



GENERAL TERMS & CONDITIONS

VALID FROM APRIL 1, 2021

THE BOOKING OF ANY PRODUCT OR SERVICE THROUGH ATI SHALL CONSTITUTE AGREEMENT TO ALL PROVISIONS, TERMS AND CONDITIONS CONTAINED IN THIS TARIFF. TERMS AND CONDITIONS MAY CHANGE WITHOUT NOTICE.

CONFIDENTIALITY

This Tariff is confidential and provided solely for the use of clients of ATI. User agrees not to disclose the contents to a third party or the general public. Use of this Tariff is contingent upon all Terms and Conditions stated herein. Copyright 2021 by AmericanTours International, LLC. All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system, without permission in writing from AmericanTours International, LLC.

RATES

All rates are quoted net non-commissionable (unless otherwise specifically stated) in U.S. dollars (or in the case of Canada Products, Canadian Dollars) and include all taxes. In some instances the client may be required to pay mandatory resort, cleaning, utility, urban, green or other fees/service charges locally. Optional gratuities for service providers, such as bellmen, maids or attendants are not included. Rates are subject to change without notice. Enactment or any actions by local, state or federal agencies, governmental entities, or third parties may require changes in taxes, rates or other charges and ATI reserves the right to modify published prices. ATI may offer rates that have such fees included, if included it is specified per each room category. Additional information about such fees may be included in the hotel description.

SPECIAL EVENTS & HOLIDAY RATES

The rates published in this Tariff are generally available with seasons duly noted. There are Special Events and Holidays during which ATI may have obtained availability at rates higher than published rates. On such occasions, surcharges will be confirmed at time of booking.

BREAKFAST

Hotel services in the US customarily do not include breakfast. If you do not wish to have breakfast at the hotel restaurant (where available), you may frequently find coffee shops and restaurants close by which serve good and inexpensive breakfasts. Some hotels do offer a continental breakfast. Usually, this continental breakfast is basic and contains coffee and pastries. Variations between the different hotels may result in the following also being available: cereal, cheese, fruit, etc. Complimentary breakfast offered by a hotel may be discontinued at any time with or without notice.

WHERE TO BOOK

WWW.AMERICANTOURS.COM

See page 3 for information regarding ATI's home page on the world wide web as well as booking options via the Internet.

Bookings can also be sent directly to

AmericanTours International, LLC
6053 West Century Boulevard
Los Angeles, California 90045
Phone: (310) 641-9953
Fax: (310) 216-5807
E-mail: lax@americantours.com

Florida bookings should be sent directly to

AmericanTours International, LLC ATI South
5787 Vineland Road #207
Orlando, FL 32819
Phone: (407) 370-3701
Fax: (310) 649-1596
E-mail: mco@americantours.com

Hawaii bookings should be sent to

AmericanTours International, LLC ATI Hawaii
Galleria Waikiki Office Tower
2222 Kalakaua Avenue, Suite 1007
Honolulu, Hawaii 96815

Phone: (808) 922-2841
Fax: (808) 924-8486
E-mail: hawaii@americantours.com

SUGGESTED RESERVATION FORMAT

ATI Tour/Package Name/Duration/Departure Date/
Pax Names (complete first and last names) Number of
Rooms/Room Type/Children's Ages.

Reference Number

Your requests will be answered within 24 business hours in the following format:

Line 1 (Shows the addressee, followed by the ATI booking number)

ATTN: ATI Client/ATI Reservationists/ATI Office Booking Number

Line 2 (Shows the lead passenger name, the number of passengers, and your reference number)

RE: Passenger / Reference Number

Line 3 (Shows the booking status: **CKK** - confirmed, **CXL** - cancelled, **PEN** - Pending, **UNA** - unable, followed by the tour or package description, departure date, duration, room type, and number of rooms)

CKK: ATI Tour Package Description / Departure Date / Number of Days

Line 4 (Shows any remarks, for example, passengers joining a tour late or leaving a tour early) Any Applicable Remarks.

PAYMENT POLICY

Except for Special Groups, payment in full must be received for a booking 15 calendar days prior to arrival date or the booking will be subject to cancellation without further notice. Bookings made within the 15 day window prior to arrival date will be accepted only if the client has been extended credit terms or pays via credit card at the time of booking. Clients who have established credit terms with ATI are granted access to last minute reservations and payment must be remitted within 15 days of the first arrival date of the reservation.

