

# 参团须知

## A. 关于延误

为保障行程顺利完整,游客有责任严格遵守导游给出的集合时间。如果距离集合时间超过十分钟,大巴将离开不予等待。纵横集团竭诚提供准时准点服务,但如遇到天气、交通、机械故障、罢工、政府停摆以及战争和恐怖袭击等不可控因素,我司无法保证按时按点到达接送地点。由此原因导致的行程延误进而给客人带来任何的不便或产生相关航班,火车或大巴费用以及其他旅游费用等额外费用的,我司概不负责。

## B. 关于编排座位

纵横集团对游客的座位编排保有完全的酌情决定权,参团期间任何时间都有权对座位进行调整。座位安排与种族、肤色、宗教、国籍等无关。

## C. 关于接驳

纵横集团有权在方便出团操作的情况下,在途中将游客从原车换到另一辆车。

## D. 关于车上携带动物

狗、猫、鸟等宠物以及其他动物禁止携带上车。有证书的导盲犬等可以随行,且不额外收费,但需要提前48小时通知。

## E. 关于行李

1. 纵横不提供行李托运看管服务,对车上的行李物品以及行李舱中的行李不承担看管责任;
2. 请看好车上的随身行李以及其内的贵重物品,有任何情况我司概不负责;因车辆机械故障导致的行李丢失,每件赔偿不超过\$200;行李损坏每件赔偿不超过\$30。
3. 过境时需要检查行李,游客会被要求申报需缴纳关税的物品;而且游客必须在过关前于过海关处认领行李,除非有游客认领,否则行李不得放行。

## F. 关于拒载

纵横集团对游客出现以下情况留有拒载的权利:

1. 不能自理者(除非有医护人员或随从陪伴);
2. 游客行为不当,致使全团的其他游客或潜在游客对此产生厌恶和不满;
3. 不服从司导安排或骚扰司导;
4. 拒绝配合搜查携带武器或者无法提供有效证明;
5. 由纵横集团认定发现患传染病,且对其他游客生命健康造成威胁的游客;
6. 拒绝遵守任何合法的规章制度。若游客出现该状况,司机有权在旅途中任何地方将该游客驱赶下车。纵横集团对此不进行任何赔偿;
7. 不从导游处购票,自行购买的使用景点门票或CITYPASS的游客;
8. 拒付必付项目的乘客。

## G. 关于登记报到

18岁以下未成年人或儿童必须由成人陪伴参团。单独旅行的未成年人或儿童不能参加纵横的旅游团。由成人陪同的儿童或婴儿也需要预约参团,并需付相关参团费用。出于对孕妇安全的考虑,孕妇参团需在行程结束时怀孕不超过24周。以下建议会帮助您更快更好的登记报到。

1. 上车需携带有效身份证件(内附照片);
2. 请出示参团确认单的电子版或复印件;
3. 请提供有效联系方式,最好是手机,如有问题,方便通知。

## H. 关于吸烟

根据美国联邦法律,参团期间车上禁止吸烟,绝大多数酒店房间也禁止吸烟;酒店的清洁人员都受过专业培训,保安人员也会专业的留下证据,一旦被发发现,会有每晚至少250美元的清洁费用。这项费用由客人自己承担,我司概不负责。则若有吸烟需要,请到专门的吸烟区。

## I. 关于饮食

游客禁止携带食物和饮料上车,瓶装水除外;游客禁止购买或携带酒精饮料上车。

## J. 关于价格调整

参团景点门票费和餐费可能会根据景点官方的临时通知而变动。任何门票一经购买,若价格有所调整,不能退差价。

## K. 关于酒店

为方便出团操作,对于参加超值经济旅游团的客人,纵横集团有权按照操作要求随机将客人的经济酒店升级为商务酒店。另外每个酒店都有不同的押金要求,需要游客配合。每个酒店都有不同房间类型。例如一张大床或两张双人床的,每个房间可合法住宿的最多人数在2到4人包括成人、小童、17岁以下。纵横集团保证客人的用房数量,但不保障具体房间类型和所处位置。酒店房间如有Bed bug 或者设施严重不完善,请立即与导游和酒店前台联系,当场解决。

