

The background of the page is a photograph of a group of six people (three men and three women) sitting around a round table in a restaurant. They are dressed in semi-formal attire and are engaged in conversation while eating. The table is set with plates of food, glasses of wine, and water. The restaurant has a warm, dimly lit atmosphere with wood-paneled walls and large windows in the background.

GROUPLIDER GUIDE

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"Trust your precious vacation with our travel professionals"



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INTRODUCTION

Thank you for your interest in booking group travel through Sand & C Travel. For over 20 years, our agency has assisted hundreds of groups plan successful trips. We began by booking Las Vegas trips on charter flights from Ft. Lauderdale, and have evolved into tours and our primary focus, cruises. We have a full time group department that is dedicated to planning all of the details that come with group travel from maintaining the manifest and accounting, dining arrangements, documents and more. Group travel takes a great deal of coordination, and as the group leader you need confidence that the team you have entrusted with your precious trip has the expertise and experience to handle the job.

Sand & C Travel was started in 1992 by **Sandie & Chuck** Rosen (now you know where our name comes from) and quickly grew to become one of the largest travel agencies in Palm Beach County, Florida. As the agency grew, they convinced their son Alan to leave his job in Virginia as a Division Controller of a Homebuilder to join them in growing the business along with his wife, Cathy. Sandie passed away shortly thereafter, and Chuck decided to leave the business in the late 1990s (he recently passed as well). Meanwhile, with the assistance of a great staff, Sand & C Travel has grown to be among the top producing travel agencies in the country for various cruise lines and tour operators. Alan & Cathy have been running Sand & C Travel for about 15 years now. For 2014 Sand & C Travel was ranked #86 on the South Florida Business Journal's list of top 100 private companies.

When shopping for a travel agent to handle your group, we recommend that you consider more than just price. Competitive bids are important to ensure that you are getting fair pricing for the members of your group, but we don't recommend that you just automatically jump at the cheapest price. Your trip is too important to leave in the hands of an agent that just provides a cheap rate with no service. Here are some questions we recommend you consider when booking your group:

- Will the agency have professionals work directly with our group members to provide them expert advice in booking their travel? Will the agency handle all of the details with the members of the group, or are they going to make the group leader get involved in everything? Is the agency going to designate just one agent to our group who will be overwhelmed if a bunch of people want to book at once?
- Does the agency have administrative staff with experience in group travel to handle all of the many details?
- Does the agency have experience in booking group dining?
- Does the agency have the contacts at the cruise line or tour operator to coordinate our needs?
- Does the agency have a reputation for being responsive, honest and fair? Is the agency a member of organizations such as the Better Business Bureau, Chamber of Commerce, American Society of Travel Agents (ASTA), the Cruise Line Industry Association (CLIA), the Airline Reporting Corporation (ARC) or endorsed to sell airline tickets through the International Airline Travel Agents Network (IATAN)?
- Is the agency local, with experience in working with groups from the area, or will you be just working with some large company over the phone and internet who don't really understand our market or cater to your group's specific needs?
- Is the agency licensed to sell travel in the state of Florida?
- Does the agency provide all of the terms for booking the group up front so we know what to expect throughout the process?
- Are you working with an "agent" who has little experience, but just gets paid a fee to a national host agency to get identified as a travel agent while working from home? Or is this person a true experienced professional with local office resources to handle your group?
- Does the agency have the financial wherewithal to provide confidence that they will be around until the trip departs? (Beware of agencies that take booking deposits and do not pay them to the cruise line. Cruise deposits should be charged by the cruise line, not the travel agency, and all checks received should be promptly remitted to the supplier.)
- Does the agency recommend adequate travel insurance through insurance companies that have been around, have quality ratings and are properly registered with the state to sell insurance?
- Does the agency charge the group or group members for canceling their reservation?
- Will the agency assist with insurance claims for guests who have to cancel after penalties begin or if something happens during the trip?

