



GREATER PITTSBURGH TRAVEL AGENCY, INC. Terms and Conditions

Greater Pittsburgh Travel is a travel agency offering unforgettable domestic and international travel experiences. The terms “we”, “us”, “our”, and “Greater Pittsburgh Travel” refer to Greater Pittsburgh Travel Agency, Inc., a Pennsylvania corporation. The term “you”, “traveler”, “participant” or “guest” refers to the person making a booking with us and all members of their group.

CONTRACT. We draw your attention to the terms and conditions of travel below, these terms and conditions including all brochures, documents, correspondence and the terms and conditions of our Suppliers form the basis of the contract with you (collectively, “Terms and Conditions”). Before making a booking with us you must ensure that you have read and understood these Terms and Conditions (and ask any questions you may have). **Please be aware that these Terms and Conditions contain waivers of liability as well as waiver of class action and venue selection and notice clauses.** By making any payment to Greater Pittsburgh Travel or participating in any of our travel experiences, you are accepting all of the Terms and Conditions set forth herein (including the Cancellation and Chargeback sections) and acknowledging that you have read the Terms and Conditions of this legally binding agreement and agree with it. If you do not agree with any part of these Terms and Conditions, you must not make a booking with us or pay us in connection with our travel-related services.

If you are making a booking as a group/family, the leader of the group/family is responsible for sharing these Terms and Conditions with all members of the group/family for whom they are making the booking and is financially responsible for the booking. We will not be liable for a group leader’s failure to share these Terms and Conditions with all travelers in their group.

You represent and warrant that (a) you are of sufficient age to use our services and website and can create binding legal obligations in connection with your use, (b) you are legally authorized to act on behalf of those you represent and accept these Terms and Conditions on their behalf, and (c) the information supplied by you or members of your group is true and correct.

VIOLATIONS BY YOU. You agree that any violation of any such Terms and Conditions may result in (a) the cancellation of your reservation or purchase, (b) your forfeiture of any monies paid for your reservation or purchase, and (c) you being denied access to the applicable travel-related product or service.

CHANGES TO THESE TERMS AND CONDITIONS. Greater Pittsburgh Travel reserves the right, in our sole discretion, to change these Terms and Conditions at any time and without notice. Updated versions of the Terms and Conditions will be posted here on this website and are effective immediately on posting. Please check frequently, especially before you make a booking, to see if these Terms and Conditions changed. Your continued use of our services, including continuing to use or maintain any bookings after any changes to the Terms and Conditions, constitutes your consent to the changes.

SCOPE/AGENCY. Greater Pittsburgh Travel does not provide, own, manage, operate, supervise or control the travel services and products that may be provided as part of your trip, such as eateries, museums, events/exhibits, transportation, flights, accommodations (e.g., hotels), cruise, or travel insurance (the “Travel Products”). All Travel Products are owned, controlled, operated, or made available by vetted, independent third parties such as destination management companies, airlines, hotels, cruise lines and tour operators (the “Suppliers”). The Suppliers are solely responsible for the Travel Products as well as any and all benefits, perks, or amenities, including without limitation, resort credits, on-board credits, free specialty dining, spa credits, in-room amenities, etc. The Supplier’s terms, conditions and privacy policies apply to your booking so you must agree to and understand those terms. Your interaction with any Supplier is at your own risk; Greater

Pittsburgh Travel does not bear any responsibility should anything go wrong with your booking or during your travel. Hence, as the traveler, you agree that Greater Pittsburgh Travel acts only as agent for the traveler in acquiring transportation, hotel accommodations, cruises, sightseeing and other Travel Products, privileges or services for the travelers' benefit, and on the express condition that Greater Pittsburgh Travel shall not be responsible for any act, omission, negligence, bankruptcy, insolvency or default of any Supplier, company or person engaged in or responsible for any Travel Products, or otherwise in connection therewith. ***Please review all documents, including the cancellation policies and terms and conditions of the Suppliers, carefully and promptly as we will not be responsible for any errors. It is your responsibility to review all travel documentation and alert us within twenty-four (24) hours of any corrections.***

BOOKING/PAYMENT. When you are ready to start your next travel adventure simply contact us by email, phone or by visiting our website at https://www.greaterpittsburghtravel.com/contact_us.htm. Booking will be confirmed on receipt of the completed registration form and payment of your applicable NON-REFUNDABLE deposit. After booking is processed you will receive your final itinerary (subject to change as described herein), an invoice with payment information, and other important travel information. The invoice is subject to change until you receive confirmation that your travel is booked. Some Suppliers will require a larger deposit, or payment in full, to hold your booking and you will be notified of the amount required. Deposits and any fees are NON-REFUNDABLE, unless stated otherwise in the terms & conditions of the Supplier.

If you decide that Greater Pittsburgh Travel is the right fit for planning your customized trip, you will pay the trip deposit (if required by Greater Pittsburgh Travel or its Suppliers), as well as our NON-REFUNDABLE planning fee, which is determined based on the complexity of your trip, in our sole discretion, and will be in a minimum amount of \$300 for custom itinerary creation and travel planning support. Our itineraries take many hours of planning and work to create the unique experience we aim to give our travelers and as such our customized planning fee, if any, for your trip, is NON-REFUNDABLE even if you cancel your trip or decide not to book. Please note that your customized proposal is valid for thirty (30) days and is not guaranteed until a deposit is made and may change at any time based upon supply and demand.

