

FAQ

What are the cancellation rules for these bookings?

This information can be found in the Terms of use. Simply click on the link Terms of use and read through the information to find the points you need. If you have a confirmed booking, then we recommend to contact us and we will get back to you within 24 hours

Can I book over the telephone?

Excursions4all.com is a complete online booking service therefore does not offer a reservation service via the telephone. However, we offer 24 hour, 7 days a week customer service via email to support your booking questions. Excursions4all.com Customer Service guarantees turnaround within 24 hours, and most requests are answered within 4-8 hours. What hotels does this tour pick up from?

Hotel pick up points are either listed on the brochure page, advised at confirmation time or you'll be advised (on your printable travel voucher) to call the travel provider's local telephone number 24 hours prior to confirm your hotel pick up details. Relevant travel service provider details are located on your Excursions4all.com voucher under Important Information. It is suggested that you attach the brochure page to the travel voucher so that you have all the information at your fingertips upon arriving at the destination. What days does this tour operate?

The days of operation of every travel service can be found on each brochure page under the heading Dates for tours, The times of departure or operation are also found on these brochure pages under Location for tours, Can you check availability for me?

Availability differs depending on the type of travel service booked. On each brochure page, under the heading Additional Information the first line indicates whether a product will be instantly confirmed to you, and hence available, or if Excursions4all.com has to check with its travel service provider to receive confirmation within 24 hours. Availability cannot be automatically checked prior to processing your reservation request. Are there different times of departure for this tour?

The times of departure or operation are found on the brochure pages under Location for tours, The days of operation of every travel service can be found on each brochure page under the heading Dates for tours, Please note that departure times are subject to change and reconfirmation for any booked travel is required prior to departure. I'm not staying in a hotel, what is the closest pick up point? Do you pick up from private residences?

Most tour operators do not pick up from private residences. You will need to provide the nearest major hotel to where you are staying, and enter these details as the pick up in your booking request. Do I need a Visa or passport or are there any special health requirements for this tour?

Excursions4all.com does not offer advice or information on visas, passports or health requirements. It is the responsibility of all travellers, regardless of the passport they hold, to check with the appropriate consulates to determine if any visas are needed. As these requirements are subject to change without notice, it is recommended that foreign visa, passport and health requirements are investigated prior to travel. I am travelling in a group - do you cater for groups and/or have a group discount program?

Excursions4all.com accepts a maximum of 9 passengers per booking at one time. The travel services Excursions4all.com offers are specialized for independent travelers and small groups. We cannot guarantee that travellers in a large group will be seated together. For group discounts please contact our sales department. Can I book this when I get there?

Excursions4all.com products can only be booked online. It is recommended you pre book your travel service to avoid disappointment as many of the Excursions4all.com tours and products are popular, and can be sold out early. If you wish to wait and book at the destination, you will need to contact our local travel service provider once at that destination. What languages are available for this tour?

The majority of the tours and services provided by Excursions4all.com are available in English, French, German, Russian, Italian. For languages that are not mentioned please contact Excursions4all.com Customer Service team via email. Can you send me a brochure?

Our brochure pages are electronic and are only displayed on the web. You should find all the information you need about your desired travel product on these brochure pages. If there are other details you would like to know that are not specified anywhere on these pages, please contact the Excursions4all.com Customer Service team via email. I would like a quote for a travel product

You can receive a quote for any Excursions4all.com products online at any time that suits you. Simple follow the instructions to book, enter the dates you desire to travel, the number of people required, and you will receive a live quote for that product. If the quote is acceptable, please proceed online to book. All quotes given online are current and up to date. How far in advance can I book?

Over 98% of travel products available through Excursions4all.com have pricing tables on the brochure pages, which indicate how far in advance a travel product can be booked at that time. If the date you want is outside this range, please bookmark the brochure page, as product updates occur every week. Some product is only updated once a year when new season prices are determined by each travel product provider. If you cannot find the information you require on the brochure pages, please contact the Excursions4all.com Customer Service Team via email. don't know what date I'm traveling yet, can I book a product and leave it open dated?

