

# TERMS AND CONDITIONS

## A. Delays

The maximal waiting time for any late passengers is 10 minutes beyond the meeting time announced by the Tour Guide. While JUPITER LEGEND makes every effort to provide on-time service, it does not guarantee to arrive at or depart from any point as a specific time, which may be affected by any number of factors including weather, traffic, strikes, government shutdowns, war or terrorist attacks, or mechanical problems. JUPITER LEGEND is not liable for any inconvenience or expense caused as a result of such a delay, not liable for the expense of connecting air or train or bus service missed as a result of a delay and not liable for any other travel expense caused as a result of a delay.

## B. Seating

JUPITER LEGEND reserves full control and discretion as to the seating of passengers and the right to change such seating at any time during the trip, provided; however, seating arrangements will be made without regard to race, color, creed, or national origin.

## C. Transfers and Connections

JUPITER LEGEND reserves the right, when operating conditions require, transferring passengers from one vehicle to another en route.

## D. Animals on Board

Dogs, cats, birds, or other animals will not be transported. Only certified service animal, trained for the purpose of accompanying a special needs traveler, will be permitted to travel with the qualified passenger at no additional charge.

## E. Baggage

JUPITER LEGEND does not provide checked baggage service and assumes no liability of any kind for items/baggage placed onboard or underneath the bus in its baggage bins.

2. You are responsible for placing your bag into the baggage bin and retrieving it at your destination. The compensation for any loss caused by the mechanical failure shall not exceed \$200 per piece and for several damaged suitcase shall not exceed \$30 per piece.

3. If you need assistance, ask, and the driver will help you.

## F. Refusal to Transport

JUPITER LEGEND reserves the right to refuse to transport a person

1. Under the influence of intoxicating liquor or drugs
2. Who is incapable of taking care of him/her (this does not apply to persons who are accompanied by an attendant or nurse)
3. Whose conduct is such or likely to be such as to make him or her objectionable to other passengers or prospective passengers
4. Who fails to comply with or interfere with the duties of the driver and/or the tour guide
5. Who refuses to permit a search of his or her person or property for weapons or who fails to provide positive identification upon request
6. Who is with a communicable disease or infection known or reasonably believed by UNIVERSAL VISION to pose a direct threat to the health or safety of others
7. Who uses attraction tickets including CITYPASS purchase from other services than the tour guide.

## G. Check-in

All children under 18 years of age must be accompanied by an adult (18 years of age or over) when traveling with JUPITER LEGEND. Unaccompanied children under the age of 18 are not permitted to travel on JUPITER LEGEND buses. All children and babies accompanied by adult(s) are required to have a reservation of their own and the applicable regular fare must be paid for each such child or baby. The following documents are recommended to make your check-in process smooth:

1. A valid photo ID is required to board the bus.
2. We recommend you bring a copy of the email confirmation to board the bus.
3. We recommend you provide us with a contact number (preferably cell) so we can contact you in the event of a service disruption.

## H. Smoking

Smoking is prohibited aboard the bus in accordance with Federal law and prohibited in most hotel rooms. Customers are responsible for any penalty charged by the hotel in a non-smoking room at least \$250 per night.

## I. Food and Drinks

Customers are not allowed to bring food or beverages on board except for bottled water. Passengers are not permitted to consume or bring alcoholic beverages on board.

## J. Price Changes

Tour attraction admission charges and meal expenses are subject to change at any time without notification. Any purchased ticket cannot be refunded for lower prices. JUPITER LEGEND reserves the right, when operating conditions require, to randomly upgrading passengers who have purchased a super-value package from economy class motels to business class hotels, various hotels may have different deposit policy passengers need to comply with. No specific bed type or the position of the tour can be guaranteed at each hotel. Usually 2-4 people can stay in each room maximally. In case of Bed Bugs or room facility problems, please contact the tour guide or the front desk immediately.

## L. Bus Rules

By federal regulation, passengers shall get off the vehicle at each scheduled attraction in spite of purchase of the admission ticket. No one shall stand while the vehicle is in motion JUPITER LEGEND shall not be responsible for any injuries caused

by customers' negligence. Bus drivers are entitled to determine the speed, routing, and how to use hand-free devices based on weather and traffic conditions. All accidents shall be reported to bus company and JUPITER LEGEND is not responsible for any injury or loss as a tour operator.

## M. Passenger Information

JUPITER LEGEND may disclose the passenger's personal information, including ticket and payment information, as required by law, upon order of the court, by request of a government agency, by request of a law enforcement authority, or in the good faith belief that disclosure is necessary or advisable.

## N. Passengers with Disabilities

Normal health conditions are required to participate and enjoy our full itineraries. Contact us for specific policies or information regarding passengers with disabilities who do not need to provide advance notification to make a reservation. JUPITER LEGEND does not guarantee a wheelchair lift-equipped bus and/or seating availability to disabled passengers without prior notification and approval.

## O. Cross Border Travel

Persons traveling across the U.S.-Canada border should ascertain information on documents needed to cross the border from the relevant U.S. and Canadian government agencies; as such requirements are subject to change. A valid passport is required for citizens of any nation, including citizens of the United States and Canada, to cross the border in either direction between the United States and Canada. Passengers are advised to consult with their government if they seek to cross the border without a valid passport. For U.S. Government information, passengers should consult with U.S. Customs and Border Protection at [www.cbp.gov](http://www.cbp.gov). For Canadian Government information, passengers should consult with the Canadian Border Services Agency at [www.cbsa.gc.ca](http://www.cbsa.gc.ca).

A guardian traveling with children must provide proof of custody or notarized parental authorization for travel. An adult accompanying a child who is neither a parent nor guardian of the child should have written permission from a parent or guardian to accompany the child across the border, including the name and contact information of the parent or guardian.

Luggage is subject to inspection when crossing international borders. You will be asked to declare any items subject to duty upon crossing the border. JUPITER LEGEND is not responsible for any luggage crossing international borders. Passengers must claim all luggages at the border crossing point before proceeding. No luggage is allowed across the border unless claimed by a passenger.

JUPITER LEGEND will not provide free transportation to a passenger denied entry across an international border.

## P. Alterations

We may alter these terms and conditions from time to time and post the new version on our agents' website. It is your responsibility to check the terms and conditions on their website regularly and prior to making a reservation.

Unless specifically stated otherwise herein or required by law, JUPITER LEGEND shall not be liable for any consequential, compensatory, indirect, incidental or punitive damages arising out of or in connection with the performance of its obligations under these terms and conditions.

## Q. Compensation:

In case of any incidents or accidents, as a tour operator, JUPITER LEGEND shall not interfere the operations of each attraction, hotel or bus company. The maximal compensation amount which JUPITER LEGEND is responsible for shall not exceed the purchase price directly related to that specific incident.

Contrary to popular belief, neither motorcoach carriers nor tour operators are required to compensate passengers whose buses are delayed or canceled. However, as a goodwill gesture, we are willing to offer the following compensation based on the length of mechanical delay voluntarily:

Within 3 hours: There is no compensation.

Between 3 and 6 hours: A complimentary snack or meal equivalent to USD \$10 per passenger.

More than 6 hours: A refund of one day's bus rental rate (usually at USD \$800) shared by the amount of passengers on board.

## R. Receipt:

In case a payment receipt is requested, please kindly provide your email address to the tour guide, and your request will be processed within 5 business days.

## OFFICIAL USE ONLY

Tour guide name/phone number : \_\_\_\_\_

Client group number/name: \_\_\_\_\_

Today's seat #: \_\_\_\_\_

All rights of interpretation are reserved by JUPITER LEGEND.