As you can see, there is a lot to consider besides just the price.

We hope you find this guide helpful in planning your trip for your group and that it will answer many of the questions that you have about your group. Remember, you can always call us for additional assistance!



DEPARTURE SELECTION

Obviously, the first decision your group needs to make is where you want to go and how you want to go there. It's a big world out there with so many choices, and we can help you wade through it!

We have found that most groups in our area are looking for something easy and not too expensive. Being in South Florida, we are all spoiled with two of the largest cruise ports in the world just a short drive away. Many people don't want to fly, so the easy answer is to just hop a ship from nearby. If your group wants to sail to the Caribbean, we can offer many choices from virtually all of the major cruise lines.

While easy, we have found that many people from the area have been to the Caribbean many times and are looking for something different. However, that usually means it is not going to be quite as easy. For various groups, the next best thing has been a re-positioning cruise. When the cruise lines move their ships for the season, usually to either Alaska or Europe, these cruises provide an opportunity to go to different destinations while reducing the flying to just one way for South Florida residents. We have found the Trans-Atlantic cruises to be particularly popular with some of our groups. These cruises make for a relatively easy way for people to visit Europe, and are often very cost effective as compared to other Europe cruises. We can also put together a hotel package in the embarkation or disembarkation city in Europe with transfers and touring for the group.

Trans-Atlantic cruises are usually offered in the spring (eastbound from Florida to Europe) and the fall (westbound from Europe to Florida). Our clients usually prefer the fall re-positioning cruises for the following reasons:

- People prefer to get the flying over with first. They can fly to a city in Europe, get on the ship and see the sights, and then usually have about 7 days at sea to relax before arriving home.
- By traveling westbound guests usually pick up an average of an extra hour each night of the crossing due to the time changes. It makes the cruise longer with extra sleep time on board! (You lose one hour per day on eastbound cruises).

Other ideas of successful group trips that we have put together in the past are Hawaii cruises, tours of Israel, Spain and the Canadian Rockies. These destinations will obviously require round-trip air, and we can discuss with you the alternatives available.

GROUP ALLOCATIONS AND PRICING

Once you decide on a destination, date and ship or tour operator we will need to block the space with the supplier. Sand & C Travel blocks groups on hundreds of cruises throughout the year, and we may have space already set up that we can allocate to your group. If not, we always request space from the operator which will be based on current rates and availability.

With cruises, we can usually block space far in advance with refundable deposits. Provided there are no penalties for canceling the block and the deposit is not excessive, Sand & C Travel will usually be willing to post this deposit on your behalf. Cruise lines usually require us to block space by category, allocating a certain number of cabins in the selected categories to our group. Note that this allocation will just lock in the number of cabins at the base cruise fare. We do not block actual cabin numbers at this point. Cabin assignments will only be made when names are provided for the cabin and the full required deposit is posted on the cabin by the guests.

Depending on expected demand, our agency may block more space with the cruise line than your group requires. This additional space may be used by other groups we are working with or for individuals that are interested in that departure. Cabins will be sold out of the allocation on a first come, first served basis. This means we cannot guarantee a certain number of cabins in particular categories to your group. We will allocate a number of cabins to the group out of our total inventory, but not commit to categories. Also, it is important to remember that cruise lines reserve the right to recall our unsold space at any time, so our allocation to you cannot be guaranteed. Early recalls of space are unusual, but do occasionally take place. *The bottom line is that the best way for you and the members of your group to get what you want is to book as early as possible!*

Most cruise lines do have a schedule of recalls for the allocation. Once a recall date is reached, the cruise line will usually take some or all of the unsold space. Note that if someone would like to book into a group in a category that is no longer available in our group allocation, the booking will be subject to current rates and availability. In addition, the booking may be added to the group allocation (including group amenities and counting towards tour conducts, see below) at the cruise line's discretion.