Airfare to and from your arrival and departure destinations (domestic, international and/or inter-tour) is only included as expressly described in your itinerary. If you independently purchase your airfare, you must not make any air reservations until you receive confirmation of your booking. Travelers who independently purchase airfare prior to receiving Greater Pittsburgh Travel's written booking confirmation do so at their own risk and are solely liable for any resulting change fees, penalties, or losses related to said booking. You must not make any air reservation until you receive confirmation of your booking. Any contract for airfare is with the carrier and subject to its terms, conditions and policies and we will not be liable for any change fees or cancellation fees or other additional costs you incur with the air carrier.

After your booking is processed, we will provide you with instructions for payments and all due dates. You must make all payments in full and on time as required by the applicable travel Supplier and/or Greater Pittsburgh Travel. Failure to make any payment may result in the cancellation of your travel. In such a case this would be considered a cancellation by you and the cancellation terms and fees as described below would be in effect. Further, you are only entitled to request or make changes to your itinerary as stipulated in the Changes and Cancellation section below. Traveler understands that discounted fares typically involve restrictions and that changing any aspect of the travel arrangements may result in the payment of additional monies in order to accomplish said changes.

Group Tours

Our tours are carefully curated experiences for groups of participants, and as such you are not able to request or make any changes to your finalized itinerary. Since some of our trips, including our tours, are purchased as complete packages, you are not entitled to request, and will not be provided with, an itemized breakdown of costs in connection therewith due to the contractual agreements with our Suppliers. Rest assured, our aim is to provide you with a seamless and enjoyable vacation, and we are available to address any queries or concerns you may have about the package or its inclusions.

Any and all fees relating to our travel planning services, including without limitation planning fees, revision or change fees, cancellation fees, and ticketing fees (collectively, "Service Fees"), if any, are NON-REFUNDABLE and must be received in full by Greater Pittsburgh Travel before any proposal or itinerary is presented.

Please review all correspondence and documents carefully and promptly as we will not be responsible for any errors. It is your responsibility to review all travel documentation and alert us within twenty-four (24) hours with any corrections.

TRAVELER INFORMATION. We bring to your attention the importance of accuracy. Names provided to secure reservations must match travelers' passports. Any minor name corrections advised after airline tickets have been issued will incur fees. Not all name corrections will be permitted by airlines and may require the purchase of a new ticket. Travelers voluntarily assume full and sole responsibility for any and all risks and/or costs involved with failure to report any errors and/or omissions to documentation. *Please review documents carefully and promptly as we will not be responsible for any errors. It is your responsibility to review all travel documentation and alert us within twenty-four (24) hours with any corrections.*

PAYMENT METHODS/CHARGEBACKS. Payments will be processed through a secure online system and can be made via major credit cards including Visa, Mastercard, American Express and Discover. Travelers must provide us with a click (checkbox) or signed authorization for every transaction for your trip. Your authorization is a legally binding agreement for us and/or Supplier to charge your card and an acknowledgement and agreement to these Terms and Conditions including the cancellation terms. As such, you agree not to make any improper chargebacks.

In certain cases, you have the ability to dispute charges with credit card companies ("chargebacks"). Before initiating a chargeback, the traveler must send an email to tdiecks@greaterpittsburghtravel.com concerning any questions or concerns about our charges. We will work with you in attempting to resolve your concerns. Greater Pittsburgh Travel retains the right to dispute any chargeback that is improper and recover any costs, including attorney's fees related to improper chargebacks, and to cancel any travel reservation related to that improper chargeback. The following chargeback scenarios are improper, and we retain the right to investigate and rebut the chargeback claims below, including without limitation:

- Chargebacks resulting from non-cancellable reservations, whether or not the reservation is used.
- Chargebacks resulting from charges authorized by family, friends, associates or other third parties with direct access to your credit card. This does not include credit card fraud.
- Chargebacks arising from inconsistency or inaccuracy with regard to the Supplier's product description.
- Chargebacks resulting from force majeure or other circumstances that are beyond the control of Greater Pittsburgh Travel or the Supplier.
- Chargebacks resulting because you do not agree with the cancellation policy.
- Chargebacks resulting because you were not provided with an itemized breakdown of costs in connection with your tour.

PRICE AND RATE CHANGES. The price of your itinerary will be based on known costs at the date of issue of the itinerary. All prices we advertise are accurate at the date published, but we reserve the right to change any of those prices from time to time. Prices include a cost for local taxes that are estimated at the date of publication. At the time of booking confirmation, we will provide you with an invoice reflecting the current price.

However, we reserve the right to add a supplement to your travel prices should our costs of supplying your travel increase, until we receive your final payment. Any increase to your travel price will be as the result of circumstances outside of our control, including without limitation changes in our costs of supplying your travel resulting from changes by our Suppliers, dues or taxes payable locally, currency fluctuations and government action. If our costs to supply your travel increase, we reserve the right to increase the price of your travel and will forward a new invoice reflecting any changes made. Subject to the foregoing, after final payment your price is locked in.

We also reserve the right to make changes to and correct errors in advertised prices at any time before your travel is confirmed. We will advise you of any errors of which we are aware, and of the adjustment in price, if any, at the time of your booking.