The majority of travel services provided by Excursions4all.com must have a pre booked date designated in order for the travel supplier to cater for passengers. Exceptions to this will depend on the tour requested. . If you cannot find the information you require on the brochure pages, please contact the Excursions4all.com Customer Service Team via email. Are there discounts for booking more than one tour?

Excursions4all.com uses the services of best travel providers worldwide and each booking so depending on which tours you wish to combian. Excursions4all.com offers discounts for multiple bookings depending on number of passingers. I'd like a customized tour for myself and/or my group

Excursions4all.com offers a wide range of individual tours, events and attractions, We arrange customized tours. If you require something a little different to what's available online in our product range, please contact the Excursions4all.com Customer Service Team via email. I have not received a reply to my emails

Some email internet providers can mark general booking emails such as those sent from Excursions4all.com as "spam" - please check your spam folder for previous email replies. If you have your spam filter set on the highest ranking, only emails from senders in your address box will go into your inbox. Any other emails (such as replies from internet sites you have booked on) will go into a "spam" folder. These emails can sit in this folder for up to 7 days and then your email system will automatically delete them. When do I receive confirmation of my booking?

The confirmation process depends upon the booking conditions. These are explained in the Additional Information field, located on the brochure page. Most tours are confirmed at time of booking, however others will be advised to you within 24 hours. If confirmation or otherwise is not received within 24 hours, please contact Excursions4all.com Customer Service for further assistance. The Excursions4all.com Privacy Policy

At Excursions4all.com, we recognize that earning and retaining your trust is one of the most important things we do as a business. Protecting your privacy is a responsibility we take very seriously.

We have prepared this Privacy Policy to help you understand how Excursions4all.com collects, uses and safeguards the personal information you provide to us on our websites, via email, and through our service providers and distribution partners.

Rest assured that, unless you explicitly give us consent to do otherwise, Excursions4all.com will only collect and use your personal information as outlined in this Privacy Policy.

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Excursions4all.com operates through different websites around the world, which are all part of the Excursions4all.com family.

- Excursions4all.com is our flagship website, where we offer our complete range of products and services directly to consumers.

- At Excursions4all.com we also work with several affiliate partners who distribute our products and services to consumers through their individual websites. We typically host our affiliates' product-information and booking pages, and manage payment and credit card information.

- We also work with distributors (as discussed below) who manage the hosting, purchase and payment for our products and services. Back to top What Information Do We Collect?

When you visit Excursions4all.com or any of our affiliates' web pages that are hosted by us, our web server automatically recognizes and collects your IP address.

In order to purchase our products or services, it is necessary for you to disclose personal information, including your name, address, email address, phone number, credit card details and other identifying information in order to process orders and provide customer service. If you do not provide personal information when purchasing one of our products or services, we cannot confirm your purchase or fulfill your booking.

When you register with Excursions4all.com, we ask for basic information including your name, email address and ask you to create a unique password and user id along with a password hint. To help us send more relevant communications to you (if you choose to receive them) we keep track of all website searches and bookings. For example, if you frequently visit Egypt and Tunisa, we may send you special notices listing deals and popular products for those destinations. If you subscribe to any of our email marketing communications - including newsletters and destination alerts, it is necessary to disclose your name, your home country, and email address.

In some instances we may also ask for personal demographic data such as your country of residence, gender, age, travel habits, etc.

We also use cookies (as discussed below) to collect information about the performance and usability of our websites. [Back to top](#) [Cookies, and How We Use Them](#)

"Cookies" are pieces of information that are stored by your web browser on your computer's hard disk, for record-keeping purposes. Cookies in and of themselves only identify your computer; they do not personally identify you.

At Excursions4all.com we make limited use of cookies to store your preferences, record session information, collect information on how you visit and access our websites, and to tailor our web pages to your needs.

