

## Refunds/Returns:

Refunds are typically NOT offered on our individual services unless the service is cancelled by Queen City Tours® and Travel. Rescheduling may be permitted depending on the availability of the service at a later date and/or time. Note: A minimum \$5 -- per guest per occurrence -- fee will be assessed to each reschedule. See full terms below or on your reservation form. Refunds are offered on group services and the full terms are listed below and at the bottom of your reservation form.

## Individual Services:

### Tours --

Terms: Full payment must be received before Service. Service is booked on a first pay basis. Refunds are given if service is cancelled by our company. Group discounts on individual services apply if payment is received no later than seven [7] days before event. Please do not forget to tip your guide. A \$35 charge will be added to all returned checks and charge backs. A minimum 3% service fee will be added to all debit/credit card charges that exceed \$99.00. Queen City Tours® will not be responsible for negligence on the part of clients, customers, contractors, or vendors. The losing party in any legal action arising out of our agreement(s) will be responsible for the reasonable attorney fees and court costs incurred by the prevailing party. Venue shall be Mecklenburg or Miami-Dade County. Laws shall be interpreted as that of North Carolina or Florida. Queen City Tours® will not be responsible for delays or cancellations of our services due to any and all acts of God. A clean up fee of up to \$250 will be charged for excessive vehicle clean ups. All terms apply to agreements signed without paid deposits. If part of our agreement is deemed unenforceable by the courts all other parts will remain enforceable. By signing your reservation form (Agreement) and/or making payment, you agree to all terms on the form and/or above. Terms not listed on the form and/or above must be agreed upon in writing by both parties.

### Transportation --

Terms: Full payment must be received before Service. Service is booked on a first pay basis. Refunds are given if service is cancelled by our company. Please do not forget to tip your driver. A \$35 charge will be added to all returned checks and charge backs. A 3% service fee will be added to all debit/credit card

charges that exceed \$99.00. Queen City Tours® will not be responsible for negligence on the part of clients, customers, contractors, or vendors. The losing party in any legal action arising out of this agreement will be responsible for the reasonable attorney fees and court costs incurred by the prevailing party. Venue shall be Mecklenburg or Miami-Dade County. Laws shall be interpreted as that of North Carolina or Florida. Queen City Tours® will not be responsible for delays or cancellations of our services due to any and all acts of God. A clean up fee of up to \$250 will be charged for excessive vehicle clean ups. Above terms apply to agreements signed without paid deposits. If part of this agreement is deemed unenforceable by the courts all other parts will remain enforceable. By signing your reservation form and/or making payment, you agree to all terms listed above. Terms not listed on this form and/or above must be agreed upon in writing by both parties.

#### Group Services:

Tour, Transportation, Travel, Event Planning, Destination Management --

Terms: Full payment must be received before Event. Events are booked on a first-pay basis. Full balance is due fourteen [14] days before event date. A 20% surcharge will be added to outstanding balances not paid within the fourteen [14] day deadline. Full refunds are given if event is cancelled by our company. Full refunds (less minimum \$25 admin. Fee, pre-event services rendered, and non-refundable contractor deposits) are given if cancellation is received in writing at least twenty-one [21] days before event. Cancellations received less than 21 days before event are subject to additional monetary penalties. Please do not forget to tip your guide. A \$35 charge will be added to each returned/rejected payment and charge back. A 3% service fee will be added to all debit/credit card purchases exceeding \$99.00. Queen City Tours® will not be responsible for negligence on the part of clients, customers, contractors, or vendors. A clean up fee of up to \$250 will be charged for excessive vehicle clean ups. If any portion of this agreement is deemed unenforceable by a court of competent jurisdiction the remaining terms with still apply. We will not be responsible for delays or cancellations of our services due to any and all acts of God. All terms apply to agreements signed without paid deposits. The losing party in any legal action arising out of this agreement will be responsible for the reasonable attorney fees and court costs incurred by the prevailing party. Venue shall be Mecklenburg , Miami-Dade, Broward, or Palm Beach County. Laws shall be interpreted as that of North Carolina or Florida. If any portion of this agreement is ruled unenforceable by a court of competent jurisdiction all other terms will remain enforceable. By signing your reservation form and/or making payment, you agree to all terms listed above. Any changes to these terms must be agreed upon in writing by both parties.

Updated 08/01/2019