For Special Groups, payment must be received as directed by the Special Groups Department. Prepayment more than 15 days before arrival may be required for certain suppliers and should be advised at time of booking. All payment for any bookings made through ATI are the sole responsibility of the customer. Any service fees charged by banks for processing wire transfers are the responsibility of the remitter. Last Minute Booking Fee In case of a last minute booking (3-14 days prior to arrival date), client will assume handling fees to cover cost incurred when sending prepayment to supplier.

IMPORTANT CANCELLATION NOTICE

Upon receipt of cancellations, an 8 digit cancellation number will be issued by ATI. Each itinerary item will have a cancellation number. If you do not receive a cancellation number you have not properly canceled the booking. Failure to provide a cancellation number issued by ATI will result in charges as outlined below.

Special Cancellation Fees

Special cancellation policies may apply over holiday and special event periods or to specific hotel rate plans, which should be advised at the time of booking. Passengers who cancel or change hotel reservations while traveling will incur a fee & US \$35.00 and CAD \$35.00 for hotels in Canada. This processing fee is in addition to any other hotel cancellation fees which may apply.

Special Groups

Special Group cancellation notice must be received in writing no later than 35 days prior to arrival or earlier if advised by ATI. Should notice be received after effective date, group will be liable for all cancellation fees.

CANCELLATION / CHANGE POLICY

Please ensure your passengers have suitable insurance to cover any incurred charges. The following Cancellation / Change Policies apply. Due to administrative costs and supplier restrictions, it has become necessary to charge applicable cancellation / change fees:

US Products

Escorted Motorcoach Tours & Hawaiian Island Packages. (Incl. Pre/Post Tour Hotels)

(Excluding Islands Insider)

30 Days prior to arrival: No Charge

8-29 Days prior to arrival: U.S. \$400 per person

1-7 Days prior to arrival: U.S. \$500 per person

No Show: 100% of tour price per person

Please note that at certain times, hotels may decline name changes or any booking amendments. Change fees follow Cancellation Policy. A special policy relates to the Islands Insider tours (see page 32).

FIT Hotel Bookings

72 hrs or more prior to arrival, unless otherwise noted in either this ATI F.I.T. tariff, the ATI website or advised by an ATI reservationist upon booking: No Charge. Less than 72 hours, no shows and terminations / early checkouts: Penalty is typically one night's room and tax plus any applicable charges. However, exact penalties are at the discretion of the individual property and will be communicated when the cancellation is processed.

Christmas and New Year's policies are advised with booking confirmation if a change in cancellation rules applies. Change fees follow Cancellation Policy.

Non Refundable rates: Some hotels offer more deeply discounted rates that carry a no refund policy. In the event that such rates are booked, refunds are not possible at any time after reservation is confirmed. Please note that at certain times hotels may decline name changes or any booking amendments. Change fees follow Cancellation Policy.

Passenger name or date change to existing reservation:

Effective Immediately ATI does not allow name or date change to bookings. All clients are required to follow below instruction when making a passenger name or date change to an existing reservation: Options listed below.

1. Cancel the original itinerary and rebook with the new passenger or date details via our website or XML system

2. Send a written request to lax@americantours.com for our reservations team to assist with the name or date change. All name or date changes are treated as a cancellation of the original booking and new reservation at the current rate and availability. Please refer to ATI's website or XML system to retrieve most up to date information on rate and availability.

Please note that any name or date change that is not processed via Option 1 or Option 2 is considered invalid

FLY DRIVE AND FLEXI FLY DRIVE TOURS*

30+ Days prior to arrival: No Charge

15-29 Days prior to arrival: U.S. \$100 per person

8-14 Days prior to arrival: U.S. \$300 per person

1-7 Days prior to arrival: U.S. \$400 per person

No Show: 100% of tour price per person

Change fees follow Cancellation Policy.

CITY PACKAGES*

Unless otherwise noted in the ATI tariff, website or at the time of booking:

4 Days prior to arrival: No Charge

3 Days or less prior to arrival: 50% tour price per person

Please review specific tariff page per package, as some packages include non-refundable items.