Sand & C Travel also maintains the right to reduce your allocation at any time. We will review your bookings regularly. We have other demand for your departure and your group has been selling at a slow pace, we may reduce your allocation. We will do our best to work with you and will discuss any necessary reductions in order to give you the ability to maximize the sales for your group.

Tour operators each have their own policies for group allocations, so are not covered in detail in this guide. However, it should be noted that terms are usually stricter for group tours with penalties often applying as soon as the group space is booked. Details can be provided when we investigate tour alternatives.

Each cruise line has its own policy for pricing groups. Some lines offer special group pricing, while others offer the same pricing as individuals but with additional amenities offered for groups as described below. The best tip we can give when it comes to pricing is to block your group as early as possible. Cruise lines usually offer special reduced rates when the sailing first comes available for booking, and raises the rates as time goes on. In the event that pricing does come down, the cruise line will usually reduce the group rate as well, provided it is prior to the final payment date and the group qualifies for the lower rate. However any price reduction is totally at the cruise line's discretion.

Sand & C Travel wants to provide the best value possible to your group. Besides securing the best rates, we also discount most of our group rates by using some of our commission earned to bring the pricing down to your group members. However, note that cruise lines have very tight rules when it comes to travel agency discounting, and our agency always follows the cruise line policies, which can put limits on what we can do. Examples of these limits and the manner in which they are handled are as follows:

- Certain cruise lines, such as Royal Caribbean and Celebrity, prohibit travel agencies from discounting their cruises. For these lines, the agency will provide additional shipboard credit to group members in lieu of a discount (subject to cruise line rules and restrictions).
- Certain cruise lines, such as Princess and Holland America, prohibit travel agencies from advertising cruise rates lower than those rates offered by the cruise line. Sand & C Travel may offer lower rates, but only discuss those on a one on one basis with group members. Flyers or other advertising prepared for the group will not show the lower prices.

We will submit any coupons or certificates to the cruise line that guests provide us for additional cost reductions on their respective cruise. The acceptance of the coupon or certificate is totally at the discretion of the cruise line. However, note that because Sand & C Travel discounted the value of the cruise to your group, we will also have to discount the value of the coupon. (The cruise line reduces our commission for the impact of the coupon or certificate.) As a result, the net value of the coupon or certificate will be slightly less than the face value of the coupon.

Note that Sand & C Travel may have to add a fee to the cruise line price of less expensive cruises to cover costs associated with our agency service.



GROUP AMENITIES

Most cruise lines offer additional amenities for blocking a group. Typically, the line will provide a menu of amenities that include items such as the following:

- Shipboard Credit
- Cocktail Parties
- Specialty Restaurant Dinners or Lunches
- Gifts such as wine or chocolate covered strawberries in the cabin
- Donations for charitable organizations

The travel agency will then select amenities for the group off of this menu, based on what is permitted by the cruise line. In order to provide the most value for your guests, Sand & C Travel will typically select a bottle of wine (we like to include wine with all of our cruise bookings) and, if possible on the particular sailing, shipboard credit. However, if your group has specific amenity requests and provided we have not sold any cabins in the group or allocated cabins to another group, we can work with you to select amenities that will best suit your group's needs.

These amenities are provided based on guidelines set by the cruise line and are subject to the cruise lines terms and conditions, which may include minimum or maximum number of passengers in a group. For example, most cruise lines require a minimum of 16 passengers to be considered a group, and amenities are subject to withdrawal if less than 16 passengers travel. Also, for logistical reasons, we have seen where specialty restaurant amenities or chocolate covered strawberries can only be provided to groups with less than a certain number of guests. In the event the group is over the maximum, the cruise line will usually substitute another amenity. Note that the minimum and maximum usually apply to all of the bookings from Sand & C Travel in total. Sand & C Travel receives written confirmation of cruise line amenities, and our sole obligation is to request these amenities. It is the cruise line's responsibility to apply these amenities to the booking and Sand & C Travel is not liable for items confirmed yet not delivered by the cruise line.