We do not use cookies to identify specific users for marketing purposes. We do not match cookies to your purchase information. And we do not use cookies to track your movements after leaving our websites. Most web browsers allow you to turn off cookies; however, turning off cookies will limit your use of our websites. [Back to top](#) [How We Use Your Personal Information](#)

We use your personal information in the following ways:

- To provide you with the information you request about our products
- To send you email marketing messages and information for which you have specifically subscribed
- To fulfill your bookings
- To confirm your purchases
- To ensure you are correctly billed
- To measure and track demographic details about our customers
- To target content on our website to more closely match your interests
- If you have selected to receive email marketing messages, to target the appropriate content for email marketing messages to better match your interests

If you make a purchase at one of our websites, we may also send you information about new products, or ask your opinion about our websites, etc., so that we may improve our service to you and other consumers. If you do not want Excursions4all.com to contact you in the future, please let us know by sending an email to our Privacy Officer at info@excursions4all.com

If you subscribe to any of our email marketing messages, we will use your personal information to send you the information you requested. You will always have the option to unsubscribe by sending an email to info@excursions4all.com, by logging into your account - if you've created one - and updating your email subscription preferences, or by following the link at the bottom of each email marketing message we send you.

Some of the personal information we collect is shared with our service partners (e.g. tour operators) who are directly involved in fulfilling the purchases you have made from us.

We only provide our service providers with your name and your local contact details, if you provide them (e.g. your hotel name for pick-ups and drop-offs, your local phone number, etc.) We do not provide our service providers with any other personal information. If you decide to provide any personal information directly to a service provider, we recommend that you review the service provider's privacy policy.

We also share your personal information with third parties contracted to provide us with marketing and data reporting services who are bound by an obligation of confidentiality and with other third party marketing partners.

We currently contract with several online partners to help manage and optimize our Internet business and

communications. We use the services of a marketing company to help us measure the effectiveness of our advertising and how visitors use our website. To do this, we use web beacons and cookies provided by our marketing company on this website. The information we collect helps us learn things like what pages are most attractive to our visitors, which of our products most interest our customers, and what kinds of offers our customers like to see. Although our marketing company logs the information coming from our website on our behalf, we control how that data may and may not be used. to help us learn how to improve our site, products, Finally, rest assured that unless you expressly authorize us to do so, we do not share your personal information with third-party organizations who are not involved in fulfilling the purchases you have made from us or who are not contracted by us.[Back to top](#)[Email Communications You Can Expect to Receive from Excursions4all.com](#)

If you opt-in to receive communications from us, you will receive information we believe that will be of use and interest to you. For example:

- We will keep you informed about Excursions4all.com deals, destination and product news, , and other special promotions that we believe that you will find valuable.
- We will keep you updated about important site functionality changes.

As a subscriber to our email marketing communications, you will occasionally receive e-mail updates from us about product and destination sales in your area, special offers and new Excursions4all.com Services and other noteworthy items. We believe that you will find Excursions4all.com updates interesting and informative.

With the exception of emails confirming registration, emails that include Excursions4all.com account information, and emails relating directly to a booking made on our website, Excursions4all.com will not send any emails unless you elect to receive email communications from us. Please note that emails related to your Excursions4all.com registration and transactions include emails to allow you to review your booking and tour experiences with us, administrative messages, and surveys related to either your Excursions4all.com account or to your transactions on Excursions4all.com If you are no longer interested in receiving email marketing communications from Excursions4all.com, you have several choices for opting out of future mailings:

- You may unsubscribe at any time by following the directions and link included in each email marketing message we send.
- When you register as a Excursions4all.com member, you may click on "My Account" at the top of any page of our website and update your "Account Settings"
- You may email info@excursions4all.com and request to be unsubscribed by including your name, email address, and the words "unsubscribe" in the subject or message body.[Back to top](#)[Our Distribution Partners and Suppliers](#)

Our products are made available through our distribution partners. This Privacy Policy should be read in conjunction with the privacy policies of our distribution partners, which may differ from Excursions4all.com Privacy Policy. You should also be aware that some product or tour suppliers and some of our distribution partners may need other personal information (such as health or physical fitness information) to determine whether you can participate in an activity. You should read and rely upon the relevant supplier's or partner's Privacy Policy only, if Excursions4all.com does not collect this information from you directly.