AIR AND RAIL TOURS*

45+ Days prior to arrival: No Charge

15-44 Days prior to arrival: 50% of tour price per person

4-14 Days prior to arrival: 75% of tour price per person

1-3 Days prior/No Show: 100% of tour price per person

TRANSFER/ATTRACTIONS CANCELLATION FEES*

Unless otherwise noted in the ATI Tariff, on ATI's website or as advised at time of booking, all attractions and transfer booking cancellations shall be charged as follows:

**72 hrs or more prior to arrival: No charge less than 72 hours:
100% of item price per person**

AIRFARES AND FLIGHT TICKETS*

Air tickets & flight segments are non refundable items due to the policies imposed by air carriers. Due to fluctuations in air ticket pricing, cancellation of any product that contains an air ticket issued by AmericanTours International will incur a fee of the higher of either \$200 per ticket or the full value of the tickets issued.

***Charges for Canadian tours, hotels or packages will be payable in Canadian dollars.**

Notice

AmericanTours International, LLC (ATI) strives to provide the most accurate and free-of-mistakes information and rates across all systems at all time. ATI cannot guarantee that all information and rates entered (by suppliers or ATI) are completely free from inaccuracies and typographical errors. ATI cannot accept liability for any error or omission that may exist in the information supplied by ATI and considers obvious errors and mistakes not binding (including misprints, typographical errors in calculating currency conversion, errors in pricing in general, etc.). In the event of such a rare occurrence, ATI or the supplier reserves the right to cancel the concerned booking(s) and refund monies paid by you to ATI for such booking (if applicable).

VOUCHERS

Your company vouchers will be accepted for F.I.T. arrangements reserved through ATI and should be issued as follows: Issue one voucher made out to each hotel, stating the hotel name, address, phone number, in and out dates, passenger names and ages (if children), room types, and ATI booking number. Any voucher billable to ATI without an existing booking in ATI's system will be processed and invoiced to you including any applicable fees. In order to avoid possible inconvenience at check-in for your passengers, we recommend that you include the following verbiage on your vouchers:

Sample

You will be asked for your credit card upon check in. Please be advised that this is not for your room charge and taxes, which have been paid for, but for any incidental charges you may wish to charge to your room during your stay. For questions regarding your reservation, please contact your local tour operator. For emergencies while in the USA or Canada please call 1-800-800-8942 or (310) 641-9953 AND Should you have any questions or concerns please contact AmericanTours International at 1-800-800-8942 or (310) 641-9953.

Front Desk Agent

The guest named above has prepaid AmericanTours International (ATI) for the room and tax portion of their stay as outlined on this voucher. Under no circumstances should the guest be charged for room and tax nor should the rate paid be added to their folio upon check out. All other charges (In room movies, food and beverage, parking fees, incidentals etc.) should be charged to the guest directly. Please create two (2) separate folios for the guests stay and bill the room and tax portion to AmericanTours International where direct billing privileges exist or charge the credit card number provided in advance by ATI and located in your PMS reservation as appropriate. Should you have any questions or concerns please contact AmericanTours International at 1-800-800-8942. Bill room and tax only to:

AmericanTours International, LLC
6053 West Century Boulevard, LA, CA 90045
Ph # (310) 641-9953

Special conditions apply to attractions and transportation vouchers.

FIT HOTELS / SMALL GROUPS / CONVENTIONS

Rates listed in this tariff are for tour and travel bookings only. These rates do not apply for any type of convention. Convention delegates and attendees should be directed to the appropriate convention planners. ATI reserves the right to cancel confirmed bookings if it is found that these tour and travel rates were being utilized for convention delegates or attendees. Many hotels, particularly those in New York, consider a group to be a party of 8 passengers or more which would require portage and separate rooming lists. Please be sure to check with ATI reservations to confirm individual hotel policy when booking 8 or more passengers. ATI reserves the right to relocate passengers and reconfirm the guests at a hotel of similar star rating and location of the original property due to operational reasons or for any reasons beyond the control of ATI.

Minimum Age Requirements

For all bookings, children and young adults under the age of 21 must be accompanied by and share their room with an adult at least 21 years of age. Hotels may require that at least one of the room occupants is 21 years of age or older.

ROOM OCCUPANCY

Please be advised that bedding configuration in the USA and Canada for standard rooms (not suites) are confirmed on the following basis:

SGL or DBL

1 bed (queen/dbl/king) - 2 beds are not guaranteed however may be provided by the hotel on a request basis.

TPL or QUAD

2 beds will generally be provided, a sofa bed or roll-away is considered an acceptable form of a second bed, where 1 king, queen or double bed is already present. One or more additional roll-away type beds may be provided should hotel's fire regulations permit such. Additional roll-away type beds, are only provided by the hotel on a request basis, they are not guaranteed and extra charges payable locally may be incurred.

