

**Hammer Travel, LLC.**

**1909 E. Wayzata Blvd.**

**Wayzata, MN 55391**

**REGISTRATION AND TRAVEL**

**POLICY AND PROCEDURE**

Registration for a trip may be made online, by phone, by mail or in person. Deposits must be made at time of registration: \$250 for driving trips, \$500 for domestic flying trips and \$800 for Cruises, Alaska, Hawaii, NASCAR, and international trips, with full payment due by the designated registration date. Short notice bookings (bookings made after the payment due date) must be paid in full at time of registration. If a reservation is not paid in full or a payment plan is not set up by the due date, the participant may lose his or her spot on the trip and cancellation fees will apply.

Once deposit is received, you will receive the necessary registration forms to fill out and return to us. Participants are not confirmed for a trip until full payment and registration forms are received. If the registration forms and the participant's photo are not returned to us by the due date the participant may lose his or her spot on the trip and cancellation penalties will apply.

If the participant information provided is inaccurate, fees may be applied for those needing higher staff ratio or the participant may be sent home from the trip at his or her expense with no refund.

Participants will be billed for any charges that we may incur because of their actions, including without limitation; long distance phone charges, pay-TV charges, excess baggage charges, property damage, extra lodging or meal charges caused by any delays, and any items that need to be purchased on behalf of a participant.

Price of the trip includes round trip transportation from the trips point of origin\*, one checked bag, all meals while on the trip, admission to attractions listed in the travel package, lodging, transportation at destination, gratuities, staffing at 1:4 ratio, and a photo CD of the trip.

\* All flying trips are priced out of the Minneapolis/St Paul International Airport. All driving trips begin at Hammer Travel's office in Wayzata, MN. If a participant is flying from a different city, rates are subject to change. Hammer Travel does not provide transportation to/from the trips meeting point, unless pre-arranged and available (fees may apply).

If a traveler is flying from an airport other than Minneapolis/St Paul, we will make every effort to book only non-stop flights. If we are not able to book a non-stop flight, we will do our best to meet the travel at his/her layover airport, or we will request that the airline provide assistance to accompany the participant from his/her first flight to the connecting flight. Airline staff will not stay with the participant unless arrangements are made with the airline ahead of time (a fee may apply). If a participant requires assistance with flying, arrangements need to be made ahead of time by either the participant or his/her guardian or care provider. Please call us if you need assistance. No refunds will be given if an airline determines that a participant is not able to travel independently. Please note; an agency registering four travelers for the same trip may send a staff member at no additional charge.

No refunds will be issued if the participant:

- is refused boarding due to lack of proper identification
- is refused boarding due to lack of proper planning/communication with the airline
- is refused boarding, or cannot join the trip, because of illness or behavioral issues
- refuses/chooses not to board plane, cruise ship, or attend an event at the trip destination
- misses his or her flight or is otherwise delayed and is unable to join the trip

The participant is responsible for any charges that may accrue because of the above possibilities.