



# GENERAL INFORMATION

## ABOUT US

### Our Mission & Purpose

Since BNT's founding in 1972, our mission and purpose remains unchanged:

- To conduct ourselves in a manner that is honoring to God
- To show love, respect, and kindness to each person who travels with us
- To offer wholesome tours at a competitive price
- To promote an enjoyable, refreshing environment for our staff and traveling friends

We believe these principles are the core differentiators of BNT and have laid a solid foundation for our business and travelers as we create wholesome, family-oriented getaways with an appreciation for the wonders of God's world! We hope that as you travel with us, you will see these principles reflected in our relationships, attitudes, and actions. Above all, we hope you notice a deep and abiding faith in the living God and his Son, Jesus Christ.

Thank you for choosing to travel with us! It's a privilege to "take you there!"

### Daily Devotional & Prayer on Tour

With a commitment to facilitating Christian fellowship on tours, we begin each day on tour with a Tour Director-led devotional and prayer. Travelers are invited to participate as they wish.

### Walking & Activity Level Guide

Tours are categorized into 4 activity levels to help you select the travel experience that best matches your comfort level, activity preferences, and mobility.

### Pickup Locations

BNT tours depart from Lancaster, PA, in the Calvary Church parking lot (1051 Landis Valley Rd, Lancaster, PA). Additional BNT-approved pickup locations (see below) will be made depending on the tour route traveled. Please check each itinerary for tour-specific pickup location offerings.

#### [Ephrata Pickup Location](#)

Walmart (890 E Main St, Ephrata, PA)

#### [Harrisburg Pickup Location](#)

Swatara Church of God (4860 Lindle Rd, Harrisburg, PA)

#### [York Pickup Location](#)

Cracker Barrel (236 Pauline Dr, York, PA)

### Final Details

Approximately 2 weeks prior to tour departure, travelers will receive a Final Details packet which includes departure times, an updated itinerary, meal inclusions, seating chart, luggage tags, and Tour Director and Motorcoach Driver gratuity envelopes.

## TOUR PACKAGE PRICING

BNT makes every effort to price our packages accurately. However, if unforeseen circumstances arise, BNT reserves the right to adjust our package prices within reason. Tour package prices are based on a per person rate.

### Overnight Tour Package Inclusions

- Motorcoach transportation: On full tours, individuals who register as a single traveler may be assigned a motorcoach seatmate.
- Lodging (double occupancy), unless otherwise specified
- Luggage handling at hotels, unless otherwise specified
- Included meals, as indicated on itinerary (B = Breakfast, L = Lunch, D = Dinner)
- Attractions, as listed on itinerary (unless substitutions are required due to unforeseen circumstances)
- Tour Director services
- Base gratuities for baggage handling, local guides, and included meals, unless otherwise specified. Travelers are welcome to give additional gratuities, at their discretion, for exceptional service.

\*Refunds are not issued for attractions, meals, etc. for which travelers decide not to attend while on tour.

### 1-Day Tour Package Inclusions

- Motorcoach transportation. On full tours, individuals who register as a single traveler may be assigned a motorcoach seatmate.
- Included meals, as indicated on itinerary (B = Breakfast, L = Lunch, D = Dinner)
- Attractions, as listed on itinerary (unless substitutions are required due to unforeseen circumstances)
- Tour Director services
- Base gratuities for guides and included meals, unless otherwise specified. Travelers are welcome to give additional gratuities, at their discretion, for exceptional service.

\*Refunds are not issued for attractions, meals, etc. for which travelers decide not to attend while on tour.

### Overnight & 1-Day Tour Package Exclusions

- Gratuities for Tour Director and Motorcoach Driver
- Personal expenses such as room service, phone calls, and housekeeping gratuities at hotels; additional food, snacks, or meals on own; souvenirs; optional activities you might choose while on tour.
- Non-preventable expenses such as additional expenses incurred due to flight delay or cancellation, weather conditions, political closures, and lost, stolen or damaged articles or luggage.

## Tour Director & Motorcoach Driver Gratuities

Gratuities for the BNT Tour Director and Motorcoach Driver are not included in the tour package price, but are greatly appreciated.

Gratuity amounts are always at the traveler's discretion and should reflect the satisfaction level of the services received while on tour. To maintain confidentiality, gratuity envelopes for the Tour Director and Motorcoach Driver will be provided prior to departure.

The industry standard for gratuities are as follows:

- Tour Director: \$7 - \$10 per person, per day
- Motorcoach Driver: \$5 - \$7 per person, per day

## Seasonal Tours & Itinerary Changes

Seasonal tours (i.e. flower blossoms and fall foliage tours) are scheduled during established festival dates and/or predicted peak viewing times.

BNT cannot be held responsible for weather conditions that affect the appearance of these natural phenomenon and/or the availability of these attractions while on the tour. In addition, BNT is not responsible for national security measures that govern access to some attractions or monuments.

## RESERVATIONS

### Reservation & Payment Schedules

Seats fill quickly! Book early to secure seats on your preferred tours!