## L. 关于巴士

根据运输法规,凡是车辆到任何一个景点,所有团友必须全部下车。即使你不参加这个景点,也不可以在车上等待。并且要携带自己贵重物品。大巴在行驶过程中,请系好安全带,不得走动或站立。为此产生任何后果,我司概不负责。巴士司机有权根据天气和路况决定路线、车速和如何使用耳机电话。纵横集团不对任何交通事故负责,任何意外请报告给巴士公司。

## M. 关于游客信息

根据美国相关法律,纵横集团有义务配合美国法院,政府部门或其他执法机构提供客人参团信息。

## N. 关于残疾人士参团

行程中众多旅游景点需要参团人具备基本的健康条件。残疾人士报名参团前请提前联系纵横集团获取相关信息政策。若没有及时通知,我司不能保证为客人提供轮椅升降巴士或安排合适的座位。

## O. 关于跨境旅游

参团儿童的监护人必须提供监护证明或者提供父母授权参团同意书。若陪伴儿童的成人既不是儿童父母也不是儿童监护人,需要从儿童父母或监护人那里获取同意书,同意陪同儿童过境。同意书中需注明父母或监护人的姓名及联系方式。过境时需检查行李。游客需要在过境处向海关申报需缴纳关税的物品。纵横集团对过境的行李不承担看管责任。游客必须在过境处认领所有的行李才能继续行程。没有游客认领的行李不能过境。若不幸游客被拒绝入境,纵横集团不提供免费巴士送客。故请在参加美加东团前备齐相关证明和文件。

## P. 关于条款和条件修改

纵横集团可能会多次修改参团条款和条件,并会在代理网站上及时公布最新版本。请游客在报名参团前务必仔细阅读参团条例。我司仅在这些条款和条件下履行义务,除非在此条例中或在法律中有特别规定,否则如果产生任何间接性,补偿性,偶然性或惩罚性损害都不作出赔偿。

## Q. 关于赔偿

如有任何意外,作为组团者,纵横集团不能干涉各景点,酒店和巴士公司的运作。对任何意外的赔偿最高限额不超过客户对与该项意外相关的购买价格。与其他的运输企业一样,如果游客的巴士迟到或取消,巴士公司或旅行社无需赔偿游客直接或间接损失。然而我司愿根据巴士迟到的时间长短为游客提供以下补偿,以示友好:

迟到时间小于3小时:没有补偿;

迟到时间3到6小时:免费提供每人价值10美元的小吃或餐点

迟到时间大于6小时:当天巴士租车费用(通常是800美元),由受到影响的游客平分。

## R. 关于收据

如果客人需要在团上交导游所有费用的收据,可以将邮箱地址提供给导游,将有办公室人员将收据以邮件形式发给客人。此期间需要3到5个工作日。

## 仅供官方使用

导游姓名/电话: \_\_\_\_\_

客人组号/姓名: \_\_\_\_\_

今日座位号码: \_\_\_\_\_

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

## F. Refusal to Transport

Jupiter Legend Corporation 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
8. Anyone who refuses to pay all the mandatory charges.

## 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 Corporation. Unaccompanied children under the age of 18 are not permitted to travel on Jupiter Legend Corporation 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. In consideration of the guest safety, pregnant women are only allowed to join the tour if pregnant for 24 weeks or less by the end of the trip. The following documents are recommended to make your check-in process smooth:

1. A valid photo ID is required to board the bus.
2. Please present the electronic version or photocopy of the tour confirmation.
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.

## K. Hotel Upgrade

Jupiter Legend Corporation 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. Please fasten the seat belt. No one shall stand while the vehicle is in motion. JUPITER LEGEND Corporation 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 Corporation 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. Passenger 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 need to provide advance notification to make a reservation. Jupiter Legend Corporation does not guarantee 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 Corporation 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 Corporation 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 Corporation 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 Corporation shall not interfere the operations of each attraction, hotel or bus company. The maximal compensation amount which Jupiter Legend Corporation 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 #: \_\_\_\_\_