

### Scenic Excursions

Effective 10-23-2024

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 required in full for all one-day excursions at time of reservation. If paying by check, call the office to make your reservation. Your space will be held tentatively for 7 days until your check is received.

**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).

### MOTOR COACH

**Seat Belt Policy Effective under New Law Signed by NYS Governor Kathy Hochul effective 10/23/24**

For your safety and in compliance with the law, all passengers must wear seat belts while riding on our motor coaches: Liability rests with the traveler, or parent/guardian if a minor.

1. **Passengers aged 16 and older:** You are required to wear a seat belt at all times while seated on the bus.
2. **Passengers aged 8 to 15:** You must wear a seat belt at all times. If you're under 16, and your parent or guardian (age 18 or older) is present, they are responsible for ensuring you're wearing a seat belt. Failure to comply may result in a fine issued to the parent or guardian.

Please remember, this law is in place for everyone's safety. Buckling up is not just recommended—it's required by law. We appreciate your cooperation in following these guidelines to ensure a safe and comfortable trip for all.

## TRIP PROTECTION:

There is no refund 60 days prior to this trip. Scenic Excursions suggests you protect you and your travel investment. Visit NTA AON Travel Protection following the steps below. If you require assistance see your Scenic Excursions travel specialist to assist you. Trip protection available through AON Affinity.

**VISIT WEBSITE:** <https://nta.aontravelprotect.com>

Must use Tour Operator Location Number: **326296** – this is needed to link protection to the tour package purchased. Complete basic information, review and choose what plan is best for you. After reviewing, you can choose to reserve or not.

**Basic plan** can be purchased at any time. **Enhanced plan** covers preexisting conditions and must be purchased within 14 days of deposit of your tour. Pricing subject to change based on insurance company premiums / costs.

## SPECIAL ACCOMMODATIONS

Should there be a special request that would make your trip more enjoyable, please let your reservationist-know when you are signing up for the excursion. We honor all special dietary requests, vegetarian meals, gluten free as well as handicap / reserved seating when outlined in advance and if available through our vendors. Please let us know the names of all the people in your traveling party when you make your reservation, and we will try our best to seat you together throughout the excursion. **Reserved seating requests are based upon availability when booking. Medical notes on file supersede requests.**

## MOBILITY SCOOTER POLICY

To ensure a smooth and safe travel experience for all our customers, Niagara Scenic requires at least 48 hours' notice if you plan to use a mobility scooter on our trips. This notice will allow us to prepare the necessary equipment to accommodate the scooter safely and efficiently. If proper notice is not given, we cannot guarantee that we will be able to properly transport the scooter, so transportation may be denied. Thank you for your understanding and cooperation.

## EXCURSION CANCELLATIONS

**ONE DAY EXCURSIONS WITH A TICKETED EVENT:** Excursions that include a special event or show ticket are non-refundable unless trip protection is purchased and cancelled due to illness (Dr. note required). Non-refundable excursions are marked with an asterisk (\*) next to the pricing.

### ONE DAY CASINO EXCURSIONS:

Over 21 days prior to excursion, credit in full amount of trip CREDITED to your Scenic Excursions account to use for a future trip.

21 days or less, no refund or credit – No exceptions. Guest can transfer excursion to another person if they find their own replacement. Please contact our reservation department for update to our manifest.

### ALL OTHER ONE DAY EXCURSIONS: For trips without a ticketed event

Over 45 days prior to excursion – Full refund.

22-45 days prior to excursion – Refund less \$25.00 cancellation/administrative fee per person.

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 or less to day of departure – 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.

IF TRIP IS NON-REFUNDABLE OR WITHIN THE DATES TRIP IS NON-REFUNDABLE and Scenic Excursion finds a replacement, a \$25.00 per person administrative charge will apply.

## **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: \$25.00

One day trip cancellation protection is available and covers cancellation only up to the day of departure for documented medical reasons only.

### Casino One Day Excursions: \$10.00

Travel cancellation protection is available for one day tours. This does not include casino show tour excursions. This protects your casino excursion investment up to the day of travel due to illness.

This travel protection covers cancellation up to the day of departure for documented medical reasons only. A medical note will be required. This does not cover protection while ON the tour.

Multi-Day Excursions: Protect your investment with added value from AON. Multi-day travel protection is available through National Tour Association's AON. Pricing program based on price of tour, not age based. View travel benefits at your leisure. YOU choose the plan that is best for you. Basic, enhanced or upgrade to Optional Cancel for any reason. Log on, click, view and enroll. Basic plan can be purchased at any time. Enhanced program (covering preexisting conditions) Must purchase within 14 days of deposit.

There is no refund 60 days prior to this trip. Scenic Excursions suggests you protect you and your travel investment. Visit NTA AON Travel Protection following the steps below. If you require assistance see your Scenic Excursions travel specialist to assist you. Trip protection available through AON Affinity.