Some suppliers or distribution partners may operate in countries or states that do not have laws or regulation for the protection and safeguarding of personal information. Excursions4all.com does what it can to persuade all its suppliers and distribution partners to adopt and adhere to privacy policies that are substantially the same as this one. However, please be aware that Excursions4all.com is not in a position to force adherence, so we will rely on you and our other Customers to inform us if your privacy is not being adequately protected by our suppliers or distribution partners. Excursions4all.com will then do what it lawfully can do (including severing its relationship with offending suppliers or distribution partners) to prevent other occurrences.[Back to top](#)[Our Security and Storage Measures](#)

At Excursions4all.com we are committed to maintaining the integrity and security of your personal information. We use industry-standard encryption protocols when receiving and transferring your personal information. In fact, when you send personal information to us over the Internet, we first require that a "secure session" be established using Secure Socket Layer (SSL). Your personal information is stored in secure operating environments that are not accessible to the general public. We have security measures in place at our physical facilities to protect against the loss, misuse or alteration of your personal information by our employees or third parties.

However, no data transmission over the Internet can be guaranteed to be 100% secure, so we cannot give an absolute assurance that the information you provide to us will be secure at all times. Excursions4all.com will not be held responsible for events arising from unauthorized access to your personal information. Excursions4all.com will rely on you telling us if you experience any unusual events that may indicate a breach in your information security. We will then investigate whether the security breach was related to the data transmissions from or to Excursions4all.com and let you know what steps can be taken and have been taken to rectify the problem. Further action, such as reporting incidents to the police or other proper authorities, may also be required.[Back to top](#)[Changes to Our Privacy Policy](#)

We know that our business will continue to evolve as we introduce new products and as such from time to time our Privacy Policy may be reviewed and revised.

Excursions4all.com reserves the right to change its Privacy Policy and post the changes on its website. We will only use your personal information in accordance with the Privacy Policy in effect at the time we collected your personal information. [Back to top](#) [Contacting Us](#)

For some Excursions4all.com services you can access and update your registration and personal information online. To correct or update any other personal information, or if you have questions about Excursions4all.com Privacy Policy, please email our Privacy Officer at info@excursions4all.com. [Back to top](#) [Further Information About Privacy Laws](#)

There is no single global entity that regulates personal information online. Instead, we at excursions4all.com have made a conscious choice to follow the privacy guidelines as established by law in the major markets where we operate and where we have offices. In Europe the regulations are based on EC Directive 95/46/EC.

Excursions4all.com Terms & Conditions

Excursions4all.com offers a variety of tours, tickets and services ("products") through its website (Excursions4all.com) and through designated partner websites.

Because our Terms & Conditions contain legal obligations, we encourage you to read them carefully. They form the basis on which bookings are accepted by Excursions4all.com

Unless otherwise stated, purchases made through Excursions4all.com or any Excursions4all.com-affiliated website are subject to these Terms & Conditions; in all booking arrangements, the person making the booking shall be deemed to have accepted these conditions on behalf of the persons named in the booking.

No variation to these Terms & Conditions shall be of any effect unless made in writing by and with the authority of Excursions4all.com.

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- [Disclaimers & Limitations of Liability](#) [Terms of Use](#)
- By using Excursions4all.com or any Excursions4all.com -affiliated website, you agree to be legally bound by these terms, which shall take effect immediately.
- If you do not agree to be legally bound by all the following Terms & Conditions, please do not access and/or use Excursions4all.com or a Excursions4all.com -affiliated website.
- Excursions4all.com may change these Terms & Conditions at any time by posting changes online. Please review these Terms & Conditions regularly to ensure you are aware of any changes made by Excursions4all.com. Your continued use of Excursions4all.com or a Excursions4all.com -affiliated website after changes are posted means you agree to be legally bound by these terms as updated and/or amended.
- You may not copy, reproduce, republish, download, post, broadcast, transmit, make available to the public, or otherwise use Excursions4all.com content (inclusive of text, images, URLs, pricing information, etc.) in any way except for your own personal, non-commercial use. Any other use of Excursions4all.com content requires the prior written permission of Excursions4all.com (if you're interested in becoming a Excursions4all.com affiliate, please [click here](#) for more information).
- You agree to use Excursions4all.com and Excursions4all.com -affiliated websites only for lawful purposes, and in a way that does not infringe the rights of, restrict or inhibit anyone else's use and enjoyment of Excursions4all.com
- Your use of Excursions4all.com or any Excursions4all.com -affiliated sites is intended for personal, noncommercial use and/or to make legitimate requests to book the products or services offered. You agree not to use this site to make any speculative, false or fraudulent requests. You agree not to use robots or other automated means to access this site, unless specifically permitted by Excursions4all.com. [Back to top](#) [Product Validity, Modifications & Amendments](#)
- All products, tours and services offered by Excursions4all.com are valid as per the dates displayed at Excursions4all.com or any Excursions4all.com -affiliated website. Excursions4all.com is not responsible or liable for any information that it does not directly provide.
- All requests for modifications/amendments must be directed to the Excursions4all.com Customer Care Team.
- 8.1 Excursions4all.com does not charge a fee to amend or change the dates of an existing booking, as long as the request is received by our Customer Care team more than three (3) days ahead of your confirmed travel date.
- 8.2 It is not possible to change or modify a special event, theater or show ticket. Sales of these tickets are final and cannot be amended once your original purchase is confirmed.
- 8.3 All other date-change requests and amendments are subject to availability by our suppliers and/or service providers; Excursions4all.com cannot guarantee the success of any date-change request.
- 8.4 If you request a date change within three (3) days or less of your confirmed travel date, Excursions4all.com will attempt to honor your request; however changes made three days or less from your original travel date may attract an

