

## ACCOMMODATIONS

Following is a sample of accommodations for your Alaska vacation. Hotels are assigned at time of documentation. Specific hotel requests are not allowed. Tours that feature moderate and deluxe accommodations are based on price and hotel amenities.

**Anchorage:** Westmark Anchorage, Hilton, Clarion Hotel

**Beaver Creek:** Westmark Inn

**Coldfoot:** Coldfoot Inn

**Cooper Landing:** Kenai Princess Wilderness Lodge

**Copper River:** Copper River Princess Wilderness Lodge

**Dawson City:** Westmark Inn

**Deadhorse:** Arctic Caribou Inn

**Denali:** McKinley Chalet Resort, McKinley Village Lodge, Denali Backcountry Lodge

**Fairbanks:** Westmark Fairbanks, Regency Hotel

**Girdwood:** The Hotel Alyeska

**Glennallen:** Caribou Hotel

**Haines:** Hotel Halsingland

**Homer:** Bestwestern Bidarka Inn

**Juneau:** Westmark Baranof Hotel

**Prudhoe Bay:** Arctic Caribou Inn

**Seward:** Windsong Lodge

**Skagway:** Westmark Inn

**Talkeetna:** The Talkeetna Alaskan Lodge, Mt. McKinley Princess Wilderness Lodge

**Tok:** Westmark Inn

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

## TERMS AND CONDITIONS

**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 professional. Travel agencies work on your behalf and 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. Since space available on tours is limited, reservations should be made as early as possible. 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:** Travel documents are only issued after Gray Line of Alaska has received full payment. Assuming that full payment has been received, your documents will be available 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 policy and applicable fees 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:** All travelers, including U.S. and Canadian citizens, may be required to present a valid passport or other approved secure document when entering the U.S. We strongly recommend carrying a passport that is valid for at least six months beyond the completion date of your travel. You are responsible for securing proper documentation for the countries visited on your tour and for entry or reentry to the U.S. Travel may be denied or fines may be levied against those guests without proper documentation; payment of any fines levied is the responsibility of the guest. Guests who have been convicted of a felony will not be permitted entry to Canada.

U.S. citizens may check with the U.S. Department of State for passport requirements of each country in their itineraries. We strongly recommend that U.S. residents register their valuables with U.S. Customs before departure.

Non-U.S. citizens 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 must carry your passport and your Permanent Resident Card (Form I-551), commonly known as a Green Card. Non-U.S. citizens should check with the Embassy or Consulate of each country in the itinerary for passport and visa requirements.

**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. Service animals are permitted if prior arrangements have been made. Certain facilities may not be fully accessible to persons with disabilities. While Gray Line of Alaska endeavors to contract with companies which provide accessible services and facilities, we cannot guarantee that all of those services and facilities will be fully accessible. 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. We must be notified of any special medical, physical or other requirements of guests 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 or luxury rail service 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:** Gray Line of Alaska will carry as baggage only your personal effects for your wearing, comfort or convenience during your tour with Gray Line of Alaska. Your baggage needs to be placed in securely constructed and locked suitcases. You are limited to one overnight or carry-on bag which must remain in your custody at all times, and two pieces of stored baggage which must be able to fit in the baggage compartment of Gray Line of Alaska motor coaches.

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. During your travel, these items or other valuables should not be left unattended, nor placed in baggage other than the bag you carry with you. In addition, Gray Line of Alaska will not assume any liability for any loss of or damage to carry-on baggage left unattended on the motor coach or on other modes of transportation or in hotels. Certain hotels may provide safe-deposit boxes or room safes. Your use of such safe-deposit boxes or similar facilities will not increase Gray Line of Alaska's liability as described below.

Gray Line of Alaska cannot be responsible for any loss, delay 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 we assume no responsibility for loss, damage or delay while baggage is in the custody of airlines.

If Gray Line of Alaska, due to any cause whatsoever, is liable for loss of, damage to, or delay of your property, the amount of Gray Line of Alaska's liability will not exceed US\$100 (US\$600 for passengers who have purchased the Cancellation Protection Standard Plan) 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 liability will be limited to the amounts so specified. Gray Line of Alaska assumes an additional US\$1,000 of liability for lost or damaged baggage (US\$1,600 total) and an additional US\$500 for delayed baggage (US\$1,100 total) with the Cancellation Protection Platinum Plan.

**Responsibility:** Westours Motor Coaches LLC, 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 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 blue 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. Meals, with the exception of: Lunch aboard the *mv Yukon Queen II*, lunch at Gold Dredge No. 8, a light snack on the Tundra Wilderness 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

#### CPP Standard Plan: Our Standard Cancellation Protection Plan

Our Standard Cancellation Protection Plan (CPP Standard Plan) allows you, for any reason, to provide written cancellation up to 24 hours prior to scheduled travel departure and receive a cash refund equal to 80% of the applicable cancellation fee (90% if you purchased our CPP Platinum Plan). In addition, Gray Line of Alaska automatically assumes an additional \$500 of liability for lost, damaged or delayed baggage of passengers who purchase the CPP Standard Plan, still subject, however, to the limitations in our baggage policies. For example, we do not cover losses while baggage is in the custody of airlines. The baggage policy of Gray Line of Alaska is explained in detail above.

The CPP Standard Plan 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 Protection Plan

Our Platinum Cancellation Protection 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% of the applicable cancellation fee for cancellations made any time prior to the scheduled commencement of your tour.

- Trip Cancellation coverage provides protection if you or a traveling companion must cancel for any reason right up to scheduled tour 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 US\$100/day. Maximum benefit is 150% of your tour cost.

- Trip Delay coverage provides reimbursement for reasonable additional accommodation 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.

- Gray Line of Alaska assumes an additional US\$1,000 of liability for lost or damaged baggage (US\$1,600 total) and an additional US\$500 for delayed baggage (US\$1,100 total) with the CPP Platinum Plan.

- 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 US\$50,000.

- Medical Expense coverage reimburses up to US\$10,000 for medical and emergency dental expenses incurred as a result of a covered 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 Standard or CPP Platinum Plans.

**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 available at [www.hollandamerica.com](http://www.hollandamerica.com) which contain the details of 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, per-package cost for each plan is 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	\$529
\$5,001-\$5,500	\$409	\$589
\$5,501-\$6,000	\$439	\$649
\$6,001-\$6,500	\$469	\$709
\$6,501-\$7,000	\$499	\$769
\$7,001-\$7,500	\$529	\$829
\$7,501-\$8,000	\$559	\$889
\$8,001-\$8,500	\$589	\$949
\$8,501-\$9,000	\$619	\$1009
For each additional \$500	\$ 30	\$ 60

The insurance coverage provided under the CPP Platinum Plan is underwritten by Virginia Surety Company, Inc., under policy #HTP04195. 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 CPP Platinum Plan provides limited 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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