



**COLLETTE
VACATIONS**

162 Middle Street • Pawtucket, RI • 02860
Phone: 1-800-944-3349 • Fax: 1-888-722-7307
Email: groupsales@collettevacations.com

Monday, August 15, 2011

Group Reservation Confirmation Letter

Thank you for choosing Collette Vacations. We sincerely appreciate your business.

Tour: San Antonio Getaway featuring a visit to an authentic Dude Ranch

Departing: Monday, April 23, 2012

Please carefully review this letter as your confirmation for travel. Included below is a summary of your departure date, destination, group reservation number, and financial terms. Please initial and sign this confirmation form and return to Collette Vacations. Please keep a copy for your records.

Brown Tours
 50 Venner Rd
 Amsterdam, NY 12010-5618
 Attn: Eileen Brown
 Phone: (518) 843-4700

Group Reservation Number 473568
 District Sales Manager A2 - Jennifer Baumann
 Currency Code USD

Deposit Amount \$250 Per Person due with names upon reservation.
 Final Payment Due 23 Feb 2012
 Departure Gateway Albany Airport
 Number of Seats Held 10
 Seat Reduction Date 23 Dec 2011

Base per person Rates: Double \$1,499; Single \$1,849; Triple \$1,469 * (see terms)
 (Base Rates include the following components. Items with double asterisk (**)) are not included in the above rates)

Start Date	End Date	Item	Price	Commission %
Apr 23, 2012	Apr 27, 2012	San Antonio Getaway	Double \$899	10
			Single \$1,249	10
			Triple \$869	10
Apr 23, 2012	Apr 23, 2012	Package: Hometown Transfer Outbound (Collette Air Inclusive) - USA Inclusive - Pickup: Other - Drop: Airport	Included	0
Apr 23, 2012	Apr 23, 2012	Transfer: San Antonio Arrival Transfer - Air Inclusive - Pickup: Airport - Drop: Hotel	Included	0
Apr 23, 2012	Apr 23, 2012	Package Airfare - Albany Airport (ALB)	* \$550	10
Apr 23, 2012	Apr 23, 2012	Package: Air taxes and fees - Air Taxes and Fees	\$50	0
Apr 23, 2012	Apr 23, 2012	Insurance: Land & Air Domestic 5 Days or Less - Land/Air	\$60 **	10
Apr 27, 2012	Apr 27, 2012	Package: Hometown Transfer Return (Collette Air Inclusive) - USA Inclusive - Pickup: Airport - Drop: Other	Included	0
Apr 27, 2012	Apr 27, 2012	Transfer: San Antonio Departure Transfer - Air Inclusive - Pickup: Hotel - Drop: Airport	Included	0

Commission payable to Brown Tours

Initial _____

GROUP AIR CONFIRMATION

We have confirmed 10 air seats at \$550 per person for your group, excluding taxes.

Names are due by 12/23/2011 and additional request after this date will be *subject to availability* at time of booking.

Please review and sign acceptance of schedule and terms. _____ Date: _____

TERMS

Air

- Air rate and schedule are applicable for groups of 10 or more traveling on the same flights and dates.
- Air rates, schedules, taxes and fees are subject to change until passengers have paid in full.
- If air is canceled within 120 days of departure, penalties may apply (see Cancellation Charges below). Name changes are subject to penalties within this time period. If waivers have not been purchased and a reservation is cancelled for any reason prior to departure - Air is 100% non-refundable once paid in full.
- Groups who purchase Collette Air will receive **complimentary hotel transfers** on the scheduled day of arrival and departure, not including pre or post stays.

