



## **Physical Conditions Guidelines**

Although we have no control over the independent contractors from whom you are purchasing travel services (e.g. airlines, hotels, transportation companies, tour companies, etc.), as your travel agent we will encourage those independent contractors to comply with the Americans with Disabilities Act and to accommodate the special needs of all our customers. However, if you require individual assistance, be aware that the contractors may require that you be accompanied by a companion who is capable of, and totally responsible for, providing the necessary assistance. We regret that we cannot provide individual assistance to a tour guest who has special mobility or similar needs.

## **Tour Pace and Walking Requirements:**

The pace of the tour(s) you are purchasing varies depending on the tour and destination. For example, due to limited access for motor coaches to enter city centers in large US cities and in Europe, a fair amount of walking is required to take in the sights or old-world charm. Consequently, those tours are a good fit for persons who can comfortably walk a mile at a medium pace without shortness of breath or other physical discomfort.

## **What if I am unable to keep up during the Tour?**

If you are unable to keep up with the group, the tour group manager may ask you to refrain from group activities and may inform you that it will be your responsibility to be at the designated meeting point, at the stipulated time.

## **The Motor Coach MAY NOT Always Be Accessible During Free Time of Sightseeing Stops:**

Periodically, during free time and at sightseeing stops, all passengers may be asked to exit the motor coach. Staying on the parked motor coach may not always be an option. It depends on many factors and the transportation company will make the final decision.

## **Physical Assistance:**

Tour Leaders and hotel personnel may not be available to lift or physically assist you at any time. If you require any type of support, you should bring a capable travel companion who can comfortably help you keep up with the pace of the tour. With an average of 30-40 participants, it may not be possible for the tour leaders and/or the motor coach driver to provide repetitive, special attention to any one tour member.

## **Motorized Scooter:**

The independent contractors from whom you purchase services may **not** be able to accommodate motorized scooters on MOST tours. The reason for this may be due to the lack of space on the transportation vehicle. Each situation will be evaluated and approved individually by the responsible independent contractor. Please note the following:

- 1. You should be able to manage the steps of the motor coach independently. Also, in European and other foreign countries, the laws do not require hotels to offer provisions for the physically challenged.**
- 2. You should bring a capable travel companion who can confidently assist you and/or push a wheelchair and assist you in any way necessary to comfortably keep up with the tour pace.**
- 3. At time of reservation you should make Jonesboro Travel aware of any special needs you may have so that we can make the third party contractors aware of them. Requests will be subject to the third party's approval and availability of storage space.**
- 4. Please make sure you and your travel companion(s) feel confident using a wheelchair outside your home if you plan on taking a wheelchair or walker.**
- 5. No credits or refunds will apply for missed sights, tour features, wheelchair or scooter rentals. Additional costs to keep up with the tour or return home early will be entirely your responsibility.**
- 6. You will be responsible for arranging your personal scooter or wheelchair rental prior to trip departure. Jonesboro Travel is not responsible for missed portions of the tour due to problems that may arise due to scooters or wheelchairs.**

#### **Oxygen or other Medical Devices:**

Oxygen tanks will not be permitted on the motor coach. Some tours visit higher elevations and may have an active pace. Please check on the tour pace and tour components to make sure you are capable to participate. An Oxygen Concentrator will be allowed on most tours. CPAP, oxygen concentrators, and other medical devices must fit within the "Baggage Allowances" for the tour. Under no circumstance does Jonesboro Travel, the airlines, the motor coach company, the tour manager, the hotels or any other service provider accept any responsibility or liability in connection with medical conditions, medical devices or any electronic devices.

**I HAVE READ AND UNDERSTAND THESE TERMS AND CONDITIONS.**

**Clients' Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

Thank you for your understanding of these policies. We appreciate your business very much.