General Guidelines and Conditions for Land Tours and Croatia Cruise Tours Offered by The Traveling Professor

Land Tours and Croatia Cruises

Small Group Tours by The Traveling Professor | Traveling Professor LLC

These terms explain prices, payment obligations, traveler cancellations, supplier changes, insurance, responsibilities, and dispute procedures. They apply to new reservations after the effective date identified in the booking confirmation. Existing reservations retain previously agreed rights unless lawfully amended. The specific trip description identifies what is included. No casual email, later information sheet, or verbal statement changes the published payment or refund schedule unless a separately presented written amendment is expressly accepted by both parties before the relevant payment or booking change.

These General Guidelines and Conditions apply exclusively to The Traveling Professor's land tours and Croatia small-ship cruises offered by The Traveling Professor. AmaWaterways river cruise programs, including any associated pre-cruise or post-cruise land tours, excursions, or extensions offered as part of an AmaWaterways cruise program, are governed by a separate document titled General Guidelines and Conditions for AmaWaterways Cruises.

1. Pricing, Inclusions, and Occupancy

Prices are in U.S. dollars and normally per person based on double occupancy unless specified otherwise. Single-room or single-stateroom supplements are charged when applicable. The tour description and booking invoice list the included lodging, transportation, guides, excursions, meals, admissions, and other services. Unless expressly listed, airfare, travel insurance, personal expenses, optional activities, and meals not identified as included are excluded.

Land tours may include optional activities with additional charges. Tipping is optional unless the trip description specifies otherwise; our tour leaders do not accept tips. Solo travelers are welcome, subject to single-room availability.

2. Deposits, Payment Schedule, and Payment Terms

The amounts below are CUMULATIVE percentages of the total reservation price, not additional percentages owed at each milestone. Payments already received are credited toward the amount due. The remaining balance, if any, is invoiced at each milestone. Payment must be received by the due date shown in the booking confirmation.

Milestone	Amount due (cumulative)
At registration	$500 deposit per person
9 calendar months before departure	50% of total reservation price, including deposit already paid
4 calendar months before departure	100% of total reservation price (final balance)

If a traveler books after any payment milestone has passed, all cumulative amounts then due must be paid at registration; any later milestones still apply. Payment dates use calendar-month anniversaries of the scheduled departure date. Cancellation deadlines in Section 3 use exact calendar days; the two calculations are separate. If the target month lacks a matching day, its last calendar day is used. Payment in full before its due date does not itself shorten any refund right.

Checks and electronic checks are preferred. Other available payment methods, and any separately disclosed payment-processing charges, appear in the checkout or invoice before payment authorization. We will provide payment confirmations and keep an itemized record of amounts received, payment dates, and the applicable reservation.

Late payments and reservation default

If an amount is overdue, we may send written notice identifying the outstanding balance and allow seven calendar days after that notice to pay. If the balance remains unpaid at the end of that period, we may cancel the reservation by written notice. The effective cancellation date is the date specified in that notice, not the original payment due date. Any refund otherwise payable is calculated under Section 3 based on that effective date; payment delinquency does not automatically eliminate a refund otherwise due. Supplier or legal obligations may require earlier action where clearly identified in the accepted booking terms. Please contact us before a payment deadline if assistance is needed.

3. Traveler Cancellation and Refund Schedule

A traveler must cancel by emailing info@travelingprofessor.com. The cancellation date is the date and time the written request is received by Traveling Professor LLC (U.S. Central Time). Refund percentages are calculated from the payments actually received by Traveling Professor LLC toward the canceled reservation, excluding separate amounts paid directly to independent suppliers or insurers. No refund is owed on sums never paid.

Written cancellation received before departure	Refund
330 days or more	100% of money paid; no administrative fee
329–270 days	75% of money paid, less $50 administrative fee
269–180 days	50% of money paid, less $50 administrative fee
179–121 days	25% of money paid, less $50 administrative fee
120 days or fewer	No refund

The $50 fee is charged once per canceled reservation and deducted only when a partial refund is due; it will never exceed the calculated refund. It does not apply to a 100% refund, a zero-refund cancellation, or a cancellation initiated by us. Refunds to a traveler will not exceed the amount they paid. Where multiple travelers pay separately, each traveler's refund is based on their recorded payments, and fee allocation will be disclosed in the booking record. The published schedule applies regardless of whether the reservation was paid in full early.