additional fee.

- 8.5 If you make a purchase using a Excursions4all.com promotion code, or if you accept a discount or special-offer price during the Excursions4all.com checkout process, you may invalidate your discount or special-offer price by making any changes or amendments to your itinerary once your purchase is complete. Excursions4all.com may decide, at its sole discretion, to honor your discount or special-offer pricing if you make a post-purchase change or amendment to your itinerary. However Excursions4all.com reserves the right to invalidate your discount or special-offer pricing if you make any changes to your confirmed itinerary.

- Occasionally our suppliers and/or service providers make changes to tour dates, prices, inclusions, coverage, age requirements, etc. As a result, Excursions4all.com reserves the right to cancel, change or substitute any service, tour, ticket or product that you have booked at Excursions4all.com or through Excursions4all.com -affiliated websites, at any time, for any reason.

- 9.1 In such cases, if you are dissatisfied with the alternatives offered, you are entitled to a full refund of the original purchase price.

- 9.2 Notwithstanding the above, when we are informed in advance by our agents, service providers and/or suppliers of a significant change to a booking and/or to a tour, product or event, we make every reasonable effort to notify the consumer, travel agent and/or distributor as appropriate, in order to amend or re-issue the booking where feasible. Back to topPricing & Inclusions/Exclusions

- Prices listed on Excursions4all.com and Excursions4all.com -affiliated websites are per person, unless otherwise specified.

- Prices are based on the local tariff at the time of quoting, converted at the prevailing foreign-exchange rate as determined by Excursions4all.com

- Price quotations are subject to change without notice, until a booking has been confirmed.

- Unless otherwise specified, prices do not include any local taxes or use-fees, including foreign departure, security, port charges, park fees, customs, immigration, agricultural, passenger-facility charges or international transportation tax.

- Prices do not include tips/gratuities to tour directors, drivers or local guides; passport and visa fees; baggage and personal insurance; any items of a personal nature; and any beverages or food not specifically listed under "Inclusions" on the product pages of Excursions4all.com or Excursions4all.com -affiliated websites. Back to topPayments & Cancellations

- Excursions4all.com accepts the following credit cards: Mastercard, Visa, JBC.

- 15.1 There is no charge or service fee for processing credit-card payments.

- 15.2 Full payment by credit card is required to make a reservation. Payment will be listed as Excursions4all.com on the credit card statement.

- No refunds are available once a tour or service has commenced, or in respect of any package, accommodation, meals or any other services utilized.

- Canceling a booking with Excursions4all.com can result in cancellation fees being applied by Excursions4all.com, as outlined below. Additional fees may be levied by the individual supplier/operator (see your Excursions4all.com Voucher for specific details). When canceling any booking you will be notified via email, facsimile or telephone of the total cancellation fees.

- 17.3 Tour or Package Commencing During a Special Event Period

These are non-refundable in all circumstances. This includes, but is not limited to, Trade Fairs, Public or National Holidays, School Holidays, New Year's, Thanksgiving, Christmas, Easter, Ramadan.

