



TERMS & CONDITIONS

Scenic Excursions

Scenic Excursions is the travel and tour department of Niagara Scenic Tours with divisions serving Buffalo-Niagara, Greater Rochester, and Southern Tier NY / Northwest Pennsylvania.

Fully Escorted with Host

All trips are accompanied by a professional Tour Host unless otherwise indicated. Tour Hosts act as company travel assistants. Those requiring special needs or attention should travel with a companion or aid to assist with walking or any special needs. Tour Hosts and Motor Coach Operators are not available for that service.

Making A Reservation

Reservations can be made online or by phone.

ONE DAY EXCURSIONS: Payment is due in full for all one-day excursions at time of reservation.

MULTI-DAY EXCURSIONS: A \$100.00 per person deposit is required at reservation. Some excursions may require higher deposits, as indicated for those departures. Final payment is due 60 days prior to trip departure. Travel protection is due at deposit (optional).

Special Accommodations

Should there be a special request that would make your trip more enjoyable, please let your reservationist know. We honor all special dietary requests, vegetarian meals, gluten free as well as handicap / reserved seating. Please let us know the names of all the people in your group when you make your reservation, and we will try our best to seat you together for the meal and the ticketed event.

Excursion Cancellations

ONE DAY EXCURSIONS WITH A TICKETED EVENT: Excursions that include a special event or show ticket are non-refundable. Non-refundable excursions are marked with an asterisk (*) next to the pricing.

ALL OTHER ONE DAY EXCURSIONS:

Over 45 days prior to excursion – Full refund.

22-45 days prior to excursion – Refund less \$15.00 cancellation/administrative fee.

21 days prior to day of excursion – NO REFUND or CREDIT – No exceptions.

Guest can transfer excursion to another person if they find their own replacement. Must let reservationist know for manifest.

MULTI-DAY EXCURSIONS:

Over 60 days prior to excursion – Full refund

60 days to day of excursion – NO REFUND or CREDIT – No exceptions.

Guest can transfer excursion to another person if they find their own replacement. Must let reservationist know for manifest.

Note: Reservations for international tours, air tours, and/or cruises CANNOT be transferred to another guest.

Travel Protection

Travel protection is available for purchase at an additional cost for one day excursions and multi-day excursions. Travel protection must be purchased at the time of booking. The protection is strongly encouraged, but optional.

ONE DAY EXCURSIONS WITH A TICKETED EVENT: Excursions that include a special event or show ticket can be protected for \$25.00 per person. This travel protection covers cancellation up to the day of departure for documented medical reasons only. A medical note will be required.

ALL OTHER ONE DAY EXCURSIONS: Travel protection is available for \$19.00 per person. This travel protection covers cancellation up to the day of departure for documented medical reasons only. A medical note will be required.

MULTI-DAY EXCURSIONS: Multi-day travel protection is available through Trip Assure, a Trip Mate brand, for purchase on all multi-day excursions. The cost of the travel protection is based upon cost of the multi-day excursions and passenger age at the time of booking. For questions regarding specific coverage, please contact: Trip Assure, a Trip Mate brand customer service 1-888-595-8747. Travel Smarter™ with Generali Global Assistance. To review full plan details of the Generali Group Advantage Plans visit our website.

Guest Responsibilities

Persons needing assistance throughout the tour are to bring a companion. Sharing your limitations will only allow us to best service YOU!

Dress as you would for going out to a nice restaurant for lunch or dinner. Dress for the trip you are on with comfortable, safe walking shoes. It is suggested you bring a sweater or jacket, so you are traveling in comfort. Wear a watch and bring a charged cell phone. We suggest you carry a snack with you as well.

Cigarette & vapor smoking is not permitted on or within 100 feet of motor coach for the comfort & health concerns of other guests.

Please refrain from wearing heavy perfumes and colognes for the comfort of all guests.

We make every effort to have the motor coach drop off as close as possible, but there is usually walking involved to re-board the coach, especially in larger cities. Restaurants and some small theaters may have stairs to gain access to the restrooms. Please check with us if you have questions.

Tips and Gratuities – Motorcoach Operator, Tour Host and Local Guides

It is our goal to exceed your expectations. Our company philosophy is that gratuity is earned, not guaranteed, therefore not included in your package. We ask that you personally extend a gratuity for a “job well done” to the Motorcoach Operator, Tour Host and Local Guide at the end of their time of service with you. Standard industry gratuity is \$3-5 per one day excursion and \$5-7 per person per day on a multi-day excursion. Local step-on guides can be thanked at the end of their service - \$1-2 per half day of service.