Air Charges *

- **Airline Charges:** *Airline Fuel Surcharges:* Our air inclusive vacations are priced including airline fuel surcharges valid at time of print. These fuel surcharges are assessed by the airlines and are subject to increase without notice. Government taxes and fees are additional.
- *Taxes and Fees:* Government and Other Authority Taxes and Fees are not included in base fare but are included in the tax amount listed: September 11th Security Fee up to \$10.00, Passenger Facility Charge (PFCs) of up to \$18 per passenger, Federal Domestic Flight Segment Fee of up to \$3.50 USD applies per passenger, per segment, US or International Departure and Arrival Fees up to \$350 which vary by itinerary. In order to better serve you, once you complete the booking process your invoice will display your vacation land package, base airfare, fuel surcharge and all taxes and fees as separate line items. Airfares are subject to change. Seats are limited and may not be available on every flight or departure date.
- *Checked Baggage Charges:* Some airlines may impose additional charges if you choose to check any baggage. Please contact your airline or refer to its website for detailed information regarding your airline's checked baggage policies, as fees vary by airline and destination.

Deposits and Names

- A per person deposit is due with passenger names
- Should your clients decide to purchase our trip cancellation waiver they must do so at time of booking
- Payment of a per person waiver fee guarantees a full refund of all payments (including deposit) except for the waiver fee itself, in case of cancellation of travel plans for any reason prior to the day of departure.
- **All names submitted to Collette Vacations must appear exactly as shown on passengers' passports.**
- Any name changes are subject to penalty.

PreSold Options

- 5% commission is paid on pre-sold options.
- Options purchased on tour are non-commissionable.

Revision Fees

- A handling fee of \$25 per change will be assessed for any change or revision made to a reservation.
- A change of tour date or tour itinerary within the guidelines of the cancellation policy will be treated as a cancellation and regular cancellation fees apply.
- If flight changes or flight cancellations are requested, revision fees or airline cancellation fees will apply.
- A voluntary change of departure within 90 days of original departure date will be treated as a cancellation and cancellation charges will apply.

Seat Reductions

- On the seat reduction date, your group space will be reduced to the number of seats under deposit with names.

Triple Rooms

- Triple rooms are normally a standard double room with **2 beds**. A cot or rollaway bed may be requested but not guaranteed due to size of room and fire codes.

If you have not purchased waivers, and you need to cancel for any reason prior to the day of departure, the Cancellation Fees are as follows:

Cancellation Charges for this tour: After your seat reduction date has passed, a non-refundable deposit will be retained. For Cancellation between 60-16 days prior to departure: cancellation fee of 30% of total price. For cancellation between 15-1 days prior to departure: cancellation fee of 50% of total price. For cancellation on the day of departure and after: 100% of total price. For Ocean Cruises: For cancellation between 90-61 days prior to departure: cancellation fee of 35% of total price. For cancellation between 60-31 days prior to departure: 60% of total price. 30 or fewer days prior to departure: 100% of total price. For River Cruises: including Europe, Russia, Egypt and China, 90-61 days prior to departure: cancellation fee of 50% of total price. For cancellation between 60-31 days prior to departure: cancellation fee of 85% of total price. For cancellation 30 or fewer days prior to departure: cancellation fee of 100% of total price. For Galapagos and Antarctica: A cancellation fee of 60% will apply for cancellation between 120-90 days prior to departure; A cancellation charge of 100% will apply for cancellation less than 90 days prior to departure. Cancellation protection is highly recommended and must be purchased at time of deposit. Air rates are subject to change until tour is paid in full. If waivers have not been purchased and a reservation is cancelled for any reason prior to departure - Air is 100% non-refundable once paid in full. Cancellation charges also apply to reservations made for "pre" and "post" night accommodations. Purchase of Waiver and Insurance guarantees a full refund of all payments (including deposit), except the Waiver and insurance fee itself, made to Collette Vacations for travel arrangements in case of cancellation of your travel plans for any reason prior to the day of departure. The Waiver and Insurance does not cover any single supplement charges which arise from an individual's Traveling companion electing to cancel for any reason prior to departure. Upon cancellation of transportation or travel services where you, the customer, are not at fault and have not canceled in violation of the terms and conditions above, you will be refunded 100%. Please see your sales agent for more information, or review our brochure for details.

