



City Package Policies – as of 1/1/26

For Special Events packages, please refer to separate policies

Payments: Non-refundable \$250 per person deposit is due at time of booking, for City Packages; however for cities where show tickets are included such as New York City, Branson and Nashville, the non-refundable deposit may be higher in order to reserve and guarantee the best seats available early-on in the booking process. **Balance:** Due 60 days before arrival date or immediately if bookings inside 60 days of arrival.

Payment Methods & Rates: Travel agency checks, Visa, Mastercard, Discover or American Express. Brochure rates represent cash discount pricing; full rate applies to credit card sales. Rates are subject to change without notice. Prices include tax, ticket brokerage fees where applicable, planning costs, and gratuities on any included meals.

Cancellation: If cancelled up to and including:

- **60th day before arrival** - cancellations result in forfeiture of deposit
- **30th day before arrival** - \$250 per person fee applies PLUS the cost of any included show tickets, as well as Hopper Pass tickets and Attraction Pak tickets
- **29 to 11 days before arrival** - \$350 per person fee applies PLUS one night hotel penalty PLUS the cost of any included show tickets, as well as Hopper Pass and Attraction Pak tickets
- **10th day before arrival, right up to arrival day or if customer is a “no-show”** - cancel fee is \$350 per person PLUS two nights hotel penalty per person PLUS the cost of any included show tickets, as well as Hopper Pass tickets and Attraction Pak tickets

Not Included in Price: Airfare, portorage at hotel, meals not shown in package inclusions, any items of a personal nature, parking at hotel, rollaway charges, tips to guides and coach drivers.

Late Bookings: A nominal fee may apply to process bookings 21 days of arrival.

Documents: Will be E-Dox and will be sent to your travel agent 10 to 14 days before arrival. Document reissue will result in a fee of \$20 per person.

Activities: All package inclusions, including sightseeing and days of operation are subject to change. Changes will be advised at time of booking. Substitution features of equal value will be made if necessary. If shows become unavailable, other shows will be substituted.

Show Tickets: We procure the best available seats for included shows. Surcharges may apply for some shows due to ticket price differences and increases in ticket costs and fees. We prefer to have the flexibility to find customers the best available seats during the dates of the stay, but if customers prefer certain dates for their shows, we will procure them accordingly.



Refunds: Requests must be in writing, and may take 30 days to research. Due to the policies of our many vendors, (hotels, sightseeing companies, attractions and ticket sources) we cannot guarantee that a refund will be granted in any amount.

Responsibility: City Escape Holidays' responsibility and liability does not extend to personal injury, property damage or acts of negligence or omission related to any vendor providing services on the offered City Package or Special Events plans.

Unused Features: Unused features, vouchers, admission tickets, show tickets or other package inclusions cannot be refunded.

Hotel Policies - ROOM CONFIGURATION AND ROLLAWAY CHARGES: All prices are based on the existing bedding in the room. At some hotels, a surcharge is applied for a second bed in the room and will be quoted at time of booking. Rollaway charges are not the responsibility of City Escape Holidays; customers should pay these charges directly with the hotel front desk.

Room Allocation: When City Escape Holiday's room allocations are sold out, often we have the opportunity to secure additional rooms, but they may be at a higher rate, based on the hotel's capacity pricing policy. If this is the case, we will advise your travel agent at time of booking. High demand rates may also apply to some dates.

Hotel Check-in/Check-out: Generally check-in is no earlier than 3:00 pm and check-out by 11:00 am. This is the policy of the hotels, not City Escapes.

Changes: We are pleased to modify any of our published City Packages, with no additional charges. For more complex custom-package planning, nominal change fees may apply.

Travel Agent Responsibility: Your travel agent is responsible for going over all documents with you and explaining their use and conditions. They will contact us if you have questions.

Trip Protection: We strongly recommend purchasing travel insurance from your travel agent.

Booking Procedures for Travel Agents: Our office will be closed on all national holidays, plus Friday of Thanksgiving weekend, December 31, the afternoon of Good Friday. Contact our City Packages and Special Events Reservations Center: City Escape Holidays – **PH: 800-222-0022**; 460 Via De La Paz, Palm Desert, CA 92211. Office Hours: 8:00am to 5:00pm, Monday-Friday PST. City Escape Holidays is registered as a Seller of Travel in California under registration number CA#2060639-40.