- 17.4 Other Tour Products & Services

If you cancel at least 7 calendar days in advance of the scheduled departure or commencement time, there is no cancellation fee.

If you cancel between 3 and 6 calendar days in advance of the scheduled departure or commencement time, you will be charged a 50% cancellation fee.

If you cancel within 2 calendar days of the scheduled departure or commencement time, you will be charged a 100% cancellation fee. Back to topExcursions4all.com Vouchers

- You will receive a personalized Excursions4all.com Voucher for each tour, event or service booked. In order to access and print your Excursions4all.com Voucher(s), you will be provided access to a secure webpage hosted by Excursions4all.com that contains a link to your Excursions4all.com Voucher(s).

- You must provide the original, authentic Excursions4all.com Voucher to the appropriate service provider in order to redeem your tour, ticket, or package. Your reservation cannot be honored or redeemed without presenting a valid Excursions4all.com Voucher.

- 19.1 For security purposes, when redeeming your Excursions4all.com Voucher you must present a valid Photo ID and sign the Excursions4all.com Voucher. This is for identification purposes and helps us to prevent fraud. Passports, Visas & Insurance

- It is the responsibility of all passengers, regardless of nationality and destination, to check with the consulate of the country they are visiting for current entry requirements.

- As visa and health requirements are subject to change without notice, we recommend that you verify health and visa requirements with the appropriate consulate prior to departure.

- We strongly recommend that you purchase a comprehensive Travel Insurance Policy prior to departure. If you cancel your trip or significantly alter travel dates, many policies will reimburse the cost of cancellation fees and related expenses. Back to topDisclaimers & Limitations of Liability

- Under no circumstances will Excursions4all.com or its agents, affiliates, service providers, suppliers, and/or distributors

be liable for any of the following losses or damage (whether such losses were foreseen, foreseeable, known or otherwise): (a) loss of data; (b) loss of revenue or anticipated profits; (c) loss of business; (d) loss of opportunity; (e) loss of goodwill or injury to reputation; (f) losses suffered by third parties; or (g) any indirect, consequential, special or exemplary damages arising from the use of Excursions4all.com regardless of the form of action.

- Excursions4all.com and its agents and suppliers, in making arrangements for hotels, tours, transportation or any service in connection with the itineraries of individual customers, shall not be liable for injury, damage, loss, accident, delay or irregularity, liability or expense to person or property due to act of default by any hotel, carrier or other company or person providing services included in the tours.

- Furthermore, Excursions4all.com and its agents and suppliers accept no responsibility for any sickness, pilferage, labor disputes, machinery breakdown, government restraints, acts of war and/or terrorism, weather conditions, defect in any vehicle of transportation or for any misadventure or casualty or any other causes beyond their control.

- Excursions4all.com content - including the information, names, images, pictures, logos, prices, dates, and availability regarding or relating to Excursions4all.com, Excursions4all.com and/or to a Excursions4all.com -affiliated website, service provider, operator and/or distribution partner – is provided “AS IS” and on an “AS AVAILABLE” basis without any representations or any kind of warranty made (whether express or implied by law) to the extent permitted by law, including the implied warranties of satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, security and accuracy.

- At Excursions4all.com we check and recheck the details about all the products and services we offer for accuracy. However, Excursions4all.com does not warrant that functionality, content or information contained on Excursions4all.com or any Excursions4all.com -affiliated website will be uninterrupted or error free, that defects will be corrected, or that Excursions4all.com or the servers that make it available are free of viruses or bugs.

- If any of these terms are determined to be illegal, invalid or otherwise unenforceable by reason of the laws of any state or country in which these terms are intended to be effective, then to the extent and within the jurisdiction in which that term is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and effect and continue to be binding and enforceable. Need help? You've come to the right place! Our Customer Care team provides fast, detailed responses to your questions 24 hours a day! Responses are guaranteed within 36 hours, however in most cases you will receive your answer within 12 hours. We also offer a smart Frequently Asked Questions (FAQ) section that answers the most commonly asked questions. Of course, sometimes you just want to get in contact with a real person, right away. We understand. Simply fill out the form below to send an email directly Excursions4all.com customer care team.{showform}