Any and all disputes concerning this contract, this brochure or any other literature concerning your trip, or the trip itself shall be resolved exclusively by binding arbitration according to the then existing rules of the American Arbitration Association in Rhode Island. Such proceedings will be governed by substantive Rhode Island Law.

The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.

If any information is not correct, please notify us within 24 hours.

Please send payment to: Collette Vacations
Attn: Accounts Receivable
162 Middle Street
Pawtucket RI, 02860
Fax: 1-401-727-9014

Initial _____

Brown Tours

presents...

San Antonio Getaway

featuring a visit to an authentic Dude Ranch

5 Days • 7 Meals: 4 Breakfasts, 3 Dinners

April 23 – 27, 2012



COLLETTE
VACATIONS



San Antonio Getaway featuring a visit to an authentic Dude Ranch

Highlights... Mission San Jose • The Alamo • El Mercado • LBJ Ranch • Fredericksburg
Mayan Dude Ranch • Paseo del Rio Cruise • Mexican Cooking Class

Per Person Rates: Double \$1,499; Single \$1,849; Triple \$1,469 *

Included in Price:

Round Trip Air from Albany Airport, Air Taxes and Fees/Surcharges of \$50 (subject to increase until paid in full), Hotel Transfers

Not included in price:

Cancellation Waiver and Insurance of \$60 per person

COLLETTE EXPERIENCES

★ Experience true Texas hospitality during your visit to an authentic dude ranch.

**Day 1: Monday, April 23, 2012
San Antonio, Texas - Tour Begins**

It's easy to see why San Antonio is often referred to as the "American Venice." Historic missions, River Walk restaurants, Spanish architecture and a beautiful river centerpiece make this a truly remarkable city. *Today dinner will be included.*

**Day 2: Tuesday, April 24, 2012
San Antonio**

Your day begins with a fascinating tour of San Antonio. History and culture abound with a visit to the Mission San Jose, the second mission established by Fray Antonio Margil de Jesus in 1720. This is followed by the Alamo which played a critical role in the Texas Revolution. People worldwide continue to remember the Alamo as a heroic struggle against impossible odds - a place where men made the ultimate sacrifice for freedom. Next, visit the Institute of Texan Cultures*, San Antonio's cultural experience

museum dedicated to enhancing the understanding of cultural history and its influence upon the people of Texas. Later, browse for one-of-a-kind goods at El Mercado, the Mexican Marketplace, before a visit to the SAS (San Antonio Shoe) General Store. These comfortable handcrafted shoes have been made in San Antonio since 1976. *Today breakfast will be included.*

**Day 3: Wednesday, April 25, 2012
San Antonio - Stonewall - Fredericksburg - Bandera - San Antonio**

This morning travel to Stonewall to enjoy a visit to the LBJ Ranch, birthplace of the 36th President of the United States, Lyndon B. Johnson. On your tour of the ranch you will view the "Texas White House" and learn about living in the Texas Hill Country. Later, journey to the heart of Hill Country to the German settlement of Fredericksburg where you will have time to independently explore the quaint shops. Discover one of Fredericksburg's best kept secrets during a demonstration and tasting at *Chocolat*, the only chocolatier to create liquid praline in the United States. Continue to the "Cowboy

Capital of the World," Bandera, for a traditional Texas cowboy BBQ and entertainment at an authentic dude ranch. *Today breakfast and dinner will be included.*

**Day 4: Thursday, April 26, 2012
San Antonio**

This morning, cruise along the Paseo del Rio, also known as the River Walk, one of Texas's most prized attractions. Learn more about the architecture and culture of the city on this relaxing narrated boat ride. Your afternoon is at leisure to discover San Antonio on your own. **This evening, experience the flavors of true Mexican cuisine as you learn the art of cooking and making the perfect margarita at a special farewell dinner.** *Today breakfast and dinner will be included.*

**Day 5: Friday, April 27, 2012
San Antonio - Tour Ends**

We are certain you will agree: San Antonio's natural beauty, history, cuisine, people and music create an experience you'll always remember. *Today breakfast will be included.*



YOUR ITINERARY AT A GLANCE

Day 1-4 Omni La Mansion del Rio, San Antonio, TX

On some dates alternate hotels may be used.

