



TRAVEL TERMS AND CONDITIONS

(UPDATED: Feb 15, 2018)

TOUR PRICES: Tour prices are subject to change without notice, however Deep River Rail Ventures, LLC will make every effort to advise changes within a reasonable period of time before the tour commences.

ITINERARY CHANGES: Deep River Rail Ventures, LLC reserves the right to change train routing, substitute equipment, alter or modify the tour components if any unexpected and unforeseen conditions occur beyond our control. In the railroad industry last minute changes do occur.

DEPOSITS AND FINAL PAYMENTS: Generally if reservations are made more than 30 days before departure date, a 50% deposit is required to secure space. The deposit payment can be made by sending a personal or bank check and must reach Deep River Rail Ventures, LLC within 7 days after reserving. Final payment must be received by 30 days before departure date. If reservations are made less than 30 days before departure date, a 50% deposit is required and must reach Deep River Rail Ventures, LLC by a time limit date to be arranged at the time of booking. Final payment must be received at least 7 days before departure date.

CREDIT CARDS: Payment by credit card is available. Deep River Rail Ventures, LLC will advise the type of cards usable at the time of booking. Generally, Visa and Mastercard are honored. Consult Deep River Rail Ventures, LLC for other kinds of cards to use.

CANCELLATIONS AND REFUNDS: More than 60 days before departure date: 100% refund is available minus a \$100 administration fee. 59 to 30 days before departure date: 50% refund. 29 to departure date: NO REFUND is available.

TRAVEL INSURANCE IS ENCOURAGED: To protect investment in travel, Deep River Rail Ventures, LLC encourages and can arrange travel insurance at additional cost. Some bank cards also have a travel insurance provision which passengers should consult their card company for details.

RESPONSIBILITY AND LIMITATION OF LIABILITY: Deep River Rail Ventures, LLC assumes no responsibility for injury, sickness, loss, additional expenses, accidental delay or irregularities which may be caused through willful or negligent acts or omissions of the part of companies providing or engaging in transportation, accommodation of services related to the accomplishment of the tour. We have no control of the timing of our charter trains. Indeed passenger trains and charters do often run late quite often. Nor do we assume responsibility for natural disaster, social or political upheaval, acts of terrorism or acts of nature. We reserve the right to substitute hotels, tour leaders, equipment, motive power, trains, and routes.

RIGHT TO REFUSE SERVICE: Deep River Rail Ventures, LLC reserves the right to refuse service to anyone we deem necessary in order to insure that all of our clients will have the best possible tour.

PRE-DEPARTURE TOUR BULLETINS: Tour bulletins will be e-mailed or U.S. mailed to passengers who have reserved a specific tour as needed.

TICKETS AND BOARDING PASSES: Deep River Rail Ventures, LLC may either e-mail or U.S. mail tickets, documents, and boarding passes usually 10 days to 2 weeks before departure day. A set of instructions and expectations will also accompany these items.

ACCESSIBILITY: It must be understood that passengers should be able to walk and negotiate steps on their own or with some assistance from Deep River Rail Ventures, LLC attendants. Restored vintage railcars do not in some cases have complete handicap accessibility. Wheelchairs are not accessible. Red Cap service is available at some major stations.

ALTITUDE: Some Deep River Rail Ventures, LLC tours have time spent in higher altitudes. It is important that passengers know their limits and consult their physician to be sure altitude will not be a problem.

TRAVEL OUTSIDE THE UNITED STATES: All travel outside the United States requires a current passport. There will be NO exceptions to this rule.