What's Included In Your Trip

All tours are subject to the specific inclusions and exclusions as explicitly outlined in your final itinerary. Subject to the foregoing, tours generally include:

Accommodations

Accommodations are provided as detailed in your itinerary. Special requests such as single rooms, lower floors, connecting rooms and smoking preference, must be made at the time of booking (as may not be available). While we will make reasonable efforts to communicate your requests to the Supplier, such requests are not guaranteed and are at the discretion of the Supplier. There may be additional charges for such requests which will be solely the expense of the guest making the request.

Travelers participating in our international tours should be aware that room sizes, standards and facilities can vary regionally and are often different from standards in the United States. This can include difference in bed sizes and room sizes, bathroom amenities, amenities such as air-conditioning and compliance with other standards such as Americans with Disabilities Act (ADA) and wheelchair accessibility. One of the joys of international travel is experiencing different cultures and different ways of life so we hope that you will accept these differences with grace and a sense of adventure.

Greater Pittsburgh Travel reserves the right, if necessary, to substitute other similar accommodations for accommodations listed on your itinerary. Such substitutions may be made at any time and without prior notice. We cannot be held responsible for over-bookings; should such occur, we will undertake to find similar accommodations in the same area. Such substitutions are at Greater Pittsburgh Travel's sole discretion and no refunds will be offered for changes in accommodations.

While we exercise due diligence in the selection of our partners, and several are based on our own personal experiences, some hotel and other accommodation profiles are based on information provided to us by the Supplier. This includes images and descriptions of the properties and rooms. Additionally, travelers should be aware that star ratings or similar systems are based on country classifications and therefore can differ. While Greater Pittsburgh Travel does its best to maintain current and accurate information regarding these Suppliers, we cannot be held responsible for any inaccuracies in Supplier descriptions, amenities, or images.

Transfers

Greater Pittsburgh Travel is pleased to offer transfers strictly in accordance with your individual itinerary, subject to additional fees as described in said itinerary. Except as expressly provided in your itinerary, traveler is solely responsible for transfers to and from airports and all other locations/destinations. You must be on time for all transportation. There will be no refund for missed or unused transfers. If applicable, you must provide us your flight information no less than 21 days prior to departure to ensure transfers will be available. If at any time your flight plans change, you must notify us immediately. Failure to do so may result in missing these services and no refund shall be due which results from missing or outdated flight information.

Meals

Meals are included as expressly indicated in the itineraries. Any food and beverages consumed outside of itinerary meals are not included and are at the sole expense of the guest. For safety and liability reasons, Greater Pittsburgh Travel and its Representatives cannot be responsible for directly accommodating any food allergies, or dietary requirements and restrictions, and is not responsible for any issues or problems associated with the same. We will advise our Suppliers of your request, but we cannot guarantee their availability.

Sightseeing/Activities

Sightseeing trips and activities are only included as provided in the individual itineraries. Any excursions or activities not included in itineraries and done outside of tour times are at the sole expense of the traveler. These trips and activities are designed to accommodate group travel. As a courtesy to others in the trip and/or activity, it is mandatory that you be on time for all scheduled experiences. Trips and activities will begin on time and failure to arrive will be considered a no-show for which NO refunds will be available. It is essential that you keep in mind that trip and activity times are set to accommodate climate, crowd size and best viewing options for our groups. At times, early morning departure times may help create a better experience. Therefore, late arrivals cannot be accommodated.

Changes to Itineraries

Greater Pittsburgh Travel reserves the right to make changes to its published itineraries which we deem insignificant and are due to reasons beyond our control. In such cases, we will arrange for the substitution of comparable services.

While no changes are anticipated, there may be occasions when certain alterations become necessary. These can be due to religious holidays, national celebrations, or unforeseen events including weather, governmental closures, acts of God, or any other reason. Greater Pittsburgh Travel reserves the right to change the itinerary due to such unforeseen circumstances

or emergencies. Additionally, sites undergo renovations from time to time which can obscure viewing or otherwise change the nature of visiting these sites. No trips will be cancelled due to renovations, although Greater Pittsburgh Travel may choose to amend itineraries for such sites. These changes will not be considered a material change and will not be considered cause for cancellation by the guest.

If we suggest alternate activities in place of a planned stop or in case of leisure time, such suggestions do not constitute our endorsement. In such a case you will be subject to the terms and conditions of the Supplier of the activity and your only recourse in case of damage will be against the Supplier of the alternate activity.

What's Not Included

Any items and matters not referred to in your itinerary are not included in the trip price. This can include but is not limited to items such as flights and airfare (international or domestic) not included in your itinerary, any transportation not specified in your itinerary, checked and/or excess baggage; passport and visa fees; trip protection and/or insurances of all kinds; any donations, gratuities and tips if not listed on your itinerary; laundry; phone calls; minibar; beverages and meals not detailed in the itinerary; optional experiences; souvenirs; and all items of a personal nature. Additional taxes and surcharges may be collected by foreign governmental and non-governmental entities. The price does not cover costs and expenses, including your return home, if you leave the guided trip whether of your own volition, our decision based on behavior that disrupts the trip, due to illness, action by any government or other reason. This partial list is illustrative and not an exhaustive list of every item not included.

