

TOUR POLICIES

Information, Tickets & Tours

Bldg. 327, DSN 315-225-7083 • Yokota AB, Japan

1. **CUSTOMERS MUST BE 18 YEARS OF AGE OR OLDER TO SIGN-UP/BOOK YOKOTA ITT TOURS.** All participants 17 years of age and younger must be accompanied by a parent or legal guardian.
2. Please read tour description thoroughly. Participants are encouraged to eat a good breakfast prior to departing on early morning tours. Bringing your own food/snacks is also permitted. Rest stops are made on all tours lasting over 1.5 hours (the food at the rest stops is primarily Japanese and currency is Yen). After all stops, passengers should return to the same seat taken at the beginning of the tour.
3. Passengers must always return to the bus at the time directed by the tour guide. **It is your responsibility to be on time for the bus.**
4. Buses for all Yokota ITT tours **depart from the Enlisted Club Parking Lot.** Please arrive at least 15 minutes prior to departure as tours leave promptly, rain or shine.
5. Full payment is due at the time of reservation and must be made in person. All payments must be cash, check or charge (VISA, MASTERCARD or Club Card). Yen are not accepted.
6. **Smoking and consumption of alcoholic beverages are prohibited on the tour bus.**
7. Personal coolers are acceptable but must be stored in the luggage compartment. Listening to audio players is allowed with the use of headphones only. Parents should ensure their children are well behaved and do not disturb other passengers.
8. The Yokota staff strives to ensure you have the most enjoyable trip possible. When requested, we will make every reasonable effort to accommodate groups. However, due to seating and ticket availability, this may not always be possible. The Yokota ITT Office is not responsible for loss of personal items left on the bus.
9. **The Yokota ITT Office is not responsible for any accidents due to customer negligence or misconduct.**
10. If the tour is filled, you can elect to have your name placed on a wait-list. If there are any cancellations, we you will be contacted by phone. The Yokota ITT staff will attempt to make contact three times. After making contact, you have 24 hours to come to the Yokota ITT office to finalize registration. If the registration is not finalized within 24 hours, you forfeit your seat(s) and we will move to the next name on the list.
11. **Yokota Tours Refund Policy**
One Day Tours:
 - Refund will be provided for cancellations made 4 or more business days prior to tour date and a \$5 cancellation fee will be deducted from each person at this time.

- Any cancellations made after 4 business days will not be entitled to a refund.

Special Tours/Overnight Tours:

- The cancellation policy will be notified on the tour book of each tour

Inclement Weather:

- All tour cancellations due to inclement weather will be determined by 5pm on the day before the scheduled tour. Customers will be notified between 5pm and 9pm that night prior to the tour. In the event a cancellation is necessary, charge refunds will be made the following day and cash refunds will be available after the third business day.

Military Obligations:

- In the case of a TDY, TAD, or recall, written documentation (TDY orders or a letter from squadron commander/first sergeant) must be present prior to departure for a full refund.

*In the event that Yokota ITT has already purchased your admission ticket, you will be required to pay the cost of the ticket regardless of the reason for cancellation.

You must have your receipt at the time the refund is requested. No refund after 30 days from the event

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Current as of: 02 August 2011