Please Note:

Air rate and schedule are applicable for groups of 10 or more traveling on the same flights and dates.

To complete your vacation, we include roundtrip airport-to-hotel transfers when purchasing Collette airfare with your tour. If you have arranged for your own air, we are pleased to provide you the option of *purchasing* these transfers. Please note that all transfers will leave at pre-scheduled times.

"Single Hotel Stay": tours feature every night at the same hotel, so you only unpack once! Accommodations are carefully chosen, allowing you the flexibility to access and explore nearby cities and attractions.

Flight on arrival day should arrive prior to 4:00 PM.

Days and features are interchangeable.

*The Institute of Texan Cultures is not open on Mondays.

This tour requires average physical activity. You should be in good health, able to climb stairs and walk reasonable distances, possibly over uneven grounds and cobblestone streets.

**For more information contact
Eileen Brown • Brown Tours • (518) 843-4700**

IMPORTANT RESERVATION INFORMATION

IDENTIFICATION

Travel within USA

All airlines will ask for identification when you check-in. It is recommended that you carry a passport if you have one. A driver's license (with a photo I.D.) is also acceptable for domestic flights.

***Airline Charges:** *Airline Fuel Surcharges:* Our air inclusive vacations are priced including airline fuel surcharges valid at time of print. These fuel surcharges are assessed by the airlines and are subject to increase without notice. Government taxes and fees are additional.

Taxes and Fees: Government and Other Authority Taxes and Fees are not included in base fare but are included in the tax amount listed: September 11th Security Fee up to \$10.00, Passenger Facility Charge (PFCs) of up to \$18 per passenger, Federal Domestic Flight Segment Fee of up to \$3.50 USD applies per passenger, per segment, US or International Departure and Arrival Fees up to \$350 which vary by itinerary. In order to better serve you, once you complete the booking process your invoice will display your vacation land package, base airfare, fuel surcharge and all taxes and fees as separate line items. Airfares are subject to change. Seats are limited and may not be available on every flight or departure date.

Checked Baggage Charges: Some airlines may impose additional charges if you choose to check any baggage. Please contact your airline or refer to its website for detailed information regarding your airline's checked baggage policies, as fees vary by airline and destination.

Cancellation Charges for this tour: After your seat reduction date has passed, a non-refundable deposit will be retained. For Cancellation between 60-16 days prior to departure: cancellation fee of 30% of total price. For cancellation between 15-1 days prior to departure: cancellation fee of 50% of total price. For cancellation on the day of departure and after: 100% of total price. For Ocean Cruises: For cancellation between 90-61 days prior to departure: cancellation fee of 35% of total price. For cancellation between 60-31 days prior to departure: 60% of total price. 30 or fewer days prior to departure: 100% of total price. For River Cruises: including Europe, Russia, Egypt and China, 90-61 days prior to departure: cancellation fee of 50% of total price. For cancellation between 60-31 days prior to departure: cancellation fee of 85% of total price. For cancellation 30 or fewer days prior to departure: cancellation fee of 100% of total price. For Galapagos and Antarctica: A cancellation fee of 60% will apply for cancellation between 120-90 days prior to departure; A cancellation charge of 100% will apply for cancellation less than 90 days prior to departure. Cancellation protection is highly recommended and must be purchased at time of deposit. Air rates are subject to change until tour is paid in full. If waivers have not been purchased and a reservation is cancelled for any reason prior to departure - Air is 100% non-refundable once paid in full. Cancellation charges also apply to reservations made for "pre" and "post" night accommodations. Purchase of Waiver and Insurance guarantees a full refund of all payments (including deposit), except the Waiver and insurance fee itself, made to Collette Vacations for travel arrangements in case of cancellation of your travel plans for any reason prior to the day of departure. The Waiver and Insurance does not cover any single supplement charges which arise from an individual's Traveling companion electing to cancel for any reason prior to departure. Upon cancellation of transportation or travel services where you, the customer, are not at fault and have not canceled in violation of the terms and conditions above, you will be refunded 100%. Please see your sales agent for more information, or review our brochure for details.