Children

Unless otherwise stated, the child rate listed is for a child 12 years and under sharing a room with adults, and sharing existing bedding.

Total Occupancy

Most room occupancy is limited to 4 guests or fewer. Exceptions may apply.

Additional Information For Fit Bookings

Most Hotel Room occupancy is limited to 4 guests or fewer, exceptions may apply. Family Plan: Many hotels offer a family plan which means that one is able to book the children for free (depending on the age, it varies by hotel) when sharing existing bedding arrangements. An example of this could be a family of 4 with 2 adults and 2 children (age 2 and 4), the family plan at the hotel is 10 years. If the family plan is booked, a DBL room is provided which means that the hotel is not required to provide 2 beds, only a DBL was paid for (which means 1 bed guaranteed) and children stay free with existing bedding (which is 1 bed). Many times the hotels will provide 2 beds in a DBL room when they see children on the booking however this is not guaranteed.

National Parks Accommodations

Please be advised that accommodations near and in the National Parks are rustic in nature and not always of the same level of comfort as accommodations in metropolitan areas.

MOTORCOACH TOURS

Motorcoach Net Rates Included

Services of an ATI Tour Director throughout (does not apply to cruise or Hawaii Extension portions of a tour),

hotel accommodations (as specified or similar), all with private bath and/or shower, admissions as specified, deluxe air-conditioned motorcoach, all state and local taxes, portage of one bag per person on U.S. mainland and in Canada (not included for tours / tour portions in Hawaii), and an information kit.

Motorcoach Net Rates Do Not Include

Airfare, unless specified in the tour itinerary, meals other than those specified (if any), laundry, telephone, optional excursions and other items of a personal nature. There is no refund for unused services or hotel nights offered within a motorcoach tour itinerary.

MINIMUM AGE REQUIREMENTS

ATI does not accept bookings for motorcoach tours for children less than seven (7) years of age. For all tours, children and young adults under the age of 21 must be accompanied by and share their room with an adult at least 21 years of age. Some hotels may also require that at least one of the room occupants is 21 years of age or older.

ITINERARIES & HOTELS

ATI reserves the right to make changes with or without notice prior to or during the operation of the 2018/2021 programs due to operational, climatic conditions, or for any reasons beyond the control of ATI. Itinerary descriptions are guaranteed with the exception of unforeseen conditions which include, but are not limited to, road closures due to weather, acts of God, safety concerns, changes to highway legal restrictions, and acts by third parties beyond the control of ATI. For small groups, ATI reserves the right to operate the motorcoach tours using a minibus or van (without toilet) and a multilingual driver/guide. Many of ATI's Motorcoach tours in California during the summer months are routed via the Tioga Pass, (weather permitting). Normally the pass opens to traffic in late May, however, this is totally dependent upon the natural snow melt which has sometimes occurred as late as early July. When the Tioga Pass is closed, tours will overnight in Fresno or Visalia. When the Tioga Pass is open, accommodation will be at Mammoth Lakes. Optional experiences will be offered on ATI's escorted tours and can be booked through the tour guide once passengers have joined the tour.

Please note that due to logistics and operational needs, ATI requires at least 30 days from the opening of the Pass each season to amend tour routings from Fresno or Visalia to Mammoth Lakes. Travel through Death Valley is dependent upon climatic conditions. Should the maximum safe operational temperature for motorcoaches in Death Valley be exceeded, an alternate routing along the Eastern slopes of the Sierra Nevada may be chosen. Travel along portions of the Pacific Coast Highway (Route 1) is dependent upon climatic conditions and state mandated maximum vehicle size regulations. Should ATI deem the conditions to be unsafe for travel by motorcoach through the Big Sur peninsular or current regulations change, our tours may use alternative inland routes. Optional experiences will be offered on ATI's escorted tours and can be booked through the tour guide once passengers have joined the tour.

MINIMUM PARTICIPATION

Minimum participation on all motor coach tours is 20 passengers unless the tour is identified as a guaranteed operation tour. For non guaranteed departure dates, ATI reserves the right to cancel or operate the departure by van.