Non-Operation of Group Trips

Some trips are based on a minimum number of participants. Greater Pittsburgh Travel makes every effort to ensure that trips meet their minimum requirements. However, if the trip drops below the minimum number of participants cancellation of the trip may occur at the sole discretion of Greater Pittsburgh Travel. In such case, guests will be advised at least 30 days prior to departure. Greater Pittsburgh Travel reserves the right to change the departure date. We may offer alternative trip dates or other travel arrangements. You may choose to accept these arrangements or to cancel your booking, in which case a full refund will be provided. Any air cancellation will be in accordance with the terms of the carrier and Greater Pittsburgh Travel will not be liable for the carrier's refusal to make any refund whatsoever. In such case Greater Pittsburgh Travel will not be liable for any additional costs incurred outside of the trip prices such as visa and passport fees, travel insurance or any other purchases made by the guest in anticipation of the trip.

CHANGES OR CANCELLATIONS.

CHANGES BY TRAVELER. Since changes may be considered cancelled services, additional cancellation penalties may apply. Changes are subject to additional Supplier charges, are based on availability, and may incur additional fees. Changes to airfare or other ticket contracts are subject to the air carrier or other applicable Supplier's terms and conditions.

In addition to any applicable travel Supplier change fees, Greater Pittsburgh Travel, in our sole discretion, may charge a change fee in a minimum amount of \$100.00 per change/traveler/booking.

CANCELLATION BY TRAVELER. Cancellation of travel must be made in writing and is effective from the date we receive the written notification. As described above, Greater Pittsburgh Travel is required to pay all Suppliers well in advance of your trip date. This includes but is not limited to accommodations, meals, transportation, museum tickets, etc. All Suppliers have their own cancellation policies, which apply to your booking. Should a cancellation become necessary, please inform Greater Pittsburgh Travel immediately in writing at tdiecks@greaterpittsburghtravel.com and request a written confirmation of your cancellation. Upon receipt, Greater Pittsburgh Travel will follow industry procedures for any applicable refunds as outlined in the Supplier's terms and subject to their review. If you are entitled to a refund, please note that the Supplier is responsible for this refund, not Greater Pittsburgh Travel. Suppliers may choose to provide a travel voucher or credit in lieu of refund. We are not responsible for a Supplier's failure to pay a refund or for Supplier bankruptcy or insolvency. Airline tickets are governed by the applicable air carrier's terms, conditions, and policies, and we are not responsible for any air carrier's decision regarding refund. Cancellation policies for cruises vary by cruise line. We will use commercially reasonable efforts to facilitate the Supplier providing you with a refund, credit or voucher but we cannot guarantee the same. *By agreeing to our booking terms and conditions, you acknowledge that any refunds or credits authorized by the applicable travel Supplier at any point after the time of purchase, will be issued in the form of currency in which original payment was made.*

In addition to any applicable travel Supplier cancellation fees/penalties, Greater Pittsburgh Travel, in our sole discretion, may charge a NON-REFUNDABLE cancellation fee in a minimum amount of \$100 per person/booking for planning and assistance services as compensation for hours worked on client itinerary.

IMPORTANT NOTE: If the reason for cancellation is covered under the terms of your travel protection plan you may be able to reclaim these charges, for this reason we **strongly recommend** the purchase of a comprehensive travel protection plan.

CANCELLATION OR CHANGES BY GREATER PITTSBURGH TRAVEL OR OUR SUPPLIERS

If between planning time and/or during actual travel, circumstances require changes, Greater Pittsburgh Travel and its Suppliers, reserve the right to cancel or vary any itinerary and substitute components of any trip, including but not limited to, ports of call and embarkation schedule, hotels and accommodations of comparable quality, air schedule or surface transportation changes (e.g., drivers and guides), security matters, and/or other events make such alterations necessary. Suppliers may substitute transportation equipment depending on any variety of factors, including the volume of passengers on the trip. Sightseeing trips may be altered as described above. Greater Pittsburgh Travel cannot be held responsible for any closures, necessary itinerary changes, or curtails for any reason. These changes will not be considered material changes and will not be considered cause for cancellation by the traveler. Normal cancellation penalties still apply if you cancel a trip that has been changed by our Suppliers. If our Suppliers fully cancel a trip, Greater Pittsburgh Travel is not liable to you for any costs, losses, refunds, credits, or vouchers; the Supplier is solely responsible but we will attempt to facilitate a refund, credit, or voucher for you (but ultimately, this is in the discretion of the Supplier, and we have no obligation in connection therewith).

Without limitation to the foregoing, we reserve the right to cancel or reschedule any trip departure for any reason. If Greater Pittsburgh Travel cancels, which is incredibly unlikely, then except in the case of a force majeure event, we will offer alternate arrangements, and you may choose between a full refund of all money paid or credit in that amount for any alternative trip. If the alternative trip is less costly than the cancelled trip, we will refund you the difference. If the alternative trip is more costly than the cancelled trip, you will be required to pay the difference. Guest is responsible for any additional costs not directly booked through Greater Pittsburgh Travel, including but not limited to, acquiring travel insurance or airline tickets or any other travel-related arrangements not made by us.

NO REFUND FOR UNUSED ARRANGEMENTS. As Greater Pittsburgh Travel's prices are based on contract rates, there will not be any refund for any unused portion of your tour. If you cancel while the trip is in progress, there is no refund for the unused portion. In addition, if you arrive late for a tour, any costs required to reach the location where the rest of the group is at the time of your arrival will be at your own expense.

