

Answers to a few anticipated questions...

Make **reservations** early to maximize your preferences and to avoid disappointment that your selections are sold out. Call our reservations center 515-576-6494 or toll-free 877-694-8687, stop by our Fort Dodge or Decorah office, 8-5 Monday-Friday, or shop, dream and reserve on-line, 24/7.

Confirmation will be sent once we've received your deposit and we've met the required number of reservations. Take advantage of **early booking discounts**, available on many trips, by getting your deposit to us by the early booking deadline. We appreciate prompt **payment** (cash, check, money order, MasterCard, VISA or Discover) before deadlines shown in detailed trip descriptions. Late payment will result in document delays. (All discounts come off final payment. Please pay full deposit amount.)

Prices listed in this catalog are per person. Overnight trips are per person, double occupancy. ("**Double**" = 2 people sharing a room with 1 queen or king bed, "**twin**" = 2 people sharing a room, usually with 2 double or queen beds.) **Single and triple/quad occupancy rates** are available on most packages. Please call us for details. ("**Single**" = a non-shared room but you may still have a seatmate aboard our coach. "**Triple/quad**" = 3 or 4 persons sharing a room with 2 double or queen beds. Occasionally, triples may have 3 beds.) We submit your **special requests** to our hotels, with advance notice, but cannot guarantee hotels will honor all requests. Many hotels no longer offer smoking rooms and penalties are assessed to the guest if they smoke in a non-smoking room. Such charges (or any incidental charges such as room service, movies, etc.) are the responsibility of the customer. We and our hotels will handle **1 suitcase** with maximum combined dimensions of no more than 62 inches and weighing less than 50 pounds. (Additional luggage may be allowed on cruises and extended winter trips.) You may also bring along a small **carry-on**, which shouldn't be more than 39 inches (combined dimensions). Though we'll try to take care of your luggage as we would our own, we are not responsible for everyday wear, scratches, etc. NorthLand Travel is not responsible for lost or stolen items.

Park free at our Decorah, Des Moines, Fort Dodge and Marshalltown facilities during your trip. We have arrangements for parking near our office in Waterloo as our lot is very small. If you're parking at another location, please consult with the local management before leaving your car. All vehicles are left at owner's risk.

We do our best to accommodate guests with **special needs**...wheelchair lift-equipped coaches, accessible hotel rooms, accessible seating, hearing devices at shows/concerts, etc. Please advise us of your need at time of reservation. If you require personal assistance, you must have a companion with you who can provide this assistance. If you carry **oxygen** tanks or a concentrator, please contact us well in advance of your departure so we may help you make arrangements and comply with federal safety regulations.

On most tours, we use our own Hawkeye Stages luxury coaches with exclusive **extended leg room**. We're big on **cleanliness and quality**. We invite you to **sit** where you like the first day. We'll **rotate** daily thereafter (but your seatmate goes with you!) If you're traveling single or triple, you'll likely get to know a seatmate. On most travel packages, consumption of alcohol aboard our coaches is prohibited (certain sports-related packages excepted). Smoking is never permitted on board.

If you must cancel, unless otherwise listed on the detailed trip description:

-receive a full refund if you cancel 30 or more days prior to departure

-receive a 75% refund if you cancel 15-29 days prior to departure.

-receive a 50% refund (less any excess penalties we may incur from suppliers) if you cancel from 2 business days-14 days prior to departure.

If you must cancel less than 2 business days prior to departure all costs are non-refundable. (No-shows or arrivals at departure point past scheduled departure time are also non-refundable.)

(If you find your own replacement or we'll be able to replace you from a wait-list, and our suppliers allow name changes, we'll minimize penalties to a name change fee of \$10 per person on 1-2 day trips, \$25 per person on 3-6 day trips and \$50 per person on trips of 7 days or longer; plus any name change fees we encounter from our suppliers.)

If we can schedule **Catholic and Protestant Sunday services**, we'll provide transportation to both. If we aren't able to schedule services for the group, your tour manager can help you find a church but transportation will be on your own. If we can't schedule both, we may have an optional short devotion time before departure (or at a break), or music aboard our coach.

If weather strikes, we'll delay until we believe it is safe to travel. If we decide it is safe to travel but you decide not to travel, no refund will be made. If we find it necessary to delay or cancel, we will attempt to notify you by phone (we appreciate having a cell number on file for such cases). In case of emergency you may reach us at the after-hours emergency numbers through our toll-free reservations number, 877-694-8687. If we cancel a tour due to weather, you'll receive a travel certificate (valid for 1 year on any of our tours) for the amount you paid for the tour. If the tour must be extended once under way, due to weather, additional lodging expenses will be the customer's responsibility.

