These Terms & Conditions, and all information on this page, apply to all AAA Sojourns tours, packages, and cruises in addition to the Terms & Conditions in the specific literature and documentation applicable to your booking. In these paragraphs, "we" and "us" mean the AAA Northern California, Nevada & Utah (AAA NCNU)/AAA Travel, which selects the AAA Sojourns travel providers; "you" means the person who selected and booked the travel and all members of their party; and "travel provider" means the cruise line, transportation company, tour operator, accommodation, or other party that provides you with travel services.

RESERVATIONS AND PAYMENTS

Package Pricing. All rates in this catalog are per person, land or cruise only, and based on double occupancy unless otherwise stated, and subject to availability and change without notice. Pricing listed for cruises includes non-commissionable port charges and is based on minimum inside category unless otherwise stated. AAA Member Benefits apply to the first and second persons in the room or cabin on select departures. Member benefits are available only with select fares and are subject to change without notice. Rates reflect pricing at time of printing and are subject to change. International currency fluctuations could affect pricing at time of final payment.

Reservations, Deposit & Final Payment. A per person deposit must be paid by the required deposit date to confirm reservation. Contact your AAA Travel Counselor for the date and amount of deposit required. Final payment date varies for each AAA Sojourns vacation. **Early Booking Discounts.** Passengers must be booked and deposits paid no later than deposit dates indicated to qualify for early booking discounts.

Gratuities. Customary gratuities to motorcoach drivers, guides, porters, and ship's crew are not included. These gratuities should be extended on a voluntary, individual basis and not as a group.

Group Travel Requirements. Escorted vacations may require a minimum number of passengers. If this minimum number is not booked, the vacation may be canceled or changed. You agree that if any vacation is canceled, we are obligated to refund only the amount you have paid us. We reserve the right to change an escorted vacation to an unescorted vacation if we do not obtain the required number of passengers. Nonrefundable airline tickets should not be purchased until such time as a tour is guaranteed to depart. In the event of tour cancellation, AAA Sojourns will not compensate for nonrefundable tickets.

A Word about Flights. Due to the nature of travel, air arrangements may be subject to changes in routing, departure and arrival times, and direct or nonstop flights. If you choose to make your own flight arrangements, you are also responsible for arranging your own transportation to and from all airports and for arranging flights between the cities shown in the tour itinerary. If we must change the travel program in any way, you will be responsible for changing your own flight arrangements accordingly and for any additional costs such as airport transfers that result from those changes. Special air requests are subject to availability and may involve additional fees.

Travel Insurance. We strongly recommend the purchase of travel insurance. The AAA Sojourns Protection Plan is listed as a pre-priced component of your vacation and is entirely voluntary, but provides important protection for your nonrefundable travel costs and cancellation fees should you need to cancel or interrupt your trip due to a wide variety of unforeseen circumstances. It also provides important medical benefits and assistance while traveling and features a 10-day Satisfaction Guarantee, after which premiums are nonrefundable. The Certificate of Insurance/Policy, which will be provided with your travel documents, contains complete details on coverage. If you have a preexisting health condition, trip-cancellation insurance must be purchased within 14 days of making your AAA Sojourns reservation. Our plan is administered by Allianz Travel Insurance. Allianz Travel Insurance plans are underwritten by BCS Insurance Company (OH, Administrative Office: Oakwood Terrace, IL), rated "A-" (Excellent) by A.M. Best Co., under BCS Form No. 52.401 series. Allianz Global Assistance and Allianz Travel Insurance are brands of AGA Service Company. AGA Service Company is the licensed producer and administrator of this plan and an affiliate of Jefferson Insurance Company. The insured shall not receive any special benefit or advantage because of the affiliation between AGA Service Company and Jefferson Insurance Company. PLEASE BE ADVISED: This optional coverage may duplicate coverage already provided by your personal auto insurance policy, homeowner's insurance policy, personal liability insurance policy or other source of coverage. This insurance is not required in connection with the insured's purchase of travel tickets. Plan may not be available in all jurisdictions. California Residents: This plan contains disability insurance benefits or health insurance benefits, or both, that only apply during the covered trip. You may have coverage from other sources that already provides you with these benefits. You should review your existing policies. If you have any questions about your current coverage, call your insurer or health plan. We are doing business in California as Allianz Global Assistance Insurance Agency, License # 0B01400. Florida Residents: The benefits of the Policy providing your coverage are governed primarily by the law of a state other than Florida. New York Residents: The licensed producer represents the insurer for purposes of the sale. Compensation paid to the producer may depend on the policy selected, or the producer's expenses, volume of business, or profitability. The purchaser may request and obtain information about the producer's compensation, except as otherwise provided by law. Utah Residents: We are doing business in Utah as Allianz Global Assistance Insurance Agency. Product available in all states except: WA