FORCE MAJEURE. Greater Pittsburgh Travel assumes no liability for, any loss, damage, delay, or cancellation resulting in whole or in part from an Act of God or any other force majeure condition, including, without limitation: natural disasters, fire, volcanic eruption, hurricane, environmental pollution or contamination, inclement weather, earthquake, low or high water levels, flood, landslides, water or power shortages or failures, tropical storms or hurricanes, natural or nuclear activity, riots or civil commissions or disturbances, and any other acts of a similar nature, sabotage, cybersecurity issues and/or technology outages or disruptions, changes of schedules or operational decisions of air carriers, arrests, strikes or labor disruptions, restraint of rulers or peoples, expropriations, acts of terrorism, war, insurrection, quarantine restrictions, government health advisories, epidemics, pandemics (**including, without limitation, COVID-19**), or warnings or alerts of any kind of nature, government seizures, refusal or cancellation or suspension or delay of any government authority or any license, permit or authorization, damages to its facilities or the travel Supplier and its facilities, or any other catastrophic circumstances or any other factors unforeseen by Greater Pittsburgh Travel that impacts negatively on, or hampers, its ability to fulfill any of its contractual conditions ("force majeure"). In the circumstances amounting to force majeure, we will not be required to refund any money to you, although if (and only if) we can recover any monies from our Suppliers (and we are under no obligation to), we will refund these to you without any charge by Greater Pittsburgh Travel.

TRAVEL PROTECTION INSURANCE. Travel Protection Coverage is NOT included in the cost of your trip. It is the traveler's responsibility to protect their purchases. For this reason, Travel Protection Coverage is *strongly recommended*, and such plan should cover Trip Cancellation or Interruption, Medical Expense, Emergency Evacuation/Repatriation, and Baggage. Travel protection plans can help protect you in the event of loss of NON-REFUNDABLE trip deposits and payments that result from cancellation or trip interruption (due to a covered reason such as injury or illness before or during

the trip). It also helps with reimbursement for medical emergency costs (including very costly medical evacuation and repatriation costs), missed connections and baggage loss. Travel protection plans, which may include Cancel For Any Reason coverage, must be purchased in close conjunction with your travel purchase.

While Greater Pittsburgh Travel may recommend travel insurance options for you to choose from, we are not liable for any issues that result with said travel insurance options. Greater Pittsburgh Travel is not qualified to answer technical questions about the benefits, exclusions, and conditions of travel insurance plans and as such we cannot evaluate the adequacy of the prospective insured's existing or proposed insurance coverage. Please note that any and all cancellation fees may not be accepted as part of your claim. If you have any questions about your travel protection, call your insurer or insurance agent or broker.

Certain countries have a requirement for foreign visitors to have valid medical insurance on entry. Greater Pittsburgh Travel cannot be held responsible for denied entry if a traveler is unable to provide details to authorities of insurance or denial of entry for any reason. Declining to purchase an adequate travel protection plan could result in the loss of your travel cost and/or require more money to correct the situation. You also acknowledge that without this coverage, there may be no way to recoup any losses, costs or expenses incurred. **If you choose to travel without adequate coverage, we will not be liable for any of your losses howsoever arising, for which trip protection plan coverage would otherwise have been available.**

DESTINATIONS AND DOCUMENTATION. Travel to certain destinations may involve greater risk than others. Greater Pittsburgh Travel urges travelers to remain informed on a daily basis as to current news, as well as to review travel prohibitions, warnings, announcements and advisories issued by the United States Government prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found at <https://travel.state.gov/content/travel.html>, and <http://www.cdc.gov>. In addition, you should consult with government websites to ensure that you are in compliance with all requirements for admittance into that country, including COVID- 19 requirements, as well as understanding local laws that govern travel within a country, such as medical tests and tracking. A U.S. State Department list of travel advisories is available at <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>. **Should you choose to travel to a country that has been issued a travel warning or advisory, Greater Pittsburgh Travel will not be liable for damages or losses that result from travel to such destinations.**

It is the responsibility of each traveler to obtain and carry a valid passport, visa(s), inoculations, and all other documents required by applicable government regulations. When travelling domestically within the USA or internationally, the U.S. Transportation Security Administration (TSA) and U.S. Department of Homeland Security (DHS) advise that everyone carry at least two forms of acceptable identification in order to board a flight, found here: <http://www.tsa.gov/traveler-information/acceptable-ids>. Air travelers with identification (ID) that does not meet the REAL ID ACT requirements will have to use alternate ID forms (passport, military ID, or permanent resident card) to pass TSA security checkpoints—even for domestic travel. Visas are required when they apply. U.S. citizens traveling to the United Kingdom (UK) for short visits, tourism, or business, including those just passing through UK airports, will need an Electronic Travel Authorization (ETA) if they do not have a UK visa or legal residency in the UK or the Republic of Ireland. You can find out if your international destination requires a visa at <https://www.usa.gov/visas-citizens-traveling-abroad>. Travelers voluntarily assume full and sole responsibility for any and all risks and/or costs involved with failure to report any errors and/or omissions to documentation. In some countries you may be subject to entry (reciprocity) fees and/or departure taxes/ exit fees which will be collected at the airports upon entry/departure by local government authorities. Greater Pittsburgh Travel strongly recommends that you take into account that certain countries will not admit a passenger if their passport expires within six (6) months of the date of entry. Many countries require a minimum number of blank pages in your passport book. Non-USA citizens may require additional documentation. Children and infants also require all such travel documents. Minors traveling with one parent, and/or without both parents, may be stopped and not admitted, unless authenticated and verified consent forms are provided to the authorities. **Please visit www.travel.state.gov or <https://www.dhs.gov/real-id> for the most updated requirements for travel documentation.**

