

FREQUENTLY ASKED QUESTIONS, POLICIES AND OPTIONS

ARE YOU INSURED AND LICENSED?

Transparency is very important to us! DIRECTIONS Tours is a fully insured tour operator through Berkley/Arch Roam Right® travel liability insurance company. We maintain a consecutive A+ rating with the Better Business Bureau. Our memberships and partnerships include: The American Bus Association, National Tour Association, Missouri Travel Alliance, Motor Coach Family, Drury Hotels® and Route 66 Association of Missouri.

WHAT TYPE OF TRANSPORTATION DO YOU USE?

DIRECTIONS Tours uses only the safest modes of transportation that are professionally cleaned and disinfected prior to every departure. Full Size Group Tours (20 to 52 guests) can expect our comfortable brand-new motorcoaches which "kneel" down for easier boarding. Small Group Tours (15 guests or less) enjoy the comfort and safety of small motorcoaches and/or deluxe passenger touring caravans which allow easy boarding. If your tour includes air travel, we only use commercial air providers (no charter flights). No Smoking or firearms are allowed onboard at anytime.

ARE GRATUITIES INCLUDED?

DIRECTIONS Tours includes gratuities to step-on guides/attraction guides and to servers on included meals (see specific tour itinerary).

TOUR NAVIGATORS AND DRIVERS GRATUITIES

Our Resident Tour Navigators and Drivers are the hallmark of our company and success. They work hard to provide a safe, knowledgeable, personal, and enthusiastic travel experience.

On multi-day tours, Tour Navigator and Driver gratuities are at our travelers discretion. Industry standard gratuities are:

- \$5 - \$7 a day per person for your Tour Navigator.
 - \$5 - \$7 a day per person for your Motorcoach Driver.
- Thank you in advance!

DO YOU PROVIDE LUGGAGE HANDLING?

Luggage handling on/off the motorcoach for a single checked bag per person is included. Luggage assistance at hotels is always available if needed and in some cases included. One carry-on item and one personal item is allowed in the cabin of the motorcoach/airplane.

WHAT TYPE OF ACCOMMODATIONS AND MEALS?

Most itineraries offer a continental or full breakfast on tour. Dinners are usually "out on the town" featuring a taste of the area cuisine you are visiting. If you have a special diet (diabetic/allergies etc.), please let us know when booking. We try to accommodate your needs the best we can. Hotel accommodations on tour are clean, safe, comfortable and carefully selected by location and reviews. (example types are Hampton, Best Western, Hilton and Holiday Inns).

ARE YOUR TOUR ITINERARIES RELAXING?

DIRECTIONS Tours ensures a relaxing and stress-free experience on every tour. Our tour schedules are not tiring or overbooked. No late hour traveling on the motorcoach is scheduled.

WHAT ARE YOUR TRAVEL HEALTH PROTOCOLS?

We continue to ensure your well-being and safety on tour with us. We are operating our motorcoaches with empty seats onboard giving a little more breathing room. Using hand sanitizers throughout your tour will help minimize the spread of germs. Our Team Members are vaccinated for Covid-19.

WHERE DO I MEET TO JOIN A TOUR?

TOUR PICK-UP LOCATIONS

**WE ARE PROUD TO WELCOME TRAVELERS
FROM COAST TO COAST! WE WILL HELP YOU JOIN
ANY TOUR FROM ANYWHERE - JUST CALL US!**

MOTORCOACH ONLY TOURS in this catalog depart from St. Louis. We will be happy to reserve flight(s) and accommodations for out of St. Louis guests for these tours. (cost is without airfare.)

METRO ST. LOUIS DEPARTURE POINTS:

Motorcoach Only Tours: St. Charles (I-70 @ Veterans Memorial near Zumbahl Road), Holiday Inn Viking/Route 66 (corner of Watson and Lindbergh). Metro East / Illinois Pick-up is also available on many tours - Just call us. If you need information on optional Home Shuttle Service, please call us for assistance.