TOUR CONDUCTORS AND GROUP ADD-ONS

Besides the group amenities, another benefit of booking a group is the tour conductors that are earned by the group. These are the “free” passengers that the cruise lines offer when enough guests actually sail. Groups generally take the funds from the tour conductor and either keep them for their organization as a fund raiser or disperse them among the guests. The industry standard is 1 for every 16 passengers is a tour conductor, but that is subject to individual cruise line policies. For example, Oceania Cruises has a maximum number of tour conductors that can be earned on any particular sailing.

Note that the tour conductor is not totally free. Taxes, non-commissionable fares, fees and expenses usually apply, so the amount that comes back is substantially less than the full amount paid by a regular passenger. Sand & C Travel’s policy is to return whatever we get back from the cruise line (net of expenses) to the group. The check for the amount earned will be made payable in any manner as determined by the group leader. However, note that certain cruise lines that prohibit travel agency discounting, such as Royal Caribbean & Celebrity will not allow us to split the funds earned among the members of the group. In that case, all funds will have to be disbursed to the organization or group leader.

For sailings where we have multiple groups, Sand & C Travel allocates the funds earned on a pro-rata basis among the passengers in the group. For example, Group A has 12 cabins and Sand & C sold another 8 cabins. In this example, Group A would receive 12/20 of the amount we get back from the cruise line. The dollar value of tour conductors earned is based upon the cruise line’s allocation of cabin categories for the tour conductors. Each cruise line has its own method for allocating and calculating tour conductors. (1)

Most tour operators also offer tour conductors with groups. The terms for tour conductors vary significantly among tour operators. Sand & C Travel can request terms at the time your group inquires about a tour.

Your group can request an escort from Sand & C Travel to go on the trip. We will do our best to honor the request, based upon staff availability. However, in the event that a member of our staff does escort the group, the first tour conductor earned by your group will be utilized to pay that agent’s fare. Your group will only receive the balance of the tour conductors earned.

Some groups elect to add-on an additional amount to the pricing as a fund raiser. We can price that add-on in for the group, and then will remit those funds to the organization after the cruise with any tour conductor funds that are earned. We recommend that group leaders consider the impact of any add-ons to sales for your group, as the cruise will be available through other booking methods without the add-on. (2)

(1) Note that tour conductors are only earned on passengers that actually sail within the group allocation on the cruise. Passengers that are booked outside of the group space or cancel, even if under penalty, are not credited towards tour conductors.

(2) Note that Sand & C Travel reserves the right to sell the cruise to our clients not affiliated with your group net of the add-on. We define affiliated guests as anybody who inquired about this cruise due to the group’s marketing efforts. (See Group Advertising)

GROUP TRANSPORTATION

We understand that one of the important considerations for the members of your group is transportation arrangements from their home to the pier or airport. These people are spending a lot of money on their vacation, and they want to make sure it is handled right.

Sand & C Travel has included chartered bus service on our groups since our inception in 1992. While groups appreciated having this included in the price, we have found that this service usually did not provide for an enjoyable start and finish to the vacation experience. Guests would meet at a central location at a time determined by us and the bus company, and the bus could not leave until everyone was on board. When guests return from a cruise, it is not unusual for there to be a 2-3 hour time period from the time the first person gets to the bus to the last. Waiting on a bus for over 2 hours is not the way anybody wants to end their precious vacation.

We believe that someone spending their hard earned money on a vacation deserves more personal attention. In fact, we have found in recent years that less of our clients are taking the group transportation because it is not worth the hassle. People found if they invested a little bit more money in their vacation, they can get door-to-door transportation service on their schedule.

For these reasons, effective with departures in the summer of 2015, Sand & C Travel is no longer including transportation services in the price of our group trips. We have reduced the prices (or increased other amenities such as shipboard credit) to compensate for not having to purchase the transportation services. So guests can use these funds to secure transportation services.

