



# Tour Policies & Information

**One Day Cash-Out Casino Trips:** Advanced reservations are required. Advanced payment in full is required no later than the day before departure, except Four Winds which payment is due at 14 days before departure. You can prepay with Visa, Mastercard, Discover, American Express or check. If you need to cancel your day trip, please make sure to give Happy Times Tours & Experiences a call and let us know (if it is after hours, please leave a message with your name, date of trip, casino destination, and contact phone number). If you call to cancel your day trip before departure, we will transfer your money to another day trip (money is transferrable one time only). Payments for Four Winds Casino trips will be non-refundable at 14 days prior to departure. We understand issues come up; however, we will be tracking repeat no shows and reserve the right to refuse service to habitual no shows. If you do not call before departure to cancel, you will not be able to transfer the money. Ticketed Events (such as sporting events or horse races): There will be no refunds for cancellation unless a replacement can be found.

**Daycations (one-day, non-gaming trips), Milwaukee Experience Tours (including Schlemiel, Schlimazel, MKE):** Advanced reservations are required and are accepted on a first-come, first-serve basis. Advance payment is required. Visa, Mastercard, Discover or American Express or Checks are accepted. All payments are due within seven days of making your reservation. All payments are nonrefundable. However, a refund will be made if a replacement can take your spot. Please contact Happy Times Tours & Experiences as soon as possible if you need to cancel (if it is after hours, please leave a message with your name, date of trips, destination, and contact phone number).

**Cash-Out Casino Mini-Vacations (2-3 Day Trips):** Advanced reservations are required. Full payment is due at 30 days prior unless noted otherwise. You can prepay with Visa, Mastercard, Discover, American Express, or Check. Cancellation Penalties: Cancellations are accepted up to 3 full business days before the trip departs unless otherwise noted. For any cancellations within 3 full business days of departure, there will be no refund. Cancellation on the day off departure will result in no refund. All Cash-Out Casino Event trips require payment in full at 35 days prior and there will be no refund for cancellations at 35 days prior. Business days are defined as Monday through Friday and do not include legal holidays. Please leave a message if it is outside of business hours, including your name, date of the trip, casino destination, and contact phone number. This cancellation policy will apply unless stated otherwise for a specific trip.

**Extended Motorcoach Vacations:** Advanced reservations are required. A \$100 per person deposit is required to secure your reservation unless noted otherwise. Full payment will be due 35 days before departure unless noted otherwise. Cancellation penalties: All tours are non-refundable starting on final payment date unless noted otherwise. We highly recommend purchasing the travel protection plan. There will be no refunds given on any unused portions of any trip. Exceptions may apply because of vendor policies. If the cancellation penalty varies, it will be noted on the trip flyer. We accept payment in the form of Visa, Mastercard, Discover, American Express or Check.

**Extended Air/Rail/Cruise Vacations:** Advanced reservations are required. A \$500 per person deposit is required to secure your reservation unless noted otherwise. Full payment will be due 95 days before departure. Cancellation penalties: All tours are non-refundable starting on final payment date unless noted otherwise. We highly recommend purchasing the travel protection plan. There will be no refunds given on any unused portions of any trip. Exceptions may apply because of vendor policies. We accept payment in the form of Visa, Mastercard, Discover, American Express or Check.

**COVID-19 Disclaimer:** The safety of our passengers and our Happy Team staff remains our biggest concern. You should be aware that there is an inherent risk when traveling that you assume. We cannot guarantee that you will not become exposed to COVID-19 or any other illness or contagious disease while traveling. By choosing to travel with Happy Times Tours & Experiences, you assume all risks related to exposure to COVID-19 or any other illness or contagious disease.

**For Passenger Safety:** No weapons of any kind are allowed on any Happy Times Tours & Experiences Vacations. Failure to comply with this policy may result in a passenger being removed from a tour with no refund. Smoking (including electric cigarettes and vaping) is not allowed on motorcoaches, airplanes, cruise ships or rail. On motorcoach tours, we do make break stops every 2 to 3 hours for those that smoke.

**Departure Information for Cash-Out Casino Trips, Cash-Out Casino Mini Vacations, Daycations (one-day, non-gaming trips), Milwaukee Experience Tours (including Schlemiel, Schlimazel, MKE):** We do not send out itineraries or receipts in the mail. We will email you a receipt or itinerary. Luggage tags on mini vacations when needed are handed out on the day of departure at the coach. Our itineraries can be found on our website [www.happytimestours.com](http://www.happytimestours.com).

**Departure Information for Extended Motorcoach, Air, Rail or Cruise, and Destination Drinking Overnight Getaways:** Documents will be emailed or mailed to you approximately 10 to 14 days prior to departure and will include your pickup information, hotel information, and other pertinent information. There will also be a medical form that we ask that you complete and put in a sealed envelope with your name on the front and your Happy Tour Director will collect it on the morning of departure and return it to you at the end of the trip. If your vacation includes home pickup, the pickup time will be in your documents. Home pickups cannot be changed within 35 days of departure. If you do not have email, we will mail the documents to you. If you are on a Motorcoach trip to Canada, please know that a Valid Passport or Travel I.D. Card is required. Starting in October of 2021 will require "Real" ID. If you do not have correct documentation, you will be refused boarding and no refund for the tour will be issued. Happy Times Tours & Experiences is not responsible for any passenger who is denied entry for any reason and no refund for the tour will be issued. For travel to Canada, passengers will need to show proof of vaccination and may require a negative COVID test (rapid tests are not valid) taken within 72 hours prior to arrival in Canada. This will be the responsibility of the passenger.