Health and Safety

DO NOT TRAVEL IF YOU ARE SICK OR FEEL ILL.

Travel protection is available on each departure and recommended to protect your travel investment.

Niagara Scenic Tours follows all NYS, CDC, and FMCSA guidelines based on the motor coach industry for the safety and wellbeing of our traveling guests and our staff. By taking an excursion, you agree to be in good

health. ANYONE who is ill while traveling or not following safety protocols in place will be asked to leave the excursion at own cost, no refund. It is the traveler's responsibility to understand the travel protection policy purchased. ANYONE not following any safety protocol will be asked to leave tour at own cost, no refund.

Hand hygiene is encouraged throughout trip. Travelers should always protect themselves by carrying an additional hand sanitizer. Travelers with diabetic or dietary needs should bring snacks as on-board amenities may be restricted or not included. Carry any medicines you may require.

Medical Issues / Incidents on Tour

Traveling guests must be aware that any medical or psychological episode which may occur on a trip where it is perceived as a risk or unsafe for the traveler or those traveling with said passenger on the trip, will be required to seek immediate attention and transferred to the custody of police, medical professionals/EMT. There will be no refund for any portion of the unused travel components nor is Niagara Scenic Tours responsible for transportation home. After seeking medical attention, discharge paperwork or script from a medical professional is required stating said passenger is cleared to travel and is not a threat / contagious to other travelers. As a traveler aboard a public motor coach tour, hygiene that may be deemed disruptive to other passengers will also not be tolerated and will be asked either (a.) not to board tour without refund or (b.) excused from trip at any point of travel. If traveler is excused during any portion of the tour, there will be no credits and/or refunds. Any guest who is sick on a tour or appears to require medical attention will be directed to medical attention immediately and will not be able to rejoin the group without notification from a hospital / attending physician for the health and wellness of our other guests as well as our employees.

Motorcoach Details

Niagara Scenic Tours operates a fleet of luxury, state-of-the-art motorcoaches. Each coach is meticulously maintained and cleaned / detailed before each excursion.

LAVATORY FACILITIES: All motorcoaches are equipped with lavatories unless otherwise indicated. Comfort stops are made throughout the excursions.

SEATING: Excursions may be operated on motorcoaches with seating capacity of either 56, 40, or 30 guests. To ensure comfort and safety of all guests, coach seats are assigned based on the discretion of the company. Priority is given to medical needs. Advise us at reservation of special needs or requests.

Canadian Travel Requirements

ALL PASSENGERS TRAVELING INTO CANADA OR INTERNATIONALLY WILL BE REQUIRED TO PRESENT PROOF OF CITIZENSHIP BEFORE BOARDING THE COACH.

All U.S. & Canadian citizens who are 16 & older traveling between the U.S. & Canada via motorcoach, will be required to present one of the following forms of valid ID:

- PASSPORT
- PASSPORT CARD
- ENHANCED NYS DRIVER'S LICENSE
- NEXUS CARD

For youth under 16, an original birth certificate along with notarized note from the parent/legal guardian (if not traveling with parent) is required.

It is the traveler's responsibility to have valid ID. Anyone who cannot show proper ID to the border agent, may be denied entry. Transportation will be secured, but at the traveler's individual expense and NO refund or credit will be issued.

As of April 1, 2022, in addition to proof of citizenship, travelers also must show proof of vaccination for entry to Canada, and complete a pre-arrival questionnaire using the ArriveCAN system via a smartphone app or online. Please note covid-related regulations are subject at any time.

Travel Dollars

The more you travel with us, the more you will save on future excursions. You will receive Travel Dollars for each day you travel with us on excursion (with the exception of one day casino trips). Use these Dollars for future travel. NOTE: Travel Dollars cannot be used in combination with any other specials - one promo per trip only. Travel Dollars do not expire as long as you remain "Active". If you do not travel with Scenic Excursions two years from last travel date, your Travel Dollars will be forfeited due to inactivity. You do not earn or cannot use travel dollars on casino or group travel. Bingo Bucks CAN be used on casino tours unless noted.

Excursion Inclusions

The price of the excursion includes transportation, services of a professional Tour Host, all sightseeing, attraction entry fees, meals as listed in the itinerary, all taxes, and base gratuities for staff at included meals.

Please be advised that excursion inclusions are subject to change and that Niagara Scenic Tours reserves the right to substitute an attraction or restaurant if deemed necessary to meet the quality or standards for our guests. Small changes from booking date to travel date may occur. There will be no credits or refunds extended when substitutions are extended. There are no credits or refunds when vendors go out of business or cannot take a group due to unforeseen events.