To make a reservation, choose one of the following:

1. Register online at [www.BobNeffTours.com](http://www.BobNeffTours.com)
2. Mail the enclosed registration form (with the required deposit) to:  
Bob Neff Tours  
1525 Oregon Pike, Suite 2201  
Lancaster, PA 17601
3. Call BNT's office at (717) 397-0000

#### Deposit

Reservations are only considered secure upon receipt of the required tour deposit. Tour deposits can be made via check, cash, or credit card (credit card fees may apply).

#### Final Payment

Unless otherwise noted, final payment is due 60 days before departure. Payment can be made via check, cash, or credit card (credit card fees may apply). Late payments may result in a reservation cancellation without refund. Fees may apply.

#### Holding Seats

BNT will hold seats on a tour for up to 10 days. However, a completed reservation form and required deposit must be submitted within the 10-day timeframe. Failure to submit the above-mentioned documents will result in seats being released.

### Reservations Made Within 30 Days of Departure

Reservations made within 30 days of a tour's departure are subject to hotel and attraction availability. A credit card is required to hold seats while BNT checks on availability. If space is secured and the traveler chooses to cancel their reservation, the traveler is subject to BNT's tour cancellation policy.

### Group Leader Incentive Program

BNT is pleased to offer an incentive-based program for individuals (Group Leaders) who organize a group of 10+ people to travel on a BNT retail tour. To get started, 1) organize a group of 10+ people to travel on the same

BNT tour and 2) register the group by submitting all group member names and addresses to BNT. As a thank you, BNT will send an incentive check to the Group Leader. For more details, call BNT at (717) 397-0000.

### Special Requests

Travelers must inform BNT of any special needs or accommodations that might be required at the time of reservation (at least 30 days prior to departure). This includes requests for handicapped accessible hotel rooms, seating on the coach, transportation, use of mobility devices, dietary needs/special menu requests, food allergies, or other medical equipment usage. BNT will make reasonable attempts to accommodate these needs in accordance with ADA. Please note that ADA standards are not applicable to international travel.

### Mobility Devices

Please inform the office if you plan to bring a mobility device with you on the trip (walker, wheelchair, scooter) as BNT will need to notify the motorcoach company of any motorized wheelchairs or scooters. If you bring a motorized wheelchair or scooter, your companion should be able to assist in loading/unloading it from the coach. Travelers are responsible for bringing their own collapsible wheelchair.

### Traveler Health

The health and well-being of travelers is of utmost importance to BNT. If you have a medical condition or require the use of medical equipment that might impact your travel, please consult with your medical team for clearance prior to making reservations.

If individual assistance is required, you must have a travel companion that is physically able and willing to meet these needs during the tour. Tour Directors and Motorcoach Drivers are not able to provide individual assistance to travelers with mobility or personal care needs.

## CANCELLATION & TRANSFER POLICY

### BNT-Initiated Tour Cancellation

BNT reserves the right to cancel a tour if the minimum number of reservations (25) has not been reached 30 days prior to travel. Full refunds will be issued if BNT cancels a trip.

### Traveler-Initiated Cancellation Policy

Individual traveler reservation cancellations result in costly penalties, especially when cancelled close to the tour departure date. As such, BNT strongly recommends purchasing travel insurance.

In the event a traveler needs to cancel a tour reservation, for whatever reason, the following Cancellation Policy will apply (unless the traveler finds a substitute to take their place). SORRY, NO EXCEPTIONS. Cancellations must be received by phone during regular business hours (Monday – Friday, 10:00 AM – 4:00 PM) at (717) 397-0000.

#### Overnight Motorcoach Tours

- 45+ Days Prior to Departure: Full Refund
- 31-44 Days Prior to Departure: 75% Refund
- 16-30 Days Prior to Departure: 50% Refund
- 15 or Less Days Prior to Departure: No Refund

*\*If/when a roommate(s) cancels prior to the cancellation penalty date, the remaining person(s) will be charged the applicable accommodation rate for the number of persons occupying the room.*

### 1-Day Motorcoach Tours

- 31+ Days Prior to Departure: Full Refund
- 16-30 Days Prior to Departure: 50% Refund
- 15 or Less Days Prior to Departure: No Refund

### Air, Rail, Cruise, International, Cooperative & Select Specialty Hotel Tours

Cancellations of air, rail, cruise, international, cooperative, and select specialty hotel tours are subject to the cancellation policies of the suppliers involved. Many times, their cancellation policies are more stringent in nature with penalties often incurred within 100 days of departure. Travel insurance is strongly encouraged, particularly for these tours.

### **Tour Transfer Policy**

In the event a traveler needs to transfer a tour reservation (and its monies) from one tour to another, for whatever reason, the following policy will apply. SORRY, NO EXCEPTIONS. Tour transfer requests must be received by phone during regular business hours (Monday - Friday, 10:00 AM - 4:00 PM) at (717) 397-0000.