Recommended inoculations for travel may change and you should consult your practitioner for current recommendations before you depart. It is your responsibility to ensure that you meet all health entry requirements, obtain the recommended inoculations, take all recommended medication, and follow all medical advice in relation to your trip. Inoculation requirements can be found on the Center for Disease Control website at <https://www.cdc.gov/>. In addition, certain countries restrict travelers with criminal convictions, even if expunged. Please inform us prior to booking with us if this applies to

you and seek separate legal counsel to confirm your ability to travel to your desired destination. If you are denied access to a country or a Supplier due to a conviction, Greater Pittsburgh Travel shall not be liable for any losses, expenses, or refunds to you or anyone in your group.

YOU ACKNOWLEDGE ANY FAILURE TO STRICTLY COMPLY WITH THESE REQUIREMENTS MAY RESULT IN DENIED BOARDING OR AN UNDUE DELAY AT AN AIRPORT SECURITY CHECKPOINT CAUSING TRAVELER TO MISS FLIGHT(S), AND SUBSEQUENT SCHEDULED TRAVEL BOOKINGS TRIPS. GREATER PITTSBURGH TRAVEL BEARS NO RESPONSIBILITY FOR ADVISING AND/OR OBTAINING REQUIRED TRAVEL DOCUMENTATION FOR YOU, OR FOR ANY DELAYS, DAMAGES, AND/OR LOSSES INCLUDING MISSED PORTIONS OF YOUR VACATION RELATED TO IMPROPER DOCUMENTATION OR GOVERNMENT DECISIONS ABOUT ENTRY.

INSECTICIDE NOTICE. Travelers are encouraged to check the list of countries that require airlines to treat the passenger cabin with insecticides prior to the flight or while on the aircraft on the U.S. Department of Transportation's website, as this list is updated from time to time: <http://www.dot.gov/office-policy/aviation-policy/aircraft-disinsection-requirements>.

NON-RESPONSIBILITY. Greater Pittsburgh Travel and its directors, board members, president, chairpersons, officers, owner(s), shareholders, employees, affiliates, agents, and representatives ("Representatives") use third party Suppliers to arrange trips, transportation, sightseeing, lodging, and all other services related to this trip. Greater Pittsburgh Travel is an independent contractor and is not a Representative of any of these Suppliers. Greater Pittsburgh Travel does not own, manage, operate, supervise, or control any transportation, vehicle, airplane, hotel or restaurant, or any other entity that supplies services related to your trip. All Suppliers are independent contractors and are not Representatives of Greater Pittsburgh Travel. All tickets, receipts, coupons, and vouchers are issued subject to the terms and conditions specified by each Supplier, and by accepting the coupons, vouchers, and tickets, or utilizing the services, all travelers agree that neither Greater Pittsburgh Travel nor its Representatives are or may be liable for any loss, injury, or damage to any trip traveler or their belongings, or otherwise, in connection with any service supplied or not supplied resulting directly or indirectly from any occurrence beyond the control of Greater Pittsburgh Travel including in the event any third-party providers or healthcare professionals seek to assist with medical or other help and we are not liable for any costs or missed activities in relation to said assistance. Greater Pittsburgh Travel assumes no responsibility or liability for any delay, change in schedule, loss, injury or damage or loss of any traveler that may result from any act or omission on the part of others; Greater Pittsburgh Travel assumes no responsibility or liability for personal property; and Greater Pittsburgh Travel shall be relieved of any obligations under these Terms and Conditions in the event of any strike, labor dispute, act of God, or of government, fire, war, whether declared or not, terrorism, insurrection, riot, theft, pilferage, epidemic, pandemic, illness, physical injury, quarantine, medical or customs or immigration regulation, delay, or cancellation. Greater Pittsburgh Travel accepts no responsibility for lost or stolen items. Greater Pittsburgh Travel reserves the right to refuse any traveler or potential traveler at its sole discretion.

ASSUMPTION OF RISK/WAIVER. Traveler is fully aware of the risks connected with participating in the tour. These risks include, but are not limited to, risk of injury or death from: force majeure, motor and conveyance vehicle collisions, water related activities, animals, roadway hazards, slips, and falls, uneven terrain, criminal or terrorist acts, government actions, consumption of alcoholic beverages, tainted food, or non-potable water; exposure to the elements, including heat, cold, sun, water, and wind; your own negligence and/or the negligence of others, including tour guides, other travelers, Greater Pittsburgh Travel and its Representatives; attack by or encounter with insects, reptiles, and/or animals; accidents or illness occurring in remote places where there are no available medical services; foodborne illnesses, dietary restrictions or allergic reactions, fatigue, chill, overheating, and/or dizziness; known or unknown medical conditions, illnesses caused by COVID-19 (or other pandemics and infectious diseases, etc.), physical excursion for which you are not prepared or other such accidents; the negligence or lack of adequate training of any third-party providers who seek to assist with medical or other help either before or after injuries have occurred; accident or illness without access to means of rapid evacuation or availability of medical supplies or services; and the adequacy of medical attention once provided.