FLIGHT/MOTORCOACH TOURS in this catalog depart from any major airport in the USA and/or from:

- St. Louis-Lambert International Airport (Terminal 1 or Terminal 2).
 - Dallas-Love Airport (Southwest Airlines) or DFW Airport.
 - New Orleans Louis Armstrong International Airport.
- or any major airport in the USA (call and we will assist you!)**

MAKING A RESERVATION AND CUSTOMER SERVICE

It's Easy and Simple! Call us at **(866) 798-5039**
Toll-Free from anywhere or (314) 577-0077. You can also reserve all tours online at www.directionstours.com

MAKING A PAYMENT (DEPOSITS / FINALS)

Deposits and Day Trip payments may be made by money order or check. Final payments on overnight tours may be made by money order, check or by credit card (Visa/Mastercard/Discover and American Express are accepted). For your security, no cash is accepted. **MOTORCOACH DAY TRIPS AND TWO DAY TOURS:** require full payment within two weeks of date of reservation. **THREE DAY AND LONGER TOURS:** require a \$100.00 deposit within two weeks of date of reservation. **DOMESTIC AIR FLIGHT TOURS:** require a \$275.00 deposit within two weeks of date of reservation. **HAWAII/ CRUISE/INTERNATIONAL TOURS:** require a \$675.00 deposit within two weeks of date of reservation. **All Overnight Tour Deposits are fully refundable up to Final Payment Due Date.**

Credit Cards Accepted



CANCELLATION POLICIES AND PROTECTION OPTIONS

We know, now more than ever, life can have unexpected changes, and although we hope you will never have to cancel, we want you to know we are here for you. Our relaxed Cancellation Policies and Protection Option are in place to secure you and your monies.

CANCELLATION POLICY FOR MULTI-DAY DOMESTIC TOURS
Cancel 15-45 Days Before Departure: 50% of total cost refunded.
Cancel 0-14 Days Before Departure Date: NON-REFUNDABLE.

◆ 'CANCEL FOR ANY REASON' PROTECTION PLAN

Your travel investment and well-being are very important to us! As an added amenity in booking with us, we now offer the option to include our new "Cancel For Any Reason" Travel Protection Plan available on all domestic tour reservations made for 2023. Protect your trip with this exclusive plan for **just \$250.00*** per person, per tour. Plan must be secured at time of booking and paid on final invoice. This special protection plan will return your entire tour cost (*less the cost of the protection plan). (see page 3 in this catalog for more details)

CANCELLATION POLICY FOR ALASKA, HAWAII, CRUISE AND/OR INTERNATIONAL TOURS

DIRECTIONS Tours does NOT include cancellation insurance on Alaska, Hawaii, Cruise and/or International Tours offered. Refunds for these cancellations are decided by the suppliers/tour operators or the cruise line. These will be outlined to you prior to final payment. We HIGHLY SUGGEST purchasing an individual travel cancellation insurance plan to secure your monies. We can help you with this process if needed.

DAY TOUR CANCELLATION POLICY

Day Tours/Trips are non-refundable - however, paid trip funds are transferable to another person of the travelers choice.

TOUR INFORMATION PACKET

Overnight Tours: You will receive your Tour Information Packet approximately one week prior to your tour departure date. This packet outlines pertinent information including: pick-up (motorcoach and/or flight location/times, hotel information, attire, and contact numbers. **Day Trips:** You will receive your pick-up letter including pick-up time approximately one week prior to your departure date.

YOUR PRIVACY IS IMPORTANT TO US!

We care about accessibility, diversity and inclusion and are important values we adhere to for our customers and employees. Your privacy will be protected at all times. Personal information supplied to us will never be shared with a third party. Photos taken by our staff during tours are property of DIRECTIONS Tours and customers agree for them to be used for promotional advertising. If you choose to not have your photo used, please contact us for a waiver.

TRAVELER MOBILITY, EXPECTATIONS AND ETIQUETTE

MOBILITY: Travelers should be in good physical and mental health. If you have mobility issues, please be accompanied by a companion that is able to assist you. Our employees are not able to physically help any traveler on a tour. All travelers participate in any itinerary/activities at their own risk. **ETIQUETTE:** Travelers should respect each other and remain punctual for a successful tour experience and enjoyment for all. Inappropriate or abusive behaviors to any other travelers and/or your Tour Navigator/Driver will not be tolerated at anytime. We reserve the right to terminate an abusive traveler that is disrupting the comfort and/or safety of the tour operation(s). DIRECTIONS Tours will make no refund and will accept no liability for a traveler's removal from a tour. By booking and paying for a tour, you understand and agree to the above. If any claim is made against us, you must indemnify us for the full amount (and legal costs). We thank you for your cooperation.