CANCELLATIONS

Changes, Cancellations & Refunds—Tours & Cruises. We charge a $50 per person administrative fee if you cancel after you make your deposit unless your deposit is applied to another AAA Sojourns booking at that time. Please consult with your AAA Travel Counselor if you are considering cancellation. Trip Cancellation and Interruption Insurance generally does not cover cancellations or changes you choose to make, unless they are for a covered reason. In addition, the following cancellation penalties apply: 75 to 61 days prior to departure: No refund of initial deposit 60 to 31 days prior to departure: 50% of total fare 30 to 15 days prior to departure: 75% of total fare 14 to 0 days prior to departure, no-shows, or tour interruption en route: 100% of total fare. Unused or partially used tour features and components are nonrefundable. Special cancellation penalties may apply to select tours and cruise departures.

DOCUMENTS, PASSPORTS & VISAS

Tour & Cruise Documents. Final travel documents, including travel itineraries, instructions for joining your tour or cruise, and airline tickets, will be sent to your AAA Travel Counselor at least two weeks prior to departure date. Documents will not be sent until after we receive final payment.

Passports, Visas, Proof of Citizenship. We will provide general information about required documents, but you are responsible for obtaining the documentation needed for each country you will visit, such as photo identification, alien registration or passport, and visas. Please be sure to check with the U.S. State Department for any unique requirements for your country of destination. As of the time of printing, the U.S. was requiring citizens to show their passports in order to enter the U.S. from all countries including Mexico and Canada. If you are not a U.S. citizen, you should check with your consular representative or embassy for information on the documentation needed for your destination(s). Obtaining these documents is your responsibility and at your expense. We are not responsible for expenses resulting from denied boarding or entry. For immunization information, consult your physician or the Centers for Disease Control (www.cdc.gov).

MINORS

Minors under the age of 18 not traveling with a parent or legal guardian may be subject to additional terms and conditions. Please advise your AAA Travel Counselor if the traveler will be an unaccompanied minor.

ADDITIONAL INFORMATION

AAA Sojourns Escorts. Select tours and cruises will have a AAA Sojourns Escort who will join you at the first hotel on the itinerary or at the ship. Check with your AAA Travel Counselor to find out which tours will be escorted. We reserve the right to change escorted vacations to unescorted vacations when necessary.

Health & Capabilities. The pace of our vacations varies but, in general, they require you to be in good health. When you reserve your vacation, please inform your AAA Travel Counselor of any physical, medical, or psychological conditions that might affect your enjoyment of the trip you select. This will help us make reasonable attempts to accommodate special needs. We regret that we cannot provide individual assistance to a tour member for walking, dining, or other personal needs. Persons needing such assistance must be accompanied by an able companion. For liability reasons, escorts and motorcoach drivers are not able to provide physical assistance. We are not responsible for denial of services by carriers, hotels, restaurants, and other independent suppliers. Be sure to bring any medication you require with you.