ESCORT & EQUIPMENT CHANGE

On the following tours a change of ATI Tour Director may take place for operational reasons: In Washington, D.C.: The Grand East, Eastern Discovery and Southern Explorer. On East-West Coast Tour Combinations including a domestic flight, a change of escorts may take place between the East and West Coast. On the Eastern Discovery and Southern Explorer, the transfer

between New York City and Washington, D.C. may occasionally be multilingual. On tours that transfer between Los Angeles and Las Vegas or the transfer may occasionally be multilingual. ATI also reserves the right to change equipment for operational reasons without prior notice.

LUGGAGE

Each passenger traveling on an ATI Tour Directed Motorcoach tour is allowed one piece of checked baggage per person due to space limitations. Additional luggage will be charged at \$7.00 per person per day. Due to the nature of this holiday, bags are handled many times, so a durable and clearly labeled bag is required. ATI will issue you a special ATI luggage tag which should remain on your customer's bag at all times to help ensure the bag is delivered to, and retrieved from, the hotel room at each destination. ATI does not assume liability for damaged or lost luggage. Passengers must, therefore, ensure that they have luggage that is reasonably sturdy. In addition, passengers should carry adequate travel insurance which also covers lost or damaged luggage. Special luggage restrictions may apply for ATI Air Tours, see tariff pages for details.

Airline baggage fees are not included in our airline or packaged rates where air is included. Please visit the air carrier website for additional details including baggage fees, restrictions, etc.

PASSENGERS NEEDING SPECIAL ASSISTANCE

Passengers must report any disability requiring special attention to ATI at the time the reservation is made. In compliance with the Americans With Disabilities Act (ADA), ATI will make reasonable efforts to accommodate the special needs of disabled travelers, but is not responsible in the event it is unable to do. ATI does not assume liability for any denial of services by carriers, hotels, restaurants or other independent suppliers. Passengers with disabilities must be accompanied by a companion capable of providing all assistance needed, and may not require special assistance from ATI personnel. Most transportation services, including the touring motorcoach, are not equipped with wheelchair ramps. Neither ATI personnel nor its suppliers may physically lift or assist passengers onto transportation vehicles. ATI regrettably advises that it cannot provide individual assistance to a tour member who has special mobility, dietary or other similar needs. AmericanTours International reserves the right to refuse to carry anyone whom at its sole discretion may require services and facilities that ATI cannot guarantee will be available during the tour.

EXCLUSIVE MOTORCOACH TOURS

All AmericanTours International motorcoach tours are available for exclusive groups. Please contact the ATI Special Groups Department for dates and prices.

DRIVE AMERICA & DRIVE CANADA TOURS

DRIVE AMERICA AND DRIVE CANADA TOUR NET RATES INCLUDE Hotel accommodations as specified. A welcome kit with maps, brochures and a detailed day-by-day itinerary is included for all tours. Not included are admissions, portage, tolls, ferries, parking fees and snow-chains. Car rental is not included in tour price. Should optional car rental be booked, rental rates do not include gasoline, tolls and ferries, additional insurances, taxes, infant seat charges or surcharges for additional drivers and for drivers aged 21-24 where applicable. All drivers must be in possession of a valid driver's license. An International Driving Permit alone is not acceptable. Car Rental Terms and Conditions are subject to change. There is no refund for unused services, hotel nights, or car rental offered within a DriveAmerica or

DriveCanada tour itinerary. When booking multiple rooms or families that travel together on a flydrive tour, ATI reserves the right to:

- Confirm the rooms at different hotels
- Consider the booking 'on request' and charge a supplement if necessary to confirm the passengers at the same hotel.

Please be assured that ATI will do its best to confirm multiple room bookings for flydrive tours at the same hotels. Note: Accommodations in the National Park Area are subject to handling fees and this could result in our net rate being higher than the hotel's published rate. This will not be a basis for any refund. Special cancellation policies apply.

CITY PACKAGES & BEACH EXTENSIONS

City Package and Beach Extensions Net Rates Include

Roundtrip transfers (where indicated), services of the local ATI Office (where indicated) and hotel accommodations as specified or similar, all with private bath and/or shower. Admissions as specified. All state and local taxes.

City Package and Beach Extensions Net Rates Do Not Include

Airfare, unless specified in the tour itinerary; meals other than those specified; laundry; telephone and other items of a personal nature. There is no refund for unused services offered within a packaged itinerary.

ON REQUEST

ATI reserves the right to put specific departure dates for freesell Motorcoach or Flydrive tours on request. On request means, a tour is no longer available on freesell but confirmation from ATI is needed before the tour can be confirmed to the end consumer. This will be communicated through our tour status reports. All tours go on auto-request 30 days prior to arrival.

