

Group Terms and Conditions

Guarantee of guest count is due 30 business days prior to departure. If group reserves less than 30 business days prior to departure, the initial guest count will be considered final.

- **Tour Leader & Escort Policy**

One complimentary tour leader ticket is provided for each 15 paid passengers. Children under 13, when comprising the majority of the group, are required to have a ratio of no less one adult to seven (7) children.

PAYMENTS

- **Payment of Deposit**

Groups of 15 or more require **a 25% deposit** 14 business after receiving the contract to guarantee reservations. Reservations made less than 30 business days in advance of departure date require payment **in full**.

- **Final Payment**

Final payment is due 30 days prior to departure. Tickets will not be issued if balance is not paid in full prior to group arrival at the depot.

PAYMENT METHODS

- **CHECKS**

- Customer checks must be issued on behalf of the Company from a United States bank in United States dollar currency.
- All checks should be remitted to the following address for payment and should include the reservation number in the notes section:
 - **P.O. Box 105, North Creek, NY 12853, att: Jessica Hayle**

- **CREDIT CARD PAYMENTS**

- Premier Rail Collections/Saratoga & North Creek Railway accepts all major credit cards, including American Express.
- Credit card payments can be made by calling **855.724-5714** (7 days a week) or locally at **518-618-3595** (Friday-Monday).
- The Customer may provide a credit card to remain on file for deposits and full payment according to the terms of this agreement. The credit card on file will be charged the amount due when checks are not received prior to the deposit due date. Late checks will be returned un-cashed and reservations unsecured by an authorized credit card will be released and space returned to available inventory.
- The credit card information and signature authorized by the Customer as confirmed below authorizes deposit and full prepayment by credit card.
 - Name on credit card:

- Card type:
- Expiration Date:
- Credit card number last four digits*:
- Three Digit Security Code:
- Card holder signature:
- *Enter full credit card number on the last page only

- **ELECTRONIC FUNDS TRANSFER**

- The Company may extend electronic funds transfer payment privileges to Company-approved volume customers. Customers that complete and submit an electronic funds transfer application and have been notified in writing of approval by the Company may make payment by electronic funds transfer. Electronic fund transfers issued on behalf of the Customer must be paid in United States dollar currency. The Customer is responsible for all fees and taxes associated with the payment process.

- **Passenger Guarantee and Manifest**

Final passenger guarantee is due 14 business days prior to departure. Passengers may be added after the final passenger guarantee, subject to availability. Passenger manifest must be submitted 10 days before departure.

- **Accessibility**

All passenger accessibility requirements must be communicated at the time of execution of this Contract. While every effort will be made accommodate your needs, motorized wheel chairs cannot be accommodated. Wheel chairs should not exceed 28 inches hub to hub.

- **Boarding**

We request groups remain with the bus until boarding is initiated. Tour Conductors should check in with reservation desk upon arrival for tickets, seating and boarding information.

- **Menu Choices**

All menu choices, if applicable, must be completed 14 business days prior to departure. Any menu choices made after this time will be by availability of menu items or at the chef's discretion. Please make available any food allergies when menu choices are selected. Gratuities are not included in the fare

- **Cancellations**

Cancellations received by the Company in writing 30 days prior to departure will result in full refund of deposit. Cancellation penalties will apply to cancellations received 30 days or less before departure as follows:

- **More than 14 days, less than 30 days before departure – 50% refund of total**
- **More than 7 days, less than 30 days before departure – 25% refund of total**
- **Less than 7 days before departure – no refund**

The Company makes every effort to seat groups together in the class of service requested. Due to the historic nature of our equipment we may substitute a different class of service in order to