Refunds owed under this section will be initiated promptly after determining the amount due, generally within 30 calendar days after receiving the written cancellation request, or sooner where required by law or payment-network rules. Processing time to appear on the original payment account may vary. The cancellation schedule, not the availability of a replacement traveler, determines refund eligibility. No replacement-traveler refund guarantee applies. Any optional accommodation of substitution or transfer must be separately confirmed in writing and does not change these rules unless an express amendment is agreed.

4. Cancellation, Postponement, or Material Changes by Us

If Traveling Professor LLC cancels the contracted trip for insufficient enrollment or another reason within its reasonable control, it will refund 100% of payments received by it for the canceled reservation. Such a refund does not automatically cover separately purchased airfare, insurance, or other independent arrangements. If the traveler affirmatively accepts a substitute trip or a credit, we will document the replacement terms and the amount applied in writing; no credit is imposed in place of a cash refund otherwise owed by law.

We may make reasonable itinerary, hotel, transportation, guide, excursion, or schedule substitutions when circumstances require, while striving to preserve the essential travel experience. Material changes will be communicated promptly. Rights arising from a significant failure to provide contracted services remain subject to applicable law and are not automatically eliminated by an itinerary-change provision.

Special Provision for Croatia Small-Ship Cruises: The ship's captain has sole and final authority over all decisions concerning the vessel's navigation, operations, and safety, including the right to modify the sailing itinerary, change or omit ports of call, adjust schedules, or substitute destinations due to weather, sea conditions, port restrictions, navigational concerns, passenger safety, or any other circumstances the captain determines warrant such changes. These decisions are made at the captain's professional discretion and may occur without advance notice when circumstances require. **The Traveling Professor LLC has no authority to override or interfere with the captain's decisions.** Such operational changes do not, by themselves, constitute cancellation of or a material change of the cruise. Any rights or remedies arising from material changes or failure to provide contracted services remain subject to applicable law.

5. Supplier Confidentiality and Refund Documentation

Traveling Professor LLC maintains confidential agreements and negotiated rates with hotels, cruise operators, transportation providers, and other suppliers. To protect these proprietary business arrangements, Traveling Professor LLC does not ordinarily disclose supplier contracts, negotiated rates, or internal financial records to travelers, except as required by applicable law, lawful process, or payment-network rules. Refunds are determined according to the applicable cancellation and refund provisions of this agreement.

6. Travel Insurance and Claim Cooperation

Comprehensive travel insurance is STRONGLY RECOMMENDED, including suitable trip cancellation, interruption, medical, evacuation, and delay coverage. Insurance is optional and may be purchased from any insurer. Review covered reasons, pre-existing-condition terms, time-sensitive benefits, exclusions, and limits. Travelers declining insurance bear the risk of losses that this agreement does not require us to refund. Buying insurance does not create additional refund rights under our terms, and choosing not to buy insurance does not eliminate an otherwise valid refund.

We will reasonably assist insurance claims by providing available booking confirmation, payment receipts, cancellation confirmation, and a statement of refund or nonrefundable amounts. We do not determine insurer coverage or guarantee claim payment. Travelers should disclose any refunds received or payable to their insurers; they may not knowingly obtain duplicate recovery for the same expense. We are not required to disclose confidential supplier pricing except where legally required.

7. Force Majeure and Navigation/Safety Disruptions

Force majeure means an extraordinary event beyond our reasonable control that directly prevents or materially disrupts performance of the contracted trip, despite reasonable efforts to address the event. Examples may include pandemics (including COVID-19), epidemics, natural disasters, major floods or storms, war, terrorism, civil unrest, government restrictions, border or port closures, widespread transport shutdowns, and comparable extraordinary events.

For land tours, qualifying events may also include extraordinary rail line closures, unsafe transport routes, major infrastructure failures, or comparable events that materially prevent the planned tour from operating. A routine schedule change or minor itinerary adjustment does not automatically qualify.