DOCUMENTS

All travelers are responsible for obtaining valid travel documents, complying with customs, regulations, obtaining insurance and for making themselves aware of and complying with the laws of place to which they are traveling. ATI is not responsible for any immigration charges, fees or penalties that may be imposed by the United States government or any other government agency or entity. Travel to Canada and the Caribbean from the U.S.A., and with plans to return to the U.S.A., requires a visa that allows multiple entrance. Each Caribbean island has its own visa stipulations. Please check with the embassy or consulate to see if a special visa is required.

FORCE MAJEURE CIRCUMSTANCES

Any failure to perform, delay, liability or damage shall be excused and ATI shall not be held responsible for the consequences of Acts of God, labor disputes, civil commotions, fire, weather conditions, theft, unavoidable accidents, war, terrorism, threatened acts of terrorism, acts of state or agencies thereof, or any other circumstance beyond the control of ATI. ATI shall not be liable should it be required to change an itinerary or individual booking, hotel accommodation or other services necessary for the safety and continuation of any tour or passenger or due to unforeseen circumstances beyond the control of ATI. ATI reserves the right to modify or change any published rate where changes or modifications to the tour itinerary and/or accommodations have been made to the reserved itinerary that are required by any entities beyond ATI's ownership or control. ATI shall not be held responsible for any error, omission, or deletion of any material in the Tariff by ATI or any third party. NOTICE ATI does not manage, control or operate any transportation vehicle, hotel or

any other supplier of services, and therefore assumes no responsibility and shall not be liable for injury, loss or damage, accident, delay or irregularity which may be caused through any defect in any vehicle or through the acts or omissions of any company or person engaged in supplying products or services. ATI recommends that all passengers be required to purchase comprehensive travel insurance, including medical and air evacuation prior to departure. ATI's liability, should it be found responsible by a court of competent jurisdiction, is limited to a refund of services purchased through ATI. Complimentary services offered by some of the hotels may be discontinued at any time at the hotel's discretion. ATI is not responsible for cancellation of such services.

ALTITUDE & CLIMATE

The diverse nature of the terrain in the United States creates magnificent scenery and at the same time provides days when passengers will travel through varying altitudes, from below sea level to more than 10,000 feet (3,058 meters) above sea level. It is the responsibility of passengers to seek advice from their doctor regarding the effects of altitude and advise ATI prior to departure of any such limitations. Passengers who, for medical reasons, have limitations on altitude will be responsible for any costs incurred if they are required to alter their personal itinerary. Passengers should also be informed that these varied terrains also provide a diversity of climates that can change quite quickly as they travel from desert to mountain areas often within the same day.

IF YOU HAVE A COMPLAINT

We do our best to give your customers an enjoyable trouble free holiday; but, occasionally, even the best laid plans can go wrong. If your customers have a problem during their holiday, they are required to immediately inform the relevant supplier (e.g. hotel) and ATI. Our ATI Tour Director/Representative will then endeavor to put things right (in any event, not later than 24 hours). If the complaint is not completely resolved locally, we are required to obtain communication from you within 28 days of completion of services by writing to our Customer Services Department, giving your original booking reference number and all other relevant information. Please note that ATI in no case is able to respond directly to passengers post travel and all post travel communication is required to flow through you, their booking Agency. It is therefore essential that you provide your customers with ATI's toll free and regular phone numbers. It is therefore a condition to the purchase of travel services from ATI that your customers communicate any problem to the supplier of the services in question and to ATI while in resort. Please make sure that all passengers are fully aware of this policy and are provided with ATI's contact numbers in their documents prior to departure. If your customers fail to follow this procedure, we cannot accept responsibility as we have not been given the opportunity to investigate and rectify the problem.

CUSTOMER FEEDBACK

ATI Tour Directors provide each passenger with a comment sheet and welcome all responses.

PASSENGER ASSISTANCE

Your important clients will never be more than a phone call away from assistance by AmericanTours International. Our customer service line is toll free. This enables your passengers to reach our multi-lingual staff in case of emergencies, questions or concerns. All passenger service confirmations and reconfirmations must be received a minimum of 48 hours prior to the service.

ATI CUSTOMER SERVICE LINE
1-800-800-8942 (Toll Free Within US/CA)
1-310-641-9953 (Worldwide Number)