Consumer Protection Plans: Collette Travel Service holds membership in the following highly reputable industry organizations: the United States Tour Operators Association and the American Society of Travel Agents. Each association operates a consumer protection plan to cover deposits made by travelers. Full details are available from the organizations or Collette Travel Service. Collette is pleased to give this additional protection to our clients. **Our California Sellers of Travel registration number is 2006766-20. Our State of Washington Unified Business Number is 601220855. Our Nevada Sellers of Travel registration number is 2003-0279.**

Responsibilities: Neither Collette Travel Services, Inc., its affiliated entities and its and their employees, shareholders, officers, directors, successors, agents, and assigns (collectively "Collette"), own or operate any person or entity which is to or does provide goods or services for these trips. Because Collette does not maintain control or operate the personnel, equipment, or operations of the suppliers it uses and as such Collette assumes no responsibility for and cannot be held liable for any personal injury, death, property damage or other loss accident, delay, inconvenience, or irregularity which may be occasioned by reason of (1) any wrongful, negligent, willful or unauthorized acts or omissions on the part of any of the suppliers or other employees or agents; (2) any defect in or failure of any vehicle, equipment, or instrument owned, operated or otherwise used by any of these suppliers; or (3) any wrongful, willful or negligent act of or omission on the part of any other party not under the supervision and control of Collette. Additionally, Collette waives any and all liability for losses or expenses due to sickness, lack of appropriate medical facilities or practitioners, weather, strikes, theft or other criminal acts, war, terrorism, computer problems, acts of God, or other such causes. All services and accommodations are subject to the laws of the country in which they are provided. Collette reserves the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if Collette deems it necessary for the comfort, convenience, or the safety of the tour. Collette reserves the right to withdraw any tour at any time. Collette reserves the right to decline to accept any person as a member of the tour, or to require any participant to withdraw from the tour at any time, when such action is determined by the tour manager to be in the best interests of the health, safety, and general welfare of the tour group or of the individual participant. Collette does not accept liability for any carrier's cancellation penalty incurred by the purchase of a non-refundable airline or other ticket to the tour departure city and return or otherwise. Baggage and personal effects are the sole responsibility of the passenger at all times. Passengers may be photographed for the promotional purposes of Collette. Payment of the deposit to Collette constitutes acceptance of these terms and conditions. Passenger agrees that any dispute concerning, relating, or referring to the contract, the brochure or any literature concerning my trip, or the trip itself, shall be resolved exclusively by binding arbitration according to the then existing rules of the American Arbitration Association in Rhode Island. Such proceedings will be governed by substantive Rhode Island law. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable. Explorations and Smithsonian Journeys Travel Adventures are brands of Collette Travel Services Inc., a Rhode Island based corporation.

Photos shown are reflective of the area(s) visited, but may not be included in the actual tour itinerary.