Tips are covered for included meals, step-on guides and luggage handling at our hotels. Tips for our tour managers and drivers are entirely discretionary. As our guests often ask for a guideline, we suggest \$2 per person, per day for each. A gratuity envelope is provided to you on the first day of your tour but there is no obligation to tip.

Peace of Mind Protection

NorthLand Travel is pleased to offer our Peace of Mind (POM) protection plan for your convenience. We hope that nothing interrupts your vacation or travel plans, but if it does you can have "peace of mind" in knowing you are protected with Peace of Mind coverage. POM protection will allow you to cancel due to unexpected illness, injury or family emergency up to two business days prior to departure. (Our office is open Monday through Friday from 8:00 am to 5:00 pm should you need to call and make a cancellation.)

POM is available for most domestic motor coach vacation packages. Peace of Mind protection is only available when you make your reservations and must be paid at the same time as your deposit. Once a deposit has been received, POM protection may not be added. Peace of Mind protection is non-refundable.

To add POM protection for your tour, simply add 5% of the trip cost (before any applicable discounts) to your deposit. Peace of Mind protection prices are per person. Minimum charge is \$5 per person. You can figure the cost of POM protection based on the price of your tour. Here are some examples:

If cancelling 2 business days-14 days prior to departure:

Trip Cost	POM Protection Cost	Cost to Cancel without POM	Cost to cancel with POM
\$569.00	\$28.45	\$284.50	Only the \$28.45
\$1,795.00	\$89.75	\$897.50	Only the \$89.75
\$2,695.00	\$134.75	\$1,347.50	Only the \$134.75

If cancelling 15-29 days prior to departure:

Trip Cost	POM Protection Cost	Cost to Cancel without POM	Cost to cancel with POM
\$569.00	\$28.45	\$142.25	Only the \$28.45
\$1,795.00	\$89.75	\$448.75	Only the \$89.75
\$2,695.00	\$134.75	\$673.75	Only the \$134.75

*Peace of Mind protection is only a cancellation waiver, and not insurance. Travel insurance may also be purchased through our office. Travel insurance is highly recommended for medical care, medical transportation and other unexpected perils that may occur during your journey. Peace of Mind protection is not available for trips involving air, rail, cruise or other means of travel. In the event that NorthLand Travel cancels the entire departure, the Peace of Mind protection fee will be refunded. If you would like more information please call our office toll free at 877-694-8687.

Guaranteed Departure Cities At the bottom of the detailed description for each travel package, we show either: red, green, blue or yellow routes. Other qualifiers, i.e. "Waterloo area departure" will be found on shorter trips. Reference these to find the pick-up point most convenient to you. Your closest pick-up point will be assigned at final document time (about 21 days prior to departure). You may change to another planned departure point, but must notify our office. If no guests are scheduled at a departure city, we will not stop. Additional points along our direct route may be added for guest convenience. If your home city is outside of a 50 mile radius ("as the crow flies") of our nearest departure point and the tour you select is 6 days or longer, we'll provide **complimentary pre-departure lodging** but we must make this reservation for you. (Mid-day departures with pre-flight overnight are exempt from this policy.) If you select a shorter tour or don't qualify for free lodging, ask about reduced-price lodging. We reserve the option to provide a shuttle or complimentary overnight. For your reference, here is a list of departure cities (in alphabetical order) to find the nearest boarding point for the travel package(s) you select:

City	Red	Green	Blue	Yellow	City	Red	Green	Blue	Yellow
Ames	X	X	X		Marshalltown	X	X	X	X
Cedar Rapids	X	X	X	X	New Hampton	X			
Charles City		X	X		Newton	X	X	X	X
Clear Lake		X	X		Owatonna			X	
Coralville	X	X	X	X	Tama			X	
Decorah	X	X	X	X	Waterloo	X	X	X	X
Des Moines	X	X	X	X	Waverly		X	X	
Dubuque				X	Webster City	X	X	X	X
Fort Dodge	X	X	X	X	West Union		X	X	X
Independence		X	X		Williams (I-35 & D-25)	X	X	X	X
Manchester				X					

For trips in our catalog showing other than the colored route above, please contact our office or view the complete guaranteed departure list on the detailed description, available by mail or at www.northlandtravel.com.

NorthLand Differences:

- 25% more leg room than industry standard
- convenient guaranteed departure cities
- free parking
- free or reduced price pre-departure lodging
- all packages professionally escorted



Fort Dodge
515-576-6494
Decorah
563-382-5604