect double, triple, quad occupancy rates should one or more members of your party cancel, nor does it cover expenses or unused services due to trip interruption.

CPP Platinum Plan: Our Platinum Cancellation Plan (CPP Platinum Plan) enables you to supplement the CPP Standard Plan with insurance coverage and travel assistance services as well as increase your refund amount to 90% for cancellations made more than 24 hours prior to departure. The CPP Platinum Plan provides you with the following insurance benefits and services, in addition to the CPP Standard Plan benefits and larger refund:

- Trip Cancellation coverage provides protection if you or a traveling companion must cancel for a covered reason during the 24 hours prior to scheduled departure. The plan reimburses your non-refundable cancellation charges or increased occupancy charges (if a traveling companion cancels) imposed by Gray Line.
- Trip Interruption coverage provides protection if your trip is interrupted after departure due to a covered reason. The plan reimburses your unused (determined in the case of your tour on a pro rata basis), non-refundable land expenses prepaid to Gray Line of Alaska, airfare paid to return home and certain additional expenses up to \$100/day. Maximum benefit is 150% of your tour cost.
- Trip Delay coverage provides reimbursement for reasonable additional accommodations and traveling expenses incurred to rejoin the trip in progress when you are delayed for more than 12 hours, due to covered reasons. Maximum benefit is US\$1,000; not to exceed US\$100/day.
- Emergency Evacuation coverage will pay the necessary costs of transportation, medical services and medical supplies if, due to a covered medical reason, you must be transported to medical facilities during your tour. Maximum benefit is \$50,000.
- Medical Expense coverage reimburses up to \$10,000 for medical and emergency dental expenses incurred as a result of an injury or sickness that first manifests itself during your tour.

• You will also receive the following 24-Hour Emergency Hotline Assistance Services, arranged by the CPP Platinum Plan administrator's designated provider: Emergency Cash Transfer Assistance, Medical Consultation and Monitoring, Emergency Legal Assistance, Emergency Medical and Dental Assistance, Lost Travel Document Assistance and Emergency Medical Payment Assistance. There are no pre-existing condition limitations in the CPP Platinum Plan.

IMPORTANT NOTE: This is a summary of coverage of the CPP Standard and CPP Platinum Plans. Please refer to the Plan Description and Schedule of Benefits and Services for details of the assistance services and insurance coverage, terms, conditions, exclusions and other applicable limitations. The CPP Platinum Plan is only available for U.S. and Canadian residents. The CPP Standard and CPP Platinum Plans are optional, must be paid at time of deposit and are non-refundable. The per person costs for both plans are listed below.

Fare Paid (USD) From To	Standard Plan	Platinum Plan
\$0-\$1,000	\$79	\$99
\$1,001-\$1,250	\$99	\$129
\$1,251-\$1,500	\$119	\$159
\$1,501-\$1,750	\$139	\$189
\$1,751-\$2,000	\$159	\$219
\$2,001-\$2,500	\$189	\$259
\$2,501-\$3,000	\$229	\$309
\$3,001-\$3,500	\$269	\$359
\$3,501-\$4,000	\$309	\$419
\$4,001-\$4,500	\$349	\$469
\$4,501-\$5,000	\$379	\$514
\$5,001-\$5,500	\$409	\$559
\$5,501-\$6,000	\$439	\$604
\$6,001-\$6,500	\$469	\$649
\$6,501-\$7,000	\$499	\$694
\$7,001-\$7,500	\$529	\$739
\$7,501-\$8,000	\$559	\$784
\$8,001-\$8,500	\$589	\$829
\$8,501-\$9,000	\$619	\$874
\$9,001-\$9,500	\$649	\$919
\$9,501-\$10,000	\$679	\$964

The insurance coverage provided under the CPP Platinum Plan is underwritten by Virginia Surety Company, Inc., under policy #HTP04195G and the CPP Platinum Plan is administered by BerkelyCare, a division of Affinity Insurance Services, Inc. in all states except: AIS Affinity Insurance Agency, Inc. in CA/MN/OK; and AIS Affinity Insurance Agency in NH and NY. Claims are administered by BerkelyCare, a division of Affinity Insurance Services, Inc., in all states except: Aon Direct Insurance Administrators in CA; AIS Affinity Insurance Agency, Inc. in OK; and AIS Affinity Insurance Agency in NH and NY. CA License #0795465. The program provides limited health insurance benefits and does not provide basic hospital, basic medical or major medical insurance as defined by the NY State Insurance Department. The CPP Standard Plan is not insurance and is administered by Gray Line of Alaska.

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