### Overnight & 1-Day Tours

- 45+ Days Prior to Departure: No Service Charge
- 16-44 Days Prior to Departure: \$25/day service charge, plus any non-refundable expenses pre-paid on the traveler's behalf
- 15 or Less Days Prior to Departure: No Transfers Accepted

*Note: If any non-refundable expenses have been pre-paid on the traveler's behalf, the money will be retained by BNT (regardless of when a tour transfer request is received).*

## **TRAVEL INSURANCE**

**BNT strongly encourages travelers to purchase travel insurance.** In addition to providing peace of mind, travel insurance is key to protecting oneself from potential monetary loss due to cancellations, regardless of reason. It can also provide coverage for unexpected expenses incurred while traveling if an emergency or illness occurs while on tour.

The best time to purchase Travel Insurance is within 14 days of making an initial tour deposit. This ensures eligibility for the Pre-Existing Conditions Waiver.

Visit BNT's website for more information about travel insurance and links to our recommended providers. You may also consider consulting with your personal homeowner's insurance provider, AAA, or a travel insurance company of your choosing.

## **PREPARING TO TRAVEL**

### **Personal Identification on the Tour**

Travelers are advised to carry a government issued photo ID (i.e. REAL ID, driver's license) on all tours. If a photo ID is not available, a state issued ID or birth certificate is recommended.

*Note: REAL ID-compliant identification will be required for all domestic air travel. Visit [www.dhs.gov/real-id](http://www.dhs.gov/real-id) for more information on how to apply for a REAL ID.*

### **Passport**

Passports are required for all international tours, including tours to Canada and Mexico. To ensure departure and re-entry into the USA, **passports must be valid for AT LEAST 6 months beyond the travel dates.**

To obtain or renew a passport, visit [www.travel.state.gov](http://www.travel.state.gov) and select the US Passport option. Passport applications can also be obtained at local courthouse prothonotary offices and/or main post offices. The passport application/renewal process can take up to 4 months to obtain, so start the process early!

## **WHILE ON TOUR**

### **Motorcoach Travel**

BNT charters clean, air-conditioned motorcoaches with an onboard lavatory. Seat assignments are made in advance. Periodic rest stops are made every 2-3 hours for the comfort of travelers.

Out of courtesy for others, BNT asks travelers to:

- Utilize rest stops and limit cell phone calls aboard the motorcoach to emergencies only
- Use headphones or earbuds when using cell phones and devices aboard the motorcoach

### **Hotel Accommodations**

BNT makes every effort to secure lodging in clean, comfortable, quality hotels. Unless otherwise noted, most hotels are equipped with two queen-sized beds. A rollaway bed option may be available for triple and quad room reservations, pending each hotel, for an additional charge. Requests for handicapped accessible and/or adjacent rooms can be made at the time of reservation but are not guaranteed.

### **Tour Director Services**

BNT is committed to making tours as enjoyable as possible. Should any concerns/issues arise while on tour, travelers are asked to promptly notify the \*Tour Director so they can address and/or resolve the issue.

*\*Unless a tour is operated in cooperation with another travel company (see below), all Tour Directors are employed by BNT.*

### **Tour Cooperation with Other Travel Companies**

To provide a more extensive offering of domestic and international tour destinations, BNT will, at times, cooperate with other trusted travel companies in planning and facilitating tours.

For tours in cooperation with another travel company, BNT travelers will travel as a group within a larger group and be led by a Tour Director from the cooperating travel company. If possible, a BNT Tour Director will join as a resource for BNT travelers.

### **Photography**

Tour Directors will be taking pictures throughout tours for promotional purposes including, but not limited to, social media, marketing emails, and BNT's website. Travelers who prefer not to be included in pictures, should notify their Tour Director on Day 1 of the tour.

### **Personal Conduct**

BNT reserves the right to reject or terminate the participation of any tour member whose conduct is objectionable to other members of the tour.

### **The Unpredictable Nature of Travel**

Travel is unpredictable and while we do our best to ensure a smooth trip, it is not always possible due to the nature of group travel. Being understanding of this and remaining flexible will help ensure a positive experience for all.

## **RESPONSIBILITY**

BNT does not assume responsibility or liability in connection with the services of any train, vessel, carriage, aircraft, motorcoach, or other conveyance which may be used wholly or in part, in performance of their duties to participants of BNT tours. Neither will BNT be responsible for any act, error, omission; for any injury, loss, accident, delay, or irregularity which may be occasioned by reason of any defect in any vehicle or through neglect or default of any company or person engaged in conveying the passenger; for any hotel proprietor, or for any other person engaged in carrying out the itinerary listed in this tour brochure.

While no changes are anticipated in the published tours, BNT reserves the right to alter itineraries for operational reasons and/or to substitute hotels where and when considered advisable for the comfort and welfare of the tour participants. Furthermore, BNT reserves the right to substitute attractions, hotels, restaurants, and other itinerary items when deemed beneficial for the tour, or if the venue has closed and is unavailable at the time of the tour. These alterations could impact the Walking & Activity Level ratings for tours.

Any additional expense incurred due to sickness, injury, weather, strikes, war, quarantine, or other causes shall be the responsibility of the traveler.