Traveler understands the description of these risks, is not complete and that unknown or unanticipated risks may result in injury, illness, or death. In order to partake of the enjoyment and excitement of this trip, traveler is willing to accept the risks and uncertainty involved as being an integral part of travel, including the risk of infection, illness, and death. TRAVELER HEREBY ACCEPTS AND ASSUMES FULL RESPONSIBILITY FOR ANY AND ALL RISKS AND AGREES TO AND SHALL HOLD HARMLESS AND FULLY RELEASE GREATER PITTSBURGH TRAVEL AND

ITS REPRESENTATIVES FROM ANY AND ALL CLAIMS ASSOCIATED WITH THE TRIP, INCLUDING ANY CLAIMS OF THIRD PARTY NEGLIGENCE AND/OR THE NEGLIGENCE OF GREATER PITTSBURGH TRAVEL AND/OR ITS REPRESENTATIVES AND TRAVELER HEREBY COVENANT NOT TO SUE GREATER PITTSBURGH TRAVEL AND/OR ITS REPRESENTATIVES FOR ANY SUCH CLAIMS OR JOIN ANY LAWSUIT OR ACTION THAT IS SUING GREATER PITTSBURGH TRAVEL. THESE TERMS AND CONDITIONS ALSO BIND YOUR HEIRS, LEGAL REPRESENTATIVES AND ASSIGNS. THE TERMS OF THIS HOLD HARMLESS AND RELEASE OF ALL LIABILITY PARAGRAPH, SHALL SURVIVE ANY TERMINATION OR CANCELLATION OF THESE TERMS AND CONDITIONS, WHETHER BY OPERATION OF LAW OR OTHERWISE.

INDEMNIFICATION. Traveler agrees to and shall indemnify and hold harmless Greater Pittsburgh Travel and its officers, directors, employees and agents, from any expenses, losses, liabilities, damages, judgments, settlements and costs (collectively, "damages") involved with or incurred by Greater Pittsburgh Travel (including, without limitation, reasonable attorneys' fees and the advancement of same) with respect to any claims, law suits, arbitrations, or other causes of action, which result, directly or indirectly, from: (i) traveler's breach or violation, or threatened breach or violation, of these Terms and Conditions; (ii) any of your acts or omissions, or any damage caused by traveler while participating in the trip; (iii) any force majeure or inherent risk of travel; or (iv) claims brought by third parties in connection with any of the foregoing. The terms of this INDEMNIFICATION paragraph shall survive any termination or cancellation of these Terms and Conditions, whether by operation of law or otherwise.

YOUR BEHAVIOR. Each traveler in any trip planned by Greater Pittsburgh Travel is expected to act responsibly and adhere to all behavior guidelines established by Greater Pittsburgh Travel and our Suppliers. Greater Pittsburgh Travel and all Suppliers reserve the right to remove you from any facility, hotel or resort property, trip location or means of transportation if your health or your conduct appears to endanger yourself or others, disrupts the general well-being of other individuals on any element of your trip, or interferes with the operation or security of the places we visit. In any such case, there will be NO refund.

When you book with Greater Pittsburgh Travel you accept responsibility for any damage or loss caused by you or your group. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid directly at the time to the accommodation owner or manager or other Supplier. You must indemnify us for the full amount of any claim (also including legal costs) made against us. We are not responsible for any costs incurred concerning a guest removed from a trip, or any portion of a trip. You agree not to hold Greater Pittsburgh Travel or any of its Representatives liable for any actions taken under these Terms and Conditions.

You acknowledge and agree to follow and abide by any and all laws and regulations of any state and/or country you enter while participating in the trip. While all local and national laws and regulations are important to follow, we strictly encourage you to be informed concerning the use and/or possession of drugs in particular. There will be no tolerance for any use or possession of any drug and your failure to strictly comply with this requirement will result in a breach of these Terms and Conditions and may prevent you from your continued participation. We require responsible alcohol consumption for your safety and for those around you. If you are asked to leave a trip for inappropriate behavior, violence, or any other disruptive action, you will NOT be refunded.

BAGGAGE FEES/INFORMATION. Baggage and personal effects are at all times the sole responsibility of the traveler. Due to continual changes in airline baggage policies, it is suggested that you inquire with your airline's website for up-to-date fees & information. Greater Pittsburgh Travel is NOT responsible for additional fees incurred for baggage or seating. The Department of Transportation along with the Federal Aviation Administration outline which materials are hazardous to carry in your baggage. More detailed information on this is available at <https://www.tsa.gov/travel/security-screening/whatcanibring/all>.

RE-CONFIRM YOUR FLIGHT. Greater Pittsburgh Travel advises you personally to re-confirm your flight schedule within 24 hours prior to departure directly with the airline in case of any last-minute changes or delays. Most airlines allow you to check in online 24 hours prior to departure. It is recommended that you arrive at the airport a minimum of two (2) hours prior to departure for domestic flights, and three (3) hours for international flights.

