



## CLASSIC VACATIONS™

### **FAQ : Viator Tours and Activities**

#### **1. Why is Classic partnering with Viator?**

Viator is the largest consolidator of travel experiences worldwide. Their handpicked tours and activities have extensive content and imagery, and they are all reviewed and rated, making it easier for you to find the best activities for your clients. Plus, with their sole focus on tours and activities, Viator is able to negotiate the best rates and special offers.

#### **2. Why is Classic expanding its tour & activity offering?**

We've heard from our Travel Advisors that Classic's current selection of tour and activities is limited in some destinations and often a bit expensive. Through our Viator partnership, we'll be able to offer a more well-rounded selection of activities at all price levels in all our destinations.

#### **3. What range of services/prices are available from Viator?**

Viator provides access to thousands of travel experiences, from traditional sightseeing tours to exclusive unique finds—and everything in between. From popular double-decker bus tours to private VIP experiences, from adrenaline-pumping outdoor activities to cultural and family-friendly experiences, you name it, they probably have it.

#### **4. Can I still book the tours currently available from Classic Vacations?**

Yes, we still have many of your favorite tours and activities available.

#### **5. Will I still get my commission on tours provided by Viator?**

Yes. All tours and activities will be commissionable at 10%.

#### **6. Can I collect Royalty Rewards points for tours provided by Viator?**

Yes. Viator tours are included in the Royalty Rewards points program.

#### **7. Can I use Viator's tours for my Group bookings?**

No. Viator's business is focused on individual travelers and is not well suited for Groups. Our Groups Department will work with our existing vendors to ensure your needs are met for tours & activities catered to Group travel.



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### **8. Are the Viator tours refundable?**

Yes. Only with the purchase of our Travel Smart Plan™ or Classic Vacations Change & Cancellation Waiver, tours will be refunded as long as they are cancelled 48 hours prior to departure. Some tours are non-refundable/non-changeable and will be communicated on your documents.

### **9. Are the Viator tours covered by Classic's TSP/Waiver?**

Yes. Only if the clients cancel 48 hours prior to their arrival.

### **10. Can I make a change to a tour?**

Yes. Contact Classic's Call Center; they can make changes to your reservation.

### **11. Can I book just a tour & activity for my clients or does it need to be part of a vacation package?**

No, tours & activities must be booked in conjunction with a vacation package that includes a hotel stay.

### **12. Will all tours available on Viator.com be available through Classic?**

No. Viator sells tours to destinations not currently in Classic's portfolio, so we have selected only the tours that are in destinations we offer. If you don't see what you are looking for, please ask your Classic Reservation Agent.

### **13. Where can I find content on the various Viator tour options available through Classic?**

We've created an all new Tours and Activities catalog on our website that will allow you to search for specific tours or browse through all the available choices. Every Viator tour will feature a full description, photos, reviews, ratings, tour times and pricing. Visit [www.classicvacations.com/tours-and-activities](http://www.classicvacations.com/tours-and-activities).

### **14. Will the pricing be competitive?**

Yes. Viator has negotiated special offers with their supplier partners, which will be available through Classic Vacations.

### **15. Do you allow price adjustments if I see a lower price somewhere else?**

No. Our pricing will be very competitive, but even so we do not allow competitive adjustments on tours & activities.



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### **16. What are some of the new tours you've added through Viator?**

We've added hundreds of tours to our already robust portfolio. Some exciting additions include the Sydney Bridge Climb in Australia, the Big Island Manta Ray Night Kayak & Snorkel Adventure in Hawaii and French Wine Tasting in Paris.

### **17. Are you offering transfers from Viator?**

No. Currently we are only offering tours and activities from Viator.

### **18. What type of content is available?**

Viator offers robust and extensive descriptions of all their activities. Our new online tour catalog will feature tour descriptions, photos, ratings, reviews, tour times and pricing. In addition, we'll also showcase the most popular tours in each destination.

### **19. Can I see pictures of the tours offered by Viator?**

Yes. Visit [www.classicvacations.com](http://www.classicvacations.com), search for your tour and you will see professional photos as well as candid photos uploaded by other travelers.

### **20. Has anyone at Classic tested Viator tours? Do you have any personal experience using Viator?**

Yes. Several members of our leadership team have used Viator on their own vacations, and we feel confident Viator will meet your expectations and the expectations of your clients. You can read about our personal experiences on our website.