**VISIT WEBSITE:** <https://nta.aontravelprotect.com>

Must use Tour Operator Location Number: **326296** – this is needed to link protection to the tour package purchased. Complete basis information, review and choose what plan is best for you. After reviewing, you can choose to reserve or not.

**Basic plan** can be purchased at any time. **Enhanced plan** covers preexisting conditions and must be purchased within 14 days of deposit of your tour. Pricing subject to change based on insurance company premiums / costs.

## **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 go out to a nice restaurant for lunch or dinner. Dress for the trip you are on in 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, vaping, or other smoking products are not permitted on or within 20 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. Good hygiene is necessary when traveling on a public motor coach tour.

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. Envelopes will be provided for multi-day tours for tour host, driver, and guides. Although we do not provide envelopes on one day excursions, cash gratuities can be handed directly to driver, host and/or guide for a job well done.

### **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.

## SERVICE ANIMALS

Niagara Scenic allows service animals as defined by the ADA. *A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.* For more information please visit, [www.ada.gov/resources/service-animals-2010-requirements/#top](http://www.ada.gov/resources/service-animals-2010-requirements/#top). All other animals are not allowed on Niagara Scenic buses.

## MOTORCOACH DETAILS

Niagara Scenic Tours operates a fleet of luxury, state-of-the-art motorcoaches. Each coach is meticulously maintained and cleaned before each excursion. Motor coaches are equipped with overhead compartment and outlets.

**LAVATORY FACILITIES:** All motor coaches 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 booking of any special needs or requests. We ask that guests remain seated on the motor coach throughout the trip. Please refrain from moving about or standing in the motor coach for safety reasons. When walking to the restroom, please exit your seat when it is safe to do so and use the handrail or seat back for assistance to prevent fall.

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3. **Passengers aged 16 and older:** You are required to wear a seat belt at all times while seated on the bus.
4. **Passengers aged 8 to 15:** You must wear a seat belt at all times. If you're under 16, and your parent or guardian (age 18 or older) is present, they are responsible for ensuring you're wearing a seat belt. Failure to comply may result in a fine issued to the parent or guardian.

Please remember, this law is in place for everyone's safety. Buckling up is not just recommended—it's required by law. We appreciate your cooperation in following these guidelines to ensure a safe and comfortable trip for all.

## 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 and know the restrictions for guests entering Canada. 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.

### **Travel Dollars**

The more you travel with us, the more you will save on future excursions. You will receive ONE Travel Dollar 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 automatically forfeited due to inactivity. Travel dollars are non-transferrable, and cannot be redeemed for cash. 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. Niagara Scenic Tours reserves the right to substitute an attraction or restaurant (or meal choice) 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 for unforeseen events due to weather or any vendor issue that is out of the control of Scenic Excursions. Scenic Excursions will extend a CREDIT toward a future trip if a tour component is cancelled and results in a travel credit to the tour company.

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. Not all trips depart/return from each location listed. Please see individual tour brochures.

### **Buffalo Niagara Departure Points**

EH EASTERN HILLS MALL - 4545 Transit Road, Williamsville, park in rear lot -In front of food court entrance, ½ way back in the lot.

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. In front of store-parking furthest from entrance.

## **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 DANVILLE – Tractor Supply Parking Lot, Route 36  
GR GREECE – Ridgemont Plaza, 2833 W. Ridge Road, Greece, NY (Near Light Pole 10)  
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 LEROY – Park and Ride, Route 19, I-490 Thruway Exit 47

## **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  
LI LIMESTONE – M & M Junction, 2165 US Rte. 219 Limestone, NY  
OL OLEAN – Scenic Excursions Lot, 502 N. Barry St., Olean, NY

## **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 is highly recommended.

## **Pricing in Flyers, Brochures, Website 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 due to printer errors or that of typographical errors in marketing pieces, brochures, or social media promotions.

## **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. This includes cancellations by operators such as boat cruises or other means of transport due to weather or mechanical issues. A credit in the amount of the purchased item will be extended to guests in your Scenic Excursions account to use for a future trip, which will not expire unless noted or guest becomes inactive.

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 the return trip home.

For one day CASINO excursions, guests must arrive and depart via motor coach and present valid, government issued photo ID to receive incentive. No refunds or credits will be extended for any circumstances for guests without ID as required by the gaming commission. Any guest who seems impaired or intoxicated will not be permitted on the motor coach nor will be refunded or credited.

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 30 days. Notice of cancellation will be given by postcard, mailed letter, phone calls (where

messages will be left) and/or email. Niagara Scenic reserves the right to cancel trip up to the day prior to trip due to unforeseen circumstances, weather related, mechanical or passenger load.

By taking a motorcoach tour, you assume risks involved with contagious person to person or airborne viruses. Niagara Scenic Tours makes every effort to clean 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 it unsafe or not meeting our standards and protocols for our guests.

### We Accept