As the group leader, you may want to secure transportation services for your group. Here are companies that we have used in the past and have found to be reliable:

Company Name	Phone Number	Buses	Mini-Buses	Vans & Cars
East Coast Limousine Service	800.250.5398	X	X	
Academy Bus Line	561.588.4446	X		
Finest Transportation	561.477.6222			X
Pat Sintura Transportation	561.281.9076			X

Note that Sand & C Travel takes no responsibility for bookings you make with these transportation companies. We are just providing their contact information as a service.



GROUP DINING

Dining is one of the main reasons people love to cruise. Today's ships offer a wide variety of dining options, some of which are included in the cruise fare and certain specialty restaurants at an additional cost (varies by vessel). While breakfast and lunch in the main dining room is usually open seating on most ships, many vessels offer confirmed seating for dinner. We can help you with these arrangements.

Today, each cruise line has their own policies regarding seating for dinners. Some lines, such as Norwegian Cruise Line, do not offer fixed seating. Most of the major lines now offer a choice of either a fixed dining time or open seating. With open seating, guests either go to the dining room when they want, or make a reservation for the time and table size of their choice. For fixed seating, the time is reserved when the cruise is booked (subject to availability).

For fixed seating, our group department will work with the cruise line to arrange the tables to meet your group's needs. Note that only the dining time is confirmed; everything else including table size and location in the dining room are requests. We will work to have your group seated as close together as possible, but are at the mercy of the cruise line. The cruise line's dining team actually assigns the tables. Many ships have a limited number of large tables, so if you have guests that would desire a table of 10 or larger, we will need them booked as early as possible and the request for the large table submitted to our office. If even available, these tables are very difficult to secure, so the earlier we can get the request in the better the chance of it happening.

Our group department will work with you to put together the table requests. You can either put the tables together or we will take care of it for your group. The choice is yours.



GROUP ADVERTISING

One of the important services that Sand & C Travel provides for groups is preparing flyers that you can distribute to market your cruise. We will design the flyer and make copies for you group (up to 500 at no cost). The flyers will contain the necessary disclosures about the cruise, and will adhere to cruise line policies. For example, various cruise lines (such as Princess and Holland America) prohibit advertising a cruise rate lower than the rate on our contract with the line. If you would like to prepare your own advertising materials for your group, please provide advance copies to Sand & C Travel for review to ensure that all information is properly included in the material and that it is accurate.



SAND & C GROUP SERVICES

As the travel agency handling your group, we want to make your life easy by taking care of all of the details. This is why you put your trust in us for your group trip. Once your group members contact us to book the trip, we will work with them throughout the process to answer their questions and handle all of the details. Here are the major services we will handle for your group:

- Upon booking, we will provide a contract to you with all of the details
- Design and printing of flyers (see Group Advertising above)
- Booking of group members, including providing brochures and confirmations with the terms and conditions
- Processing of group payments, and providing monthly group manifests to the group leader
- Taking dining requests submitting the group dining to the cruise line
- Coordinate meeting space on board and notifying group members of arrangements
- Offering adequate travel insurance to protect guests investment in the trip
- Reviewing and reconciling all financial data with the cruise line at final payment, including reviewing pricing for eligible rate reductions for the group
- Completing on-line check-ins and printing final documents
- Optional group meeting to assist in complete documentation to finalize cruise or tour
- Group meeting to distribute documents, and review final trip arrangements



GROUP INSURANCE

At Sand & C Travel, we are very concerned about the well being of the participants in your group. Insurance is one of the most important considerations when booking travel. Unfortunately, the unexpected does happen in life such as cancellation or interruption of trips or medical emergencies when traveling. We believe that insurance is not the place to try and skimp in costs and buy the cheapest policy available. When someone experiences a medical emergency overseas, they are going to want the best insurance available not the cheapest.

