

# General Public Policies & Information

## PICK-UP LOCATIONS

**BARABOO** – Slumberland Furniture parking lot (315 W. Pine St.)

**DEFOREST** – Pink Elephant Park-n-Ride (5012 Elephant Trail) I-90/94 exit #126 (Hwy V)

**LA VALLE** – Laundromat/Car Wash (305 W. Main St.)

**MADISON** – Dutch Mill Park-n-Ride (New lot in front of Arby's)

**MAUSTON** – McDonalds (East side parking lot)

**MAZOMANIE** – Park-n-Ride (On Hwy 78 one mile east of town)

**PORTAGE** – Market Square (140 E. Cook St.) – Cook & Adams St.

**REEDSBURG** – Reedsburg Family Restaurant/Dollar General lot

**RICHLAND CENTER** – Community Center (1050 N. Orange St.)

**SAUK CITY** – Cenex Consumers Co-op Car Wash Lot (Carolina Street behind the Hwy 12 Cenex Store)

**SPRING GREEN** – Arthur's Restaurant (park in rear lot)

**WONEWOC** – American Legion Hall (108 Center St.)

## HOW TO SIGN UP:

Book Online (preferred), call our office at (800) 205-6713 or (608) 524-3021, or email [staff@abletrektours.com](mailto:staff@abletrektours.com) to make a reservation. We will hold your reservations for two weeks at which point we require either full payment (day trips) or a deposit (normally \$100 for overnight trips) to confirm your space. **If payment is not received your reservation will be cancelled.** Please **SIGN-UP AT LEAST FOUR WEEKS IN ADVANCE.** We often have to secure tickets for trips 30 days out.

## EARLY SELF BOOKING SAVINGS:

**(Only applies to one-day tours excluding casino trips):**

Save \$4 per tour when you self book AND make full payment for your ONE-DAY trip AT LEAST 60 days in advance. Electronic check payments are FREE while credit card payments incur a 3%

processing fee. To be eligible, full payment **MUST** reach our office 60 days prior to the trip.

### **CANCELLATION POLICY:**

**ONE DAY TOURS:** You will receive a 100% refund if the cancellation is received 10 or more days prior to the trip, **unless tickets for an event are non-refundable to Able Trek Tours.** In such an instance we will pass those penalties on. Please **understand that most Theater and Concerts trips require non-refundable payment in full 30 days prior to the show date.** In these situations, cancellations 30 days or less prior to the trip, will not receive a refund.

**OVERNIGHT TRIPS** typically require a 30-day notice to avoid cancellation penalties – some trips are more restrictive. Prepaid non-refundable expenses such as meals, tickets, hotels, attractions and motor coach fees, will determine this cancellation penalty.

**Travelers who are “no shows” on the day of departure receive no refund whatsoever. Travelers who are “late” on departure day are considered no shows.**

**WEATHER RELATED POLICY/CANCELLATION:** If the weather forecast is “questionable” and/or if we feel our travels will be unsafe we will cancel the trip. We attempt to cancel at least one day in advance of the trip. If we cancel due to the weather you will receive a full refund (day trips). If we operate the trip and you choose to cancel or not show up due to the weather you are not guaranteed a refund.

We reserve the right to cancel any trip due to lack of interest (normally 20 minimum passengers), weather or whatever reason beyond our control.

## **MISCELLANEOUS POLICES:**

**SPECIAL DIETS:** Most of our tours include meals. When making a reservation please let us know of any special diet requirements you have.

**TRAVEL INSURANCE** is available for each trip. Coverage for medical expenses, trip cancellation/interruption, baggage damage and much more is available for 15% to 20% of the trip cost. To receive a quote, purchase or receive detailed information about optional Travel and Cancellation Protection coverage please call Travel Insured at 855-752-8303 or follow the link.

<http://www.travelinsured.com/agency?agency=49342>

**TRIP FEE POLICIES:** One day and overnight casino trips require full payment to firmly reserve a spot. Multi-day vacations require deposits specified (normally at least \$100) with the balance due at least 30 days prior to the trip for motor coach tours and 90 days prior to departure for international, rail, cruise or air travel vacations.

**CONFIRMATION/CANCELLED TRIPS:** We DO NOT mail confirmation for DAY TRIPS and overnight casino trips. You will, however, receive a reminder call or email from us. If you are joining us on an OVERNIGHT TOUR we will send you a confirmation/reminder about two weeks prior to the trip. Able Trek reserves the rights to cancel any session (trip) due to insufficient registration. In the event of cancellation by Able Trek Tours, Travelers will be offered first choice in registering for other open trips, or their fees will be refunded in full.

**SMOKING POLICY:** Participants may smoke only on planned rest stops and during designated free times in allowable areas. There is absolutely no smoking in vehicles or hotel/motel rooms (unless you are in a designated smoking room).

**FIREARM POLICY:** Firearms, concealed or unconcealed, are NOT permitted onboard the motor coaches.

**ILLNESS / INJURY:** If a participant becomes ill or injured and cannot continue to travel with the group, and requires transportation home, the participant will be responsible for such transportation costs. Able Trek offers travel insurance at an additional fee which may cover your transportation home in the event of an illness or accident. Contact Able Trek for more information.

**FUEL SURCHARGE & TRIP ALTERATIONS:** In the event of rising fuel costs, and/or airfares, Able Trek Tours, Inc. reserves the right to add a surcharge, not to exceed 10% of the trips cost. Because of ever-changing attractions, shows, schedules, etc., we reserve the right to make substitutions and changes in the trips when necessary.

**TRAVELER IDENTIFICATION REQUIREMENTS:** All Travelers should have a CURRENT (check expiration date) photo I.D. for every trip. Beginning May 5 2024, in order to pass through airport security or visit federal buildings and military installations you MUST have a REAL I.D. If your driver's license does not have a black or gold star in the upper right corner it is NOT a REAL I.D. Most DMV offices are equipped to issue the new REAL I.D. You will need documents (passport, birth certificate, Social Security Card) to obtain the REAL I.D. **Any travel outside the United States, even Canada and Mexico, will require a passport – NO EXCEPTIONS!!**