

General Public Policies & Information

DEPARTURE/RETURN LOCATIONS

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

DE FOREST – Pink Elephant Park-n-Ride (5012 Elephant Tr) I-90/94 exit #126/Hwy V

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

MADISON – Dutch Mill Park-n-Ride (46 Collins Ct) East/Original parking lot area

MAUSTON – McDonald's (600 Mc Envoy St) East side/Drive thru side of parking lot

MAZOMANIE – Park-n-Ride (5717 WI Hwy 19) Corner of US Hwys 14 & 19

REEDSBURG – Reedsburg Family Restaurant/Dollar General (1599 E Main St)

SAUK CITY – Cenex Car Wash Lot (770 Carolina St) Behind the Hwy 12 Cenex Store)

SPRING GREEN – Arthur's Supper Club (E4885 US Hwy 14) Park in rear lot

HOW TO SIGN UP:

You may sign up for our trips by booking online (preferred) through our website, calling our office at (800)205-6713 or (608)524-3021, or email staff@abletrektours.com to make a reservation. We will hold your reservation for two weeks at which point we require either full payment (day trips) or a deposit (normally \$100 for overnight trips) to confirm your place. **If payment is not received your reservation will be cancelled.** Please **SIGN-UP AT LEAST FOUR WEEKS IN ADVANCE.** We often release unsold tickets for trips 30 days out. After that, there may not be availability.

EARLY SELF BOOKING SAVINGS on ONE-DAY Tours (excluding casino trips)
Save \$4 per tour when you self-book AND make full payment within 14 days of booking the trip. Electronic check payments are FREE while credit card payments incur a 3% processing fee.

PAYMENT & CANCELLATION POLICIES

ONE-DAY TOURS: Payment in full is due within 14 days of signing up for a tour. A booking is not secure/confirmed until payment in full is received.

Cancellations made 45 days or more prior to a trip will receive a full refund. Cancellations received 44 days or less are non-refundable unless Able Trek is able to fill the vacant place. If Able Trek is able to replace a traveler on a trip, Able Trek will retain a \$50 cancellation fee and all other monies will be refunded. Travelers who are "no shows" receive no refund whatsoever. Travelers who are "late" on departure day are considered no shows.

MULTI-DAY TOURS(domestic travel w/o a flight): A \$100 deposit is due at booking to secure/confirm a reservation. Payment in full is due 45-60 days prior. Each trip itinerary will have specific payment and cancellation information.

Cancellations received prior to the paid in full date will receive a full refund mins a \$50* cancellation fee. Cancellations made after the paid in full date are non-refundable unless Able Trek is able to fill the vacant place. If Able Trek is able to replace a traveler on a trip, Able Trek will retain a \$100 and all other monies will be refunded.

**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.

MULTI-DAY TOURS(domestic/international travel w/flight): A \$500-\$800 deposit is due at booking to secure/confirm a reservation. Payment in full is due 90-120 days prior. Each trip itinerary will have specific payment and cancellation information.

Cancellations received prior to the paid in full date will receive a full refund mins a \$50* cancellation fee. Cancellations made after the paid in full date are not refundable unless Able Trek is able to fill the vacant place. If Able Trek is able to replace a traveler on a trip, Able Trek will retain \$100 plus the cost of any fees associated with name changes or traveler changes with airlines, cruise lines, etc.

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WEATHER RELATED POLICY/CANCELLATION: If the weather forecast is "questionable" and/or if we feel our travels will be unsafe, we will cancel the tour. 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: Optional trip cancellation insurance is available and recommended. To receive a quote, purchase or receive detailed information about TRAVEL AND CANCELLATION PROTECTION coverage please or call Travel Insured at 855-752-8303 or click on the following link <http://www.travelinsured.com/agency?agency=49342> Insurance can cover your travel investment for unforeseeable events such as sickness, injury, or death of you, an immediate family member, or that of your traveling companion. In which case your trip payments will be refunded, minus the cost of the insurance. The policy also includes limited medical and emergency medical evacuation coverage during your vacation.

CONFIRMATION/CANCELLED TRIPS: We DO NOT mail confirmation for ONE-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 four 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. Travel insurance may cover your transportation home in the event of an illness or accident.

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 15% 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 7, 2025, 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!!**



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