At Sand & C Travel, we can offer your group various alternatives for travel insurance. While the cruise lines offer their own policies, they are usually not the best coverage and don't cover pre-existing medical conditions. We recommend that guests review the insurance in detail before purchasing the policy.

We currently also offer a group insurance policy through Travel Insured. (This policy is available as of August 2014). The group policy requires a minimum of 10 affiliated passengers taking the same trip, and has attractive pricing and benefits. It also covers pre-existing conditions if purchased before any penalties begin (could be as late as final payment). More information on this policy is included in the back of this guide for your reference. In the event that you utilize the group insurance policy, Sand & C Travel will not be offering any other travel insurance policies to your group participants. (1)

(1) Please note that the group policy needs to be opened with Travel Insured before you start selling the trip. This is important, as it will lock in the policy and rates for your group. Therefore you need to inform Sand & C Travel immediately upon blocking the space if you intend to offer this group policy.

GROUP TRAVEL INSURANCE (AS OF AUGUST 2014)

Schedule of Insurance Coverage and Other Services

Trip Cancellation*	Tour Cost* (not applicable if \$0 trip cost)
Trip Interruption**	150% of Tour Cost* (\$500 return air only if \$0 trip cost)
Cancel for Work Reasons	Tour Cost*
Trip Delay	\$.750(\$150/day)
Baggage/Personal Effects	\$1,500
Baggage Delay	\$400
Accident & Sickness Medical Expense	\$50,000
Emergency Evacuation & Repatriation	\$250,000
Accidental Death & Dismemberment	\$25,000
Worldwide Emergency Assistance Services	Included

Optional Cancel For Any Reason***

75% of Non-Refundable Trip Cost*, cancellation must be 48 or more hours prior to scheduled departure.

PLAN COST PER PERSON

Cost of Trip	Plan Rate
\$0	\$20
\$1-\$300	\$31.50
\$301-\$500	\$36.50
\$501-\$1,000	\$55
\$1,001-\$1,500	\$87
\$1,501-\$2,000	\$108
\$2,001-\$2,500	\$136.50
\$2,501-\$3,000	\$161.25
\$3,001-\$3,500	\$182
\$3,501-\$4,000	\$227.50
\$4,001-\$4,500	\$260
\$4,501-\$5,000	\$299

The above rates are for trips up to 30 days - for each day over 30 add \$4.45 per person per day.

Optional Cancel for Any Reason available for an additional 50% premium per person.

* Up to the lesser of the Trip Cost paid or the limit of Coverage for which benefits are requested and the appropriate plan cost has been paid. Maximum limit of \$10,000.

** 150% of Tour Cost paid up to a maximum of \$10,000 for the unused portion of Your Trip and the transportation cost to re-join the Trip or return home.

*** Optional Cancel for Any Reason only applicable if purchased within 14 days of initial Trip deposit and the appropriate additional premium is paid.

NOTE THAT THIS POLICY IS ONLY AVAILABLE FOR AFFILIATED GROUPS OF 10 OR MORE PEOPLE TRAVELLING TOGETHER ON THE SAME ITINERARY.

GENERAL LIMITATIONS AND EXCLUSIONS ON GROUP INSURANCE

Benefits are not payable for the following: resulting from suicide, attempted suicide or any intentionally self-inflicted injury while sane or insane (states may vary); due to a mental or nervous condition, unless hospitalized; resulting from an act of declared or undeclared war; while participating in maneuvers or training exercises of an armed service; while riding, driving or participating in races, or speed or endurance contests; while mountaineering (engaging in the sport of scaling mountains generally requiring the use of picks, ropes, or other special equipment); while participating as a member of a team in an organized sporting competition; while participating in skydiving, hang gliding, bungee cord jumping, scuba diving or deep sea diving; while piloting or learning to pilot or acting as a member of the crew of any aircraft; received as a result or consequence of being Intoxicated, as specifically defined in the policy, or under the influence of any controlled substance unless administered on the advice of a Legally Qualified Physician; to which a contributory cause was the commission of or attempt to commit a felony or being engaged in an illegal occupation; due to normal childbirth, normal pregnancy through the first 9 months of pregnancy or voluntarily induced abortion; for dental treatment (except as coverage is otherwise specifically provided herein); which exceed the Maximum Benefit Amount for each attached coverage as shown in the Schedule of Coverage and Services: or; due to a Pre-existing Condition, as defined in the Policy. The Pre-existing Condition Limitation does not apply to: (a) Emergency Medical Evacuation, Medical Repatriation and Return of Remains coverage; or (b) to coverage purchased prior to Your final Trip payment.