HEALTH/PRE-EXISTING MEDICAL CONDITIONS/PERSONS WITH DISABILITIES. The nature of many of the destinations we travel to means that in some cases they may be unsuitable for those who use a wheelchair or have a lack of

mobility. However, we will be delighted to discuss the feasibility of your participation in any of our trips. It is essential that you advise us before booking if you do have any disability or pre-existing medical condition which may affect your ability to do so, or if you have any special requirements as a result of any disability or medical condition (including any which affect the booking process) so that we can assist you in considering the suitability of the arrangements and/or in making the booking. Greater Pittsburgh Travel will communicate requests to Suppliers but cannot be responsible if Americans with Disabilities Act (ADA) accommodations are not available. Any accommodations provided will be at the sole expense of the traveler requiring the accommodation. Please note that accommodations outside of the USA may not be in compliance with the Americans with Disabilities Act (ADA) and may not have wheelchair accessibility. Our Suppliers are, unfortunately, unable to offer additional assistance to travelers with limited mobility and all such assistance will need to be provided by whoever the traveler is traveling with. Travelers with disabilities must notify Greater Pittsburgh Travel at the time of booking of status and of the identity of their non-discounted, paid travel companion who will be responsible for providing all necessary assistance. We may request that you provide a letter from your doctor confirming your fitness to travel.

By booking a tour with us, you acknowledge that you have undergone a physical examination and either received a doctor's approval to participate or chosen to participate without a physician's consent. Further, please note that if you are unable to complete any part of a tour due to a physical or mental inability to keep up with the group of participants, there shall be no refunds owed.

If you are pregnant or expecting at or around the time of your planned travels, please inform us prior to booking. Some Suppliers will not permit travel past certain gestational periods for your safety and the safety of your child/ren. If you become pregnant after booking with us, please consult with a doctor and review the Supplier terms and conditions as they relate to your booking to determine whether you will be permitted or prevented from traveling. If you are denied boarding embarkation, or access to a Supplier due to a pregnancy, or physical or mental disability, Greater Pittsburgh Travel shall not be liable for any losses, expenses, or refunds resulting from such loss in access for you or anyone in your group.

For the safety of our guests, Greater Pittsburgh Travel reserves the right to request health information prior to travel and to exclude any participants it deems unfit for travel at its sole discretion.

PHOTOGRAPHIC/VIDEO LIKENESS AND FEEDBACK. Traveler hereby gives consent and grants to Greater Pittsburgh Travel a royalty-free, perpetual, and irrevocable license to publish any testimonials, reviews, photographs and/or videos of the trip or traveler in any form of media without obtaining further consent and without compensation, solely for the purposes of marketing our trips. Each traveler releases Greater Pittsburgh Travel and its Representatives from any liability in connection with any use of such forms of media. Notwithstanding the foregoing, if a traveler desires to have a specific photo or video removed from our website or social media, please request said removal per the email below.

CLASS ACTION WAIVER/LIMITATION OF DAMAGES/NOTICE OF CLAIM. You agree that you will only bring claims against Greater Pittsburgh Travel in your individual capacity and not as a plaintiff or class member in any purported class action or representative proceeding. Greater Pittsburgh Travel shall not in any case be liable for other than compensatory damages, and your payment of a deposit on a trip means that you agree to these conditions of sale and expressly waive any right to punitive damages. **You understand and agree that no claims will be considered and that you will not bring suit against Greater Pittsburgh Travel unless you have first provided a written notice of claim to Greater Pittsburgh Travel within thirty (30) days after the trip or cancellation of the trip, further provided that you agree to file suit within one (1) year of the incident and you acknowledge that this expressly limits the applicable statute of limitations to one (1) year. Any claims not submitted and received within this time shall be deemed irrevocably waived and barred. Notwithstanding the foregoing, and to the fullest extent provided by law, in no event shall Greater Pittsburgh Travel's liability to you (or any member of your traveling party, or your/their heirs, successors and assigns), from any cause of action (whether in contract, tort, indemnity, equity, or otherwise), exceed the amounts paid to Greater Pittsburgh Travel for the services Greater Pittsburgh Travel performed and provided to you in connection with these Terms and Conditions, and this is your sole and exclusive remedy for a breach of these Terms and Conditions by Greater Pittsburgh Travel.**

GOVERNING LAW AND VENUE. These Terms and Conditions and all attachments hereto and the rights of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Pennsylvania exclusive

of conflict or choice of law rules. Any claims shall be brought in a court of competent jurisdiction located in Allegheny County in the State of Pennsylvania.

ELECTRONIC COMMUNICATIONS. You consent to receive electronic communications, and you agree that all documents, notices, disclosures, and other communications that we provide to you electronically, via email or through text, satisfy any legal requirement that such communications be in writing.

MISCELLANEOUS. These Terms and Conditions, including any other documents, itineraries, and invoices we provide you, constitute our entire agreement and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, with respect to Greater Pittsburgh Travel. If any provision of these Terms and Conditions shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from these Terms and Conditions and shall not affect the validity and enforceability of any remaining provisions. Failure by us to exercise or enforce any right or provision of these legally binding Terms and Conditions shall not constitute a waiver of such right or provision. Any ambiguities in the interpretation of these Terms and Conditions shall not be construed against the drafting party. The provisions of these Terms and Conditions, which by their nature extend beyond termination or expiration of these Terms and Conditions (whether by operation of law or otherwise) shall survive the expiration or termination of these Terms and Conditions to the full extent necessary for their enforcement and for the protection of the party in whose favor they operate. These Terms and Conditions shall be written in, and all other communication under or in connection with these Terms and Conditions shall be in, the English language. Any translation into any other language shall not be an official version thereof, and in the event of any conflict in the interpretation between the English version and such translation, the English version shall control.

CONTACT US. Greater Pittsburgh Travel Agency, Inc. welcomes your questions or comments regarding your trip:
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