**Parking for Tours:** Please note that parking at any pickup location is at your own risk. Happy Times Tours & Experiences is not responsible for loss or damage to vehicles or vehicle contents. We recommend that you lock your automobile and remove all valuables.

**Happy Times Tours & Experiences**

P.O. Box 14153, West Allis, WI 53214

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**Prices Subject to Change:** We reserve the right to change the price of any tour up to the time of departure due to circumstances beyond our control.

**Travelers who need special assistance:** You are required to report any disability requiring special attention to Happy Times Tours & Experiences when you make your reservation. In compliance with the Americans with Disability Act, Happy Times Tours & Experiences will make reasonable efforts to accommodate the special needs of disabled travelers but is not responsible in the event it is unable to do so. We are not responsible for any denial of services by carriers, hotels, restaurants, or other suppliers. Happy Times Tours & Experiences regrets that we cannot provide individual assistance to a tour participant. A qualified and physically able travel companion must accompany travelers who need such assistance. Happy Times Tours & Experiences Team Members are not to lift or assist clients at any time.

**Airline Baggage Policy:** Most airlines charge passengers an extra fee for checked baggage, and the price varies by airline. There are also policies related to baggage weight limits and sizes, and that too can vary. The general rule is a maximum weight of 50 lbs per check suitcase. The cost of the tour does not include the airline checked baggage handling fee. You will be responsible for paying for your baggage when you check-in at the airport.

#### **Airline Check-In Procedures:**

**US Travel** – All airlines require government-issued photo identification when you check-in. A valid driver's license or state issued I.D. is acceptable. Starting in October of 2021, your driver's license or state I.D. must be a "Real" I.D. A Valid Passport is also acceptable.

**International Travel (including Canada)** – Obtaining the proper proof of citizenship for entry to destination countries is the responsibility of each client. Please check with our office for requirements or contact the U.S. Consulate for the destination country directly. Your proof of citizenship will be checked before boarding your flight. If you do not have correct documentation, you will be refused boarding, and no refund for the tour will be issued. Happy Times Tours & Experiences is not responsible for any passenger who is denied entry for any reason, and no refund for the tour will be issued. You will be required to handle your baggage at airline security points and check-in. For travel to Canada, passengers will need to show proof of vaccination and may require a negative COVID test (rapid tests are not valid) taken within 72 hours prior to arrival in Canada. This will be the responsibility of the passenger.

**Tipping for Drivers and Tour Directors:** Tips for your Happy Tour Director and Driver are at your discretion. We often get asked, "What is the amount that you would recommend?" The recommended amount of tipping is \$3-\$5 per person per day for the Tour Director and \$3-\$5 per person per day for the Driver.

**Casino Policies:** All offers and rebates and meal discounts are subject to change without notice. Passengers must have a valid government-issued photo I.D. for all trips. Player's Cards should be used at all times at all casinos. Winnings over \$1199 require a Social Security Card.

**Accommodation Rates Changes:** Per person tour rates are based on the number of occupants per room; single, double, or triple. If the number of occupant's changes due to one or more roommates canceling before departure or finding it necessary to leave the tour once the tour has commenced, the canceling participant/s will be responsible for their portion of the room rate.

**Single Travelers:** Happy Times Tours & Experiences welcome single travelers. If you would like us to find a roommate of the same gender and non-smoking to share a room with you, you must let us know at least 60 days prior to departure on extended motorcoach vacations only, and we will try to find a match for you. We cannot guarantee it, but we will post on social media that we have a single female or male seeking another single female or male to share a room on this trip.

**Triple Occupancy:** Three persons sharing one room will be accommodated with two double/queen beds, providing there is hotel availability. There will be an additional charge for a rollaway bed when available.

**Responsibility:** These tours are arranged by Happy Times Tours & Experiences LLC (hereinafter referred to as HTTE), who acts only as an agent for such parties, firms or corporations providing services herein. The suppliers providing travel services for HTTE tour programs are independent contractors and are not agents or employees of HTTE. HTTE is not responsible for the willful or negligent acts and/or omissions of such suppliers or any air carriers, motorcoach companies, rail and/or cruise lines, or their respective employees, agents, servants, or representatives. This includes, without limitation, their failure to deliver – or their partial or inadequate delivery of services. All coupons, receipts, and tickets are issued subject to the terms and conditions specified by suppliers, air carriers, motorcoach companies, rail and/or cruise lines. The tour participant agrees that HTTE nor their agents shall be liable for any injury, damage or loss to baggage or any passenger's belongings for any reason; any damage loss or injury caused by weather or climatic conditions, fire, government actions or terrorist activities, earthquake, social or labor unrest, accident, delay, bankruptcy, acts of God, pandemic or irregularity which may be occasioned by reason of defect in any vehicle, or for failure to carry out such arrangements as mention; nor for the misconduct of such other parties. HTTE reserves the right to withdraw or make changes and alterations as may be found necessary for the proper handling of said tour. HTTE is not responsible to any person for loss of time, expenses, money or anything else when a change in scheduling is made for members of the tour. HTTE is not liable for any inconvenience, loss, injury, death, or damage due to acts of God, acts of state, fire, terrorist activities, social or labor unrest, pandemic, or participant's failure to follow instructions. HTTE reserves the right to decline, to accept, or retain any person as a member of any tour or to cancel or alter the tour without notice. HTTE is not responsible for misprints. The payment of the required deposits and/or partial or full payment for reservations on a tour shall be deemed and constitutes full knowledge, acceptance, and consent by the participant to all clause provisions.

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