Personal Information & Privacy Policy. Passengers will receive a Personal Information Form after booking an escorted cruise or tour. Please complete and return as soon as possible. This will help us make reasonable attempts to accommodate special needs. Please review the Privacy Policy available at AAA.com for our standard privacy policy.

Meals on Tours. Meals are included as listed: CB = Continental Breakfast, B = Breakfast, L = Lunch, D = Dinner.

Itinerary Changes. During local or national holidays, you may be unable to visit facilities and attractions such as museums, historical sites, or stores as scheduled. We attempt to adjust your itinerary to minimize any inconvenience. If limitations or changes might diminish your enjoyment, please check with the respective national tourist office before selecting your tour and travel dates. If tour itineraries or unforeseen circumstances require changes, we reserve the right to change the itinerary. We cannot control program changes on cruises or tours, as travel providers reserve the right to make needed changes. We will try to notify you of any such changes as we learn of them.

Motorcoach Transportation. On some tours, daily seat rotation may be required to permit equal viewing for all passengers. Out of fairness to others, you should not demand to be exempt from seat rotations. Smoking is not allowed on motorcoaches. Rest and photo stops are made en route.

Cruise Ships' Registries. Ships' registries of AAA Sojourns cruise partners: Bahamas, Bermuda, Malta, Marshall Islands, the Netherlands, Russia, Switzerland and USA.

RESPONSIBILITY

Paying your deposit means you accept these terms and conditions and the information in the travel provider brochure for all travelers covered by your payment. Sometimes we photograph tour and tour-related activities. We may use your likeness in AAA publications unless you have notified us in advance and in writing that you do not consent to this. We reserve the right to remove any traveler from a tour immediately for failure to abide by tour regulations and directions of your travel escort and travel providers. Travelers who are removed are not entitled to a refund of any part of the tour cost and may be sent home at their own expense. We are not liable for events beyond our control, such as acts of God, war (whether declared or undeclared), terrorist activities, strikes or government restrictions, and other such events; nor, in the absence of our own negligence, for personal injury, property damage, or loss of earnings, or from any event whatsoever caused by persons not controlled by us, such as travel providers, other travelers, and hotels and their agents and employees. While we make every effort to maintain the accuracy of our publications, we are not responsible for inadvertent typographical or printing errors.

AAA TRAVEL COMMITMENT

What to do if you're not satisfied: If an aspect of your vacation is unsatisfactory, you must first give the travel provider an opportunity to resolve the problem. Your travel provider could be a tour operator, your tour leader if you are traveling on an escorted tour, your cruise ship's Guest Services office, or your hotel's management. Be sure to save all receipts of out-of-pocket expenses incurred and document all efforts of the travel provider to reach a solution, such as names, titles, and solutions proposed. If the travel provider is unable to offer a solution with which you are happy, call us—we will work with you and the travel provider to reach a solution and get you on your way. If we are unable to reach a solution with which you are satisfied, we will refund the portion of your trip that is unsatisfactory. For the purposes of this commitment, a legitimate grievance is something that was promised to you and not delivered, and a reasonable solution is you receiving what was promised or an alternative/substitute of equal or greater value. General restrictions on refunds:

- We cannot be liable for circumstances beyond our control, including, but not limited to, weather, terrorism, and force majeure.
- Commitment applies only to travel products purchased from AAA, and excludes travel to and from your point of departure.
- Commitment applies only to travel provided by AAA NCNU/AAA Travel preferred partners.

AAA Vacations®

Restrictions apply to the *AAA Vacations*® Best Price Guarantee and 24/7 Member Care. Should you find a valid better rate for the exact same itinerary within 24 hours of booking, AAA will match the lower rate. Celebrity X® Cruises® and Royal Caribbean International® *AAA Vacations*® Member Benefits are not applicable for booking made within 30 days of departure. See your AAA Travel Counselor for complete terms and conditions or visit **AAA.com/aaavacations**.