



Oughten House Foundation, Inc.

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General Terms and Conditions

as of 5 April 2010

Overview

Dear Conference and Retreat Traveler,

Thank you for your interest in Oughten House Foundation (“OHF”) Retreats and its “dba” Oughten House International (“OHi”) Tours. We are a company that caters to people from around the world. We sponsor International Vacation-Wellness Retreats, Educational Programs, and Conferences, herein called “Events”.

OHi Company is a spirited company under the supervision of its Founder, Dr. Robert V. Gerard and ongoing encouragement from Zeljka Roksandic. Our staff strives to bring you quality and top value Events. We are proud of the tour affiliate companies and Regional Hosts we have chosen for our Events. They are tourist specialists and directors in their region of the world.

Our mission is to offer each Event Participant the best learning experience possible at reasonable prices and comfort. We endeavor to avail you the opportunity that will give you wonderful, lasting memories, new friendships, and of course, improved well-being.

Terms and Conditions

Please become familiar with OHF’s “General Terms and Conditions.” A better mutual understanding will enhance your knowledge and what may be required of you. Each Event has its own complete itinerary with explicit Details for that particular Event Program. Please read all information and call (607) 724-2438 or email the office at ****Contact@oughtenhouse.com**** if you have any questions.

Your payment for an Event or air ticket purchase is regarded by Oughten House Foundation Inc. as an agreement to the General Terms and Conditions listed here in and as well as the Details at the end of each Event itinerary.

Deposits. A deposit is required within 5 days of your reservation and must include a completely filled out and signed Reservation form for the specific Event.

Final Payments. Final payment due dates are listed for each Event and is usually due 30 days prior to the Event. Without full payment final travel documents and Event Program badges and details cannot be sent to you.

Late Bookings. Payment is due in full and within 48 hours of your reservation if you make your reservations within 10 days of a trip.

Tour Documents. Tour documents are sent about 15 days prior to trip departure. If you would like documents delivered overnight or 2 day service, a \$24.00 charge will be assessed.

Cancellation, Refunds and Revision Fees. These fees vary with each Event offered; please read the “Details” with each itinerary. Unless otherwise specified, Event Deposits are Non-Refundable. Individual Event itineraries “Details” will override the following cancellation penalties.

For any cancellations made 90 days or more prior to the trip date, a full refund of the trip deposit will be provided, less a \$50 cancellation fee. OHF charges a \$50 cancellation service fee on ALL cancellations and this fee will be charged to your credit card, and/or the balance refunded to your credit card.

Cancellations must be in writing or via e-mail to ** tour@oughtenhouse.com **.

No partial refunds on package Events and/or tours for unused services or features. Any changes to the tour itinerary that incur additional charges will be the sole responsibility of the attendant.

If events beyond our control force us to alter your vacation arrangements, we do not accept liability.

Any refund as a result of any alteration or cancellation caused by events beyond our control will be limited by the amount paid to us.

We cannot accept any responsibility for any affect on clients resulting from any event beyond our control. If a tour is cancelled, all monies will be refunded; however, we cannot assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation of air tickets or of other travel arrangements made in regard to the cancelled tour.

Processing a refund can take 6-8 weeks.

Travel insurance is highly recommended.

Travel Insurance. This is an insurance policy that covers you if you need to cancel your vacation plans for medical reasons after you have paid money on the trip. If you decline trip cancellation insurance for a tour and cancel your plans for any reason after the specified period of leeway, chances are that you will not get a refund. Therefore, we, and our tour operators, highly recommend cancellation insurance. We have information on travel insurance and many tour operators offer their own protection policies. Some policies offer lost luggage reimbursement, medical coverage, etc. Make sure you know what qualifies as an acceptable reason for cancellation (personal or business conflicts usually do not) and read all the "Details "before signing. Processing your claim can take 6 weeks or more. If you have a pre-existing medical condition you can be covered for travel insurance but you must usually purchase and pay for the insurance with your trip deposit.

Airfare. Airline carriers are changing their pricing daily. Be attentive and bargain hunt for the best and lowest fare. Be also aware of baggage allowances. Call for airfare pricing from your hometown. Land only prices are quoted on most trips, and you may use your frequent flyer miles. If using frequent flyer miles for overseas trips, remember to book months in advance for availability.

Airfare prices are based on availability at time of booking and are subject to change until fully paid for and ticketed. We will attempt to get all requested seat assignments but we are limited to airline availability and requirements.

Air tickets once issued are non-refundable but sometimes changeable with a fee.

Any cancellations after the purchase of air tickets are subject to the airline cancellation penalties, which may be different than land cancellation fees.

Airfare taxes are subject to change without notice. When using your frequent flyer miles or not flying with the group; transfers to hotels are not included in the tour package and you must make your own way to the first night's accommodation.

Lodging Prices. All prices are per person based on double occupancy unless otherwise noted. To save you money, every attempt will be made to match up individuals on our Events with a roommate for double occupancy rates.

Single supplement prices are available.

We reserve the right to change pricing in the event of any cost increases for operational requirements.

The Event participant is responsible for proper travel documentation and payment for a passport, any needed visas or immunizations for travel, and for providing the correct passport name to the travel reservationist. In case of human or computer error, we reserve the right to re-invoice for the correct price of service. Best to make a copy of all passports and licenses.

Hotels. Hotels are subject to change, but if a change becomes necessary, hotels substituted will be equivalent to those listed. Most hotels used are moderate to first class or 3-4 star properties and are twin-bedded with private bath.

Single room accommodations outside of the U.S. are usually a single bed in a much smaller room than U.S. standards.