SAN ANTONIO GETAWAY FEATURING A VISIT TO AN AUTHENTIC DUDE RANCH

473568 4/23/2012 A2 8/15/2011

For Reservations Contact: Brown Tours (518) 843-4700
Attn: Eileen Brown
50 Venner Rd
Amsterdam, NY 12010-5618



IMPORTANT: Please Print Your Name **EXACTLY** As It Appears On Your Government Issued Travel Documentation (Driver License)

YOUR INFORMATION:

Salutation: _____ First: _____ Middle: _____ Last: _____ Suffix: _____ Nickname: _____
(Mr., Mrs., Rev.) (Please print **EXACTLY** as it appears on Driver License) (Jr., Sr.)
Address: _____ City: _____ State: _____ Zip Code: _____
Phone: () _____ Mobile: () _____ Email Address: _____
Date of Birth: ____/____/____ City, State, Country of Birth: _____
Gender: () Male () Female
Emergency Contact: _____ Phone:() _____ Relationship: _____

ROOMING WITH:

Salutation: _____ First: _____ Middle: _____ Last: _____ Suffix: _____ Nickname: _____
(Mr., Mrs., Rev.) (Please print **EXACTLY** as it appears on Passport) (Jr., Sr.)

INFO

ENHANCE

AIR UPGRADE: I am interested in purchasing an air upgrade to business or first class () Yes () No
Are you willing to separate from the group air schedule to accommodate your upgrade request? () Yes () No

PAYMENT

PLEASE MAKE CHECKS PAYABLE TO: Brown Tours

WAIVER: I wish to purchase cancellation waiver and insurance at \$60 per person. Payment is due with first deposit () Yes () No
PLEASE NOTE: If you choose not to purchase Collette's Waiver Insurance Plan, you will incur penalties for changes and cancellations (see brochure for details)
Waiver/Insurance Amount: \$ _____ Deposit Amount: \$ _____ Total amount enclosed: \$ _____
Collette Vacations accepts American Express, Discover, MasterCard or Visa as payment toward your group reservation. If paying by credit card, please complete the attached authorization form.
First deposit of \$250 per person due upon reservation. Reservations are made on a first come, first serve basis. Reservations made after the seat reduction date of 12/23/2011 are based upon availability. Final payment due by 2/23/2012.

MISC.

Please advise your departure airport for this tour: _____ Air Seat Request () Aisle () Window
Collette Vacations cannot guarantee your preference. If you have not purchased air through Collette Vacations and wish to purchase transfers, you must transfer at our pre-scheduled times.

Personalize Your Tour, See Reverse Side ➤
Please Cut and Keep Bottom Portion for Your Records

TERMS AND CONDITIONS: Payment of a per person waiver insurance fee guarantees **full refund** on all payments (including deposit), **except the waiver fee itself**, made to Collette Vacations for tour service in case of cancellation for any reason prior to the day of departure. Air inclusive waiver insurance may be purchased only if you purchase your airline tickets from Collette Vacations.

Once on tour, if a passenger has to return home early due to personal illness, illness or death of a member of the immediate family, (physician's statement required), payment of the waiver fee to Collette Vacations guarantees full refund for any unused land services after departure from the tour. Payment of the air inclusive waiver guarantees your return transportation, with no additional supplement, utilizing your original airline tickets. In the event you have purchased non-refundable airline tickets, the air waiver does not apply.

The waiver insurance fees are **fully refundable** up to 12/23/2011. Waiver insurance is non-transferable and valid for each applicant only. *Waiver Insurance must be purchased at time of first deposit.*

Collette Vacations can assume no responsibility for and cannot be held liable for any wrongful, negligent or unauthorized acts or omissions of any travel agent or travel agency other than that of Collette Vacations itself, and its own employees.

The waiver insurance fees do not cover any single supplement charges which arise from an individual's traveling companion electing to cancel for any reason prior to departure. In this case, the single supplement will be deducted from the refund of the person who cancels. Division of this charge between the two passengers involved is solely their responsibility. If insufficient funds are deducted from the canceling client, the traveling client will be charged the remaining portion of the single supplement. The waiver covers cancellation of your trip and does not cover cancellation of the airline portion only.

The waiver insurance fees cover lost, damaged or delayed baggage as well as medical expenses, emergency medical attention and worldwide travelers' assistance. See your booking agent for details.

