

THESE POLICIES APPLY TO OUR CITY PACKAGE PROGRAMS

(SEE SPECIAL EVENT SECTION FOR PACKAGE PAYMENT, CANCELLATION AND DOCUMENT INFORMATION)

DEPOSIT: Generally, a non-refundable \$200 per person deposit is due at time of booking, for City Packages, however the deposit may vary from city to city; we will advise your travel agent at time of booking.

FULL PAYMENT: Due 60 days before arrival date or immediately if booking is made inside 60 days of arrival.

CANCELLATION: If canceled up to and including the 30th day before arrival, \$200 per person fee applies (except for New York, see Top Broadway Shows page as show tickets are non-refundable); if canceled 29 to 11 days before arrival, \$250 per person fee applies (for New York - canceled ticket costs plus \$250 per person); if canceled within 10 days of arrival or if customer is a "no-show," \$250 per person plus one Extra Night rate per person (for New York - canceled tickets costs plus \$250 per person plus one Extra Night rate per person.)

FORM OF PAYMENT: Travel agency checks, Visa, Mastercard, Discover or American Express.

RATES: 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.

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.

LATE BOOKINGS: A nominal fee will apply to process booking and express mail documents for reservations taken within 21 days of arrival.

DOCUMENTS: Will be sent to your travel agent 21 days before arrival (see below for Special Events). Document reissue will result in a fee of \$20 per person.

FEATURES: 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: Based on best available seats at time of booking. Nominal surcharges may apply for some shows due to ticket price differences and increases in ticket costs and fees. See important information on city package pages for shows in New York, Branson and Nashville. Shows and event tickets that customers cancel are not refundable.

REFUNDS: Requests must be in writing, and may take 30 days to research. Due to certain vendor restrictions, (hotels, sightseeing companies, ticket sources) we cannot guarantee refund will be granted.

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.



SPECIAL EVENT INFORMATION

FESTIVALS: Cherry Blossom Parade, Country Music Fest, Essence Fest, Jazz Fest, Mardi Gras, 4th of July NYC

HOLIDAY SEASON: Branson Christmas, Nashville Country Christmas, Thanksgiving NYC, Shoppers Weeks NYC, New Year's Eve NYC

Non-refundable deposit/Due: \$250 pp within 7 days of booking

Final payment due: 90 days before arrival

ROSE PARADE/ROSE BOWL:

Non-refundable deposit/Due: \$200 pp for Rose Parade;

\$300 pp for Parade/Game within 7 days of booking

Final payment due: October 15

SPORT EVENTS: MLB All Star Game, NBA All Star Game, Daytona 500, Indy 500, Kentucky Derby, Sugar Bowl, US Open Tennis

Non-refundable deposit/Due: \$500 pp for Kentucky Derby

& US Open Tennis; \$300 pp for all other Sports Events

Final payment due: 100 days before arrival

About our Sports Event Tickets. City Escape Holidays contracts with reliable sources 11 months before each event. Ticket allotments are based on anticipated usage and may become sold out; in this case, based on market conditions, for bookings made within 6 weeks of the event, a surcharge may apply to procure additional tickets. All tickets types included on each package can be upgraded, with surcharges quoted at time of booking.

Documents and Event Ticket Delivery. Tickets and documents for Rose Parade/Rose Bowl are delivered to guest by a City Escape Holidays representative at the hotel. Tickets for all other event packages will be included in the document packet sent to your travel agent (via overnight mail) anywhere between 3 and 7 days before arrival or will be delivered to you at your hotel by a City Escape Holidays local representative.

HOTEL POLICIES:

ROOM CONFIGURATION AND ROLLAWAY CHARGES: All prices are based on the existing bedding in the room. Rollaway charges are not the responsibility of City Escape Holidays; customers should take care of 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: For each change made after the original booking, a fee of \$15 (\$25 for Special Events) per person will apply. Cancellation policy is outlined above for each package type.

RETURNED CHECKS: Are subject to a \$35 service charge.

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 for any questions you may have.

GROUPS: All group requests will be quoted based on desired inclusions and can be completely customized.

TRIP PROTECTION: We strongly recommend that you purchase travel insurance from your travel agent.

BOOKING PROCEDURES FOR TRAVEL AGENTS:

Our office will be closed Friday of Thanksgiving weekend, December 31 and the afternoon of Good Friday.

Contact our Vacation and Special Events Reservations Center:

City Escape Holidays

Phone: 800-222-0022

460 Via De La Paz

Fax: 760-895-4314

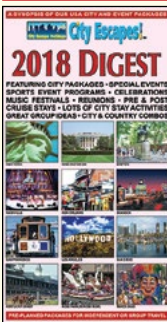
Palm Desert, CA 92211

Office Hours: 8:00am to 5:00pm, Monday-Friday PST

Travel Agents Brochure RQ Fax: 760-895-4314

PACKAGES ARE AVAILABLE FOR GROUPS OR INDIVIDUALS

City Escape Holidays is registered as a Seller of Travel in California under registration number CA#2060639-40.



Please see your travel agent for a copy of our Digest. It is a complete synopsis of our entire product line... City Packages, Special Events programs and lots of Great Group Ideas. It is an abridged version of this 24 page brochure, and you will find it quite handy for future vacation planning.