Pricing is subject to change based on increased costs imposed from vendors. Should that occur, your reservationist will confirm PRIOR to your reservation.

Final Itinerary – Multi-day Excursions

For multi-day motorcoach excursions, itineraries and other information will be sent out approximately 2 weeks to 10 days prior to departure date. This will be a complete itinerary showing departure times & return times.

Departure / Return Times

Arrive at least 15 minutes before departure time. Please be prompt, we cannot wait & there are NO REFUNDS or CREDITS for missed tours. Return times are estimated. Please be aware that traffic, weather, customs, etc. may delay our return.

Buffalo Niagara Departure Points

CT CHEEKTOWAGA TOPS - Corner of Union Rd. & George Urban Blvd., Cheektowaga - park near Union Rd.
EH EASTERN HILLS MALL - 4545 Transit Road, Williamsville, park in rear lot behind food court
SL ST. LEO'S PARISH - 885 Sweethome Rd., Amherst, park near large light post in rear
TP TOPS IN WEST SENECA - 355 Orchard Park Rd., West Seneca, park near poles "I" or "F"

* Not all trips depart/return from these locations. Please see individual tour brochures.

Greater Rochester Departure Points

AV AVON – Scenic Excursions Office, 2926 Lakeville Road, Avon, NY 14414
CA CANANDAIGUA – Park and Ride on Plastermill Road, off Route 332 in Farmington
DA DANSVILLE – Tractor Supply Parking Lot, Route 36
ER EAST ROCHESTER – Jean Daniel Senior Center, 317 Main Street, East Rochester, NY
HE HENRIETTA at WINTON PLACE – 3450 Winton Place, Henrietta, east side of Little Java Coffee
HO HORNELL – Wegmans, 100 State Street, Hornell, NY
HH HORSEHEADS – Horseheads Jubilee, 2898 Westinghouse Road
LE LE ROY – Park and Ride, Route 19, I-490 Thruway Exit 47
PP PAINTED POST – Former Ames Plaza, 100 Victory Highway

* Not all trips depart/return from these locations. Please see individual tour brochures.

Southern Tier NY / NW PA Departure Points

BR BRADFORD – Bradford Mall, 1001 E. Main St., CNB Bank/Tractor Supply Parking Area, Bradford, PA
JA JAMESTOWN - Park & Ride, 2800 N Main St., Jamestown, NY
KA KANE - Nittany Mart Back Lot, 8658 Grand Army of the Rep. Hwy., Kane, PA
LI LIMESTONE – M & M Junction, 2165 US Rte. 219 Limestone, NY
OL OLEAN – Scenic Excursions Lot, 502 N. Barry St., Olean, NY

* Not all trips depart/return from these locations. Please see individual tour brochures.

Vacation / Air Excursions / International Travel Packages

Deposit, payment, and cancellation policy is based on the individual trip. Those payment plans and cancellation policies will be outlined on each specific tour flyer. Trip protection highly recommended.

Pricing in Flyers, Brochures, and Newsprint

Niagara Scenic Tours is not responsible for misprint in pricing related to excursions. All excursion pricing will be confirmed at booking. We are not responsible to honor misprints.

Responsibilities

Niagara Scenic's Tour Departments acts only as a booking agent & assumes no responsibility for any delay, cancellations, changes in schedule or itinerary, loss, injury, and damage to or in respect of any persons, or properties however caused or arising in connection with any services which may be used. Niagara Scenic Tours will make every effort to provide all aspects of the excursion as listed in the description but is not responsible if any portion of the trip is missed due to delays relating to transportation equipment problems, traffic, construction, weather, border crossings, and any other circumstances that are out of our control.

A passenger, who leaves the group in the middle of the excursion for any reason, will not receive a refund or credit for any portion of the trip.

Any passenger that is disruptive to the tour or deemed unsafe to travel on board the motorcoach will be asked to leave the tour at his/her OWN expense for return trip home.

Niagara Scenic Tours reserves the right to cancel any excursion with appropriate advance notice or if we are unable to fulfill the major portion of the excursion. If Niagara Scenic Tours cancels the excursion, a full refund will be made within 60 days.

By taking a motorcoach tour, you assume risks involved with contagious person to person or airborne viruses. Niagara Scenic Tours makes every effort to sanitize motorcoach equipment throughout the tour but the risk of managing the travel sites is beyond our control. Niagara Scenic Tours reserves the right to adjust attractions and restaurants without client notification if we deem unsafe or not meeting our strict standards and protocols for our guests.

We Accept