Please note that hotel rooms, especially in Europe, are often older, smaller, and less equipped than the American equivalent and are much higher priced during peak travel seasons.

Sometimes standards and service are not what we are accustomed to, but is all part of the adventure of travel and exploring the world.

Baggage. Always verify baggage allowances for each trip AND each segment of the trip. Rules have changed and don't be surprised to pay a few extra dollars for you baggage. Be attentive to changes for international travel, and throughout Europe and Asia, sometimes only 20 kilograms are permitted as the norm. Airlines have their own restrictions and are imposing limits, especially on carry-on luggage. A smaller bag for carrying on the coaches should be small. Wheeled carry-on cases are not suitable as hand luggage on coaches.

No responsibility is accepted for loss of or damage to baggage or any of the passengers belongings. Baggage insurance is highly recommended and can be purchased with travel insurance.

Not Included In the Tour Price. Federal Inspection Fees for the U.S. Customs and Immigration; International Air Transportation Tax; Agriculture Tax; Security Fee; airport taxes; passports; visas; tips to your tour director, tour driver, and local city guides; gratuities; laundry, beverages, food not on regular table menu (these extra items will be billed to you before leaving the hotel or restaurant), and optional excursions; all other items of a personal nature.

Roommates. We cannot guarantee the compatibility of roommates and we will attempt to match individuals as to age and smoking/non-smoking status, but this cannot be guaranteed.

Smoking is not allowed on buses, boats, or in shared rooms unless agreed upon by all occupants of the room.

Any expenses after the tour departs for single room accommodations is at the traveler's expense.

Passports and Visas. A valid passport is required for all participants on international tours and Events; and they must be valid up to 6 months after your trip dates.

For tours requiring visas for U.S. citizens, detailed visa information will be given to you.

Non U.S. citizens must consult with the appropriate consulates to determine if any visas are needed. Securing any needed visas is the responsibility of the Event participant.

Medical. Make sure your medical health policy covers you for national and international medical services. If not, best to get a temporary policy. The traveler is responsible to check with his private medical doctor, local county health agency, or travel medicine clinic for any necessary or precautionary medicines and immunizations required for travel to certain countries.

Group Travel Responsibilities. We reserve the right to cancel, reschedule, or change any trip, tour, or Event itinerary that does not meet the minimum requirements to operate and/or is deemed necessary for operational requirements and we are not responsible for any other expenses incurred by the client in relation to the trip, tour, or Event being canceled, including non-refundable air tickets.

Most trips have guaranteed departures. Group trips will have a social escort and/or a professional tour director. Social escorts are responsible on trips as hosts only and to assist in making sure the group runs smoothly and cohesively. They do not represent or replace professional tour guides used on some trips.

We cannot assume responsibility for any actions of travelers on our trips and we do not screen our travelers. Some trips are bus tours with professional guides and may be incorporated with other larger group tours.

On occasion, some of our tours may be incorporated with another tour operation. This ensures a guaranteed departure. Most trips will depart no matter how many people are on that trip. We cannot be held responsible for the number of people participating on any group trip. Special diet and dietary restrictions cannot be guaranteed.

Travelers Who Need Special Assistance. Any disability requiring special attention must be reported to us at the time the reservation is made. We will make reasonable attempts to accommodate the special needs of disabled tour members, but we are not responsible in the event we are unable to do so, and we are not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Most touring motor coaches are not equipped with wheelchair ramps. We regret that we cannot provide individual assistance to a tour member for walking, dining, getting on and off motor coaches, and other transportation vehicles or other personal needs. A qualified companion must accompany travelers, who need such assistance.

Responsibilities. The carrier, hotels, affiliates, and other suppliers providing trip, tour, or Event services are independent contractors and are not agents, employees or servants of joint ventures with OHF or OHi. All certificates and other travel documents for tour services issued by the OHF are subject to the terms and conditions specified by the supplier and to the laws of the countries in which the services are supplied.

If the services included in the tour cannot be supplied or there are changes in an itinerary for reasons beyond the control of OHF or OHi, then the OHi will arrange for the provision of comparable services. Any resulting additional expense will be payable by tour participants.

OHF and OHi reserves the right to accept or reject any person on a trip, tour, or Event, including: to expel any tour participant from the tour, to make changes in the Event itinerary whenever the OHi deems it necessary to the comfort, convenience or safety of the tour participants, and to cancel a tour or Event at any time. If the OHi cancels a tour or Event, then the OHF has no responsibility beyond the refund of unused monies paid to the OHF or OHi by the tour or Event participant, however, airline tickets are non-refundable.

The tour or Event participant agrees that neither OHF or its affiliates shall not be liable for any damage whatsoever caused or in connection with the participant, and/or loss (including personal injury, death and property loss), or expense occasioned by any act or omission of OHF or any supplier providing tour services or of any other person. OHF is not responsible for any typographical or printing errors, which may occur in their brochures.

IMPORTANT FACTS TO REMEMBER

- * After the Deposit Due Date of 3 months prior to an Event or tour date, we cannot guarantee the availability of prices, accommodations, or roommate assignments. Please get your deposit in early to avoid disappointment.
- * Holiday travel dates require even earlier deposits and final payments.
- * Last minute sign-ups could result in higher priced fares and possible late charge fee from our Event or tour Hosts and operators.
- * Our main goal is to provide a wonderful travel opportunity for you as an Event Participant.
- * Traveling with other people is an enjoyable and fun way to travel and meet new friends.
- * Our Vacation-Wellness Retreat Programs, Conferences, and Educational Retreats are designed to be inspiring, uplifting and enjoyable. Your Well-being is our mission.

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