### **21. Should I book these tours through the concierge desk?**

No. Viator tours are booked through our Call Center. First, shop our website to find the tours you want to book and then call our Call Center. You can add tours to a new booking or an existing booking.

### **22. Can I add a Viator tour to an existing Classic booking?**

Yes. Just call our Call Center to add a Viator tour.

### **23. Can I book Viator tours through Classic's website?**

No. Currently, Viator tours can only be booked through the Call Center.



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### **24. Where can I find the name of the particular supplier offering the tour?**

Complete supplier information, including local telephone numbers in destination, are included on the Viator Voucher included in your clients documents.

### **25. Will my client's itinerary distinguish between Classic and Viator tours?**

Yes. Tours provided by Viator will be labeled as "Viator" on the client's documents.

### **26. Do my customers need a voucher?**

Yes. Your client's documents will include a Viator Voucher. It is important for your clients to carry this printed voucher with them and present it to the activity supplier. It will also include all of the details on how to reconfirm their tours, items to bring, where and when to meet, etc.

### **27. Do my clients need to reconfirm their tour?**

Yes. All clients need to reconfirm their tour 48 hours in advance. Instructions are included in the clients voucher in their documents.

### **28. Will my clients see Viator tour details on their mobile itinerary?**

Yes. Viator tours will display in the mobile itinerary in the same way that Classic's own tours currently display.

### **29. Can I share the online tour and activity catalog with my clients?**

Yes. We hope that you will use our online catalog as a shopping tool with your clients. With the wide variety of tours, everyone will find something of interest. Plus the vivid descriptions and photos will certainly help you close more tour and activity sales.

### **30. Will the activity catalog have Classic, Viator, or my own Private Label branding?**

The branding at launch is still a bit TBD. We are building the catalog to work with our Private Label features, meaning your brand and contact information will replace Classic's branding across the tour site. However, we have not determined whether the Private Label feature will be available at launch or shortly after.

### **31. Will my client be asked to sign a waiver from the supplier?**



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Yes. Some Viator tours require clients to sign a liability waiver before they participate in the activity.

### **32. Do Viator suppliers carry personal liability insurance?**

Yes. The Supplier will hold a current Public (Product) liability insurance (PLI) coverage of a minimum of USD \$3 million for any one claim and for aggregate claims in any one year, and shall provide Viator annually with a certificate of currency detailing sums and parties insured. The Supplier must notify Viator immediately in the event that this insurance lapses. Exceptions to this requirement will be approved on an individual basis in countries where public liability cover is already provided by legislation or government.

### **33. What is Viator's Indemnification policy?**

Supplier and Viator agree that they will each assume all risk and liability for or in association with their own specific operations and the operations and activities of their own respective subsidiaries, affiliates, employees, directors, shareholders and agents.

To the maximum extent permitted by applicable law and except as explicitly set forth in the Agreement, Viator expressly disclaims any warranties, conditions or other terms, either expressed or implied, including any implied warranties, conditions or terms of merchantability, satisfactory quality or fitness for a particular purpose. Viator makes no warranties or representations regarding any systems of Viator or its affiliates.

Each of Viator and Supplier hereby waive and release each other from any liability (whether that liability arises in contract, tort (including negligence) or statute) for any consequential, incidental, special or indirect damages or loss of profits arising out of or in connection with this Agreement.

Each of Viator and Supplier also further agree that:

(1) The Supplier shall hold harmless, indemnify and defend Viator and its Affiliates against any third party claim or action brought against Viator, any affiliate of Viator or any of their respective directors, officers or agents relating to or in connection with the activities or operations of Supplier, a Product of Supplier or a breach of a Supplier warranty or representation; and



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(2) Viator shall hold harmless, indemnify and defend Supplier and its affiliates against any third party claim or action brought against Supplier, any affiliate of Supplier or any of their respective directors, officers or agents relating to or in connection with the activities or operations of Viator, a product of Viator or a breach on the part of Viator of any warranty or representation.

The mutual indemnities given above shall cover all harm, whether known or unknown, whether anticipated or not anticipated. As part of this indemnification agreement, an indemnified party shall employ counsel acceptable to the indemnifying party and the indemnifying party shall reimburse the indemnified party for legal fees and other costs incurred in the indemnified party's defense of any claims or litigation or action.