Traveling Professor LLC may make the initial assessment of whether the clause applies, using supplier and official information and the actual effect on the contracted itinerary; its assessment is not legally conclusive. If a qualifying event directly prevents or materially disrupts the contracted trip, the standard cancellation schedule may be modified only to the extent the contract and applicable law permit. Any resulting refund, postponement, replacement travel, or voluntary credit will reflect legally required remedies and applicable supplier recoveries; no credit will be imposed instead of a refund legally due. We will reasonably seek recoverable funds, communicate material developments, and explain proposed arrangements. A force majeure declaration does not retroactively cancel a refund right that vested before the event affected the reservation.

8. Traveler Conduct, Health, Mobility, and Participation

Our trips are designed for adults age 25 and older. Travelers should assess published walking, stair, terrain, luggage, and mobility demands before booking. Notify us early about access needs or requested accommodations; we will consider requests in accordance with applicable law and available supplier capabilities. Travelers are expected to behave respectfully, follow reasonable safety directions, and raise service concerns promptly while we may be able to help.

We may remove a participant whose conduct creates a material safety risk or substantially disrupts the group, subject to applicable law and reasonable accommodation obligations. Any refund or additional costs arising from removal will be determined by the circumstances, the services provided or not provided, and applicable law; removal does not automatically waive nonwaivable rights. Smoking restrictions apply in group vehicles, shared activities, and spaces designated smoke-free.

9. Travel Documents, Flights, Arrival, and Unused Services

Travelers are responsible for passports, visas, entry permissions, vaccination or health documentation where applicable, and meeting all transit and destination requirements. Passport validity and blank-page requirements vary by destination and nationality; check official government instructions rather than relying on a universal six-month rule. Travelers must read predeparture information sheets and arrive at the stated meeting point on time.

Do not purchase nonrefundable airfare until the trip has been confirmed to operate. Independent flights, insurance, and personal arrangements are not part of the trip price unless expressly included. Unused services due to voluntary late arrival, early departure, or failure to participate are generally not refundable under the ordinary cancellation schedule, subject to applicable law and any written trip-specific commitments.

10. Hotels, Transportation, Luggage, and Optional Activities

Hotels are generally selected for convenient locations. Bed configurations, room sizes, and facilities vary by country. Travelers normally manage their own luggage on trains, ferries, vans, and transfers; pack accordingly. Itineraries may use trains, ferries,

coaches, taxis, and walking routes. Optional activities may have additional costs and separate provider safety requirements. We will identify material physical demands in the trip materials.

11. Service Providers, Photo/Video, and Responsibility

Hotels, cruise operators, carriers, guides, venues, and other providers are independent businesses. We are responsible for our own contractual obligations and will not disclaim liability that cannot lawfully be excluded. Where an included service is unavailable, we will use reasonable efforts to arrange a suitable alternative, subject to applicable refund rights.

Tour photos and videos may be used for trip updates or promotion. Tell us before or during the trip if you do not want your likeness used for promotional purposes, and we will honor reasonable requests where practicable. Service-animal arrangements must be reviewed in advance in light of governing accessibility laws, transportation rules, and destination requirements; ordinary pets are not permitted.

12. Concerns, Refund Disputes, and Chargeback Coordination

Report problems promptly, ideally while the trip is underway, so we have the opportunity to respond. Questions about payments, missed due dates, cancellations, refunds, and force majeure may arise before departure and should be submitted promptly in writing. For concerns first arising during or after travel, please submit unresolved written complaints within 30 days after the trip ends; this requested reporting period does not shorten nonwaivable statutory or payment-card rights.

We will acknowledge a written complaint and both sides will attempt good-faith informal resolution for up to 30 days. Travelers may use any lawful card-issuer or payment-provider dispute process, and this policy does not require the traveler to surrender or delay statutory billing-dispute rights. Where possible, we encourage direct contact with us first so that errors can be corrected promptly. If a dispute remains unresolved, any litigation will proceed in an appropriate court in Texas to the extent a Texas forum-selection provision is legally enforceable, or through another mutually agreed process.

Booking records, accepted terms, invoices, payment receipts, written notices, refund calculations, supplier service records where lawfully disclosable, and communications may be used to explain and support our position in any dispute. A chargeback does not automatically establish that a traveler is entitled to a refund, nor does a contractual no-refund clause override applicable consumer or network rules.

13. Contact Information

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