The following limitation applies to Trip Cancellation: All cancellations must be reported directly to the Travel Supplier within 72 hours of the event causing the need to cancel, unless the event prevents it, and then as soon as is reasonably possible. If the cancellation is not reported within the specified 72 hour period, the Company will not pay for additional charges, which would not have, been incurred had You notified the Travel Supplier in the specified period. If the event prevents You from reporting the cancellation, the 72-hour notice requirement does not apply; however, You must, if requested, provide proof that said event prevented him or her from reporting the cancellation within the specified period.

Additional Limitations and Exclusions Specific to Baggage and Personal Effects

Benefits are not payable for any loss caused by or resulting from: breakage of brittle or fragile articles; wear and tear or gradual deterioration; confiscation or appropriation by order of any government or custom's rule; theft or pilferage while left in any unlocked vehicle; property illegally acquired, kept, stored or transported; Your negligent acts or omissions; or property shipped as freight or shipped prior to the Scheduled Departure Date.

THE FINE PRINT

There are important terms and conditions for your group that we want to make sure that you understand. Please make sure that you review the contract that we provide at the time the group is booked as well as the operator's brochure and/or website for their particular terms and conditions. The terms in those documents are the actual terms for the trip that your group books and apply to each individual who books the trip.

For cruises, most groups can be blocked with the cruise line with fully refundable deposits. Provided the deposit is fully refundable and not excessive (under \$2000), Sand & C Travel will usually post this deposit on behalf of the group. If penalties do apply or the deposit is for a large amount, we will require that the group post funds to secure the space. (Note that deposits with many tour operators are non-refundable). Complete terms will be provided when the group blocks the space in the group contract.

Upon booking, client information will be entered into the Sand & C Travel database. Sand & C Travel maintains the right to continue to market to any client that books with your group after the cruise departs. Clients can request to "opt out" out of receiving marketing materials from the agency at any time.

Any costs or penalties relating to the booking or cancellation of particular cabins or reserving space on tours are the sole responsibility of the individual passengers. The group will not be responsible for any such costs, unless penalties apply for blocking of the group space, as described in the group contract. The actual Passage Contract or tour contract is part of the cruise ticket or tour voucher issued to each passenger and that contract is between the operator and the passenger. Your group and Sand & C Travel are not parties to that contract. Passengers will be required to bring valid proof of citizenship. The cruise line or tour operator brochure describes the travel documents required for this trip. Note that all itineraries are subject to change at any time at the cruise line or tour operator's discretion.

Please note that Sand & C Travel requires all clients to sign a Client Consent Form, which covers various items related to booking, including the clients' acknowledgment that cancellation penalties apply, travel insurance has been recommended to them, amenities are subject to change with price changes, and that fuel surcharges, taxes or other charges may be added by the supplier or government authorities after booking. Sand & C Travel will not accept a booking from any client without the signed Client Consent Form.

Sand & C Travel is not responsible for any damage to or loss of luggage or other damages attributable to the transportation companies or cruise line.



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Visit us at – www.preciousvacation.com or e-mail us at info@sandctravel.com.
For more information, contact your Sand & C Travel® consultant at 561-736-3880 or 877-736-3880.
Appointments are suggested before visiting our office to avoid long wait times.
Fla. Seller of Travel Reg. No. ST38489