



**Tye's Top Tour & Travel**

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**Our standards are high and we hope yours are as well. We only use hotels and restaurants that believe enough in the product that they sell, to offer a satisfaction guarantee to our customers. *If you do not offer a satisfaction guarantee to our customers there is no way we can bring our customers to your establishment.***

**TYE'S TOP TOUR & TRAVEL  
HOTEL / RESTAURANT REQUIREMENTS & GUIDELINES**

**BREAKFAST:**

- I. **BREAKFAST BUFFET:** When a breakfast buffet is included, the following items must be included:
  - A. Continental
    1. Assorted juices--orange juice and at least one other type of juice.
    2. Coffee, tea, and decaf coffee.
    3. Assorted pastry, breads and muffins (toast is always a requested item, however, this is not a mandatory item. If toast is not part of the buffet a basket of bread with a working toaster
    4. Non-sugared cold cereal, (hot cereal is requested but not mandatory).
    5. Fresh fruit--at least three different types of fruit must be served.
  - B. Full Breakfast Buffet
    1. All of the items on the Continental Breakfast must be served.
    2. Hot entree items:  
Eggs; when eggs are served we request that scrambled eggs **not be** served. When scrambled eggs are served they **must be**

accompanied by at least one other hot entree. We do not object to eggs, we do object to hotels and restaurants that insist on serving scrambled eggs as the only breakfast item. Pancakes, French toast, Crepes, Waffles, other types of eggs or omelets are acceptable..

3. Choice of Breakfast meats: Bacon, ham, sausage, hash, or smoked fish (lox, kippers, herring). ( at least one)
4. Breakfast potatoes.

C. Comps

1. Tour Guide and Driver, if staying at hotel, and the group is eating in the hotel the **tour director and driver must be comp**. This is a courtesy that we request based on the business we generate. If you are putting out a buffet for breakfast then there is no real cost to take care of our personnel.. (If we take the people out of the hotel for breakfast our vendors comp the tour director and driver and we request the same courtesy from hotels.)

D. Beverage Service: Beverages must be served or coffee butlers must be placed on each table. This will include regular coffee, decaf coffee, and tea.

E. Banquet Rooms: It is requested that whenever possible meal service be in the main restaurant with meal coupons, so that our guests can have breakfast at leisure.

F. Plated Breakfast: If a plated breakfast is served, at **no time** will scrambled eggs ever be accepted unless a customer asks for them.

G. Fruit and cereal must be available in place of eggs, pancakes, or waffles. There is no exception to this policy. If fruit and cereal are not available then it is the last meal that you will serve to our customers!!!! We will move our tours to another establishment.

H. Please do not expect us to pay for cold food when it is supposed to be hot. If you can't serve hot food then that is your problem, which we will not allow to become our guest's problem. We will take care of our guests if need be, and will bill the hotel for any additional costs.

II. **MEAL COUPONS:** It is requested that breakfast be off menu in the main dining room whenever it can be arranged. A meal coupon should include a full American Breakfast with juice, coffee, tax, and tip. It is requested that any time our guests request fruit and cereal in place of a hot breakfast that this request be honored. If our customers, or our tour directors notify us, that fruit and cereal were not available then all future contracts will be considered null and void and a return of all deposits with interest will be required.

## LUNCH

When Tye's Top Tour and Travel brings any group to a restaurant for lunch, the Tour Guide and Driver will be comped, regardless of numbers, provided that a reservation has been made in advance. Our tour guide and driver will always leave a gratuity for the wait staff.

When a box lunch is provided by a hotel all condiments such as: Mayo, mustard, ketchup must be in separate packages.

II. Meals not paid for by Tye's Top Tour and Travel.

- A. If guests request a separate check they are to be given a separate check. A table check is **NEVER** to be given to individual travelers to figure out how much each person owes.
- B. Sufficient wait staff must be available to get the group out of restaurant in a maximum of **one hour and fifteen minutes**. If group cannot be served in this time frame, no future tours will visit this establishment.

III. **Meals paid for by Tye's Top Tour and Travel**

- A. No buffet meals will ever be accepted unless there are signatures from two managers from this office on contracts with the exception of breakfast.
- B. When a salad is included with the meal, it must be preset when the group arrives. Salad Dressing is never to be placed on salad and will be served on the side.
- C. When desserts are served, fruit or a diabetic dessert must be available. Ice cream must always be offered to those who would prefer it to the dessert being served.
- D. Fried food is never to be the main entree on meals paid for by **Tye's Top Tour & Travel** but may be a choice of one of the items.
- E. If juice or a starter is included in meal, it must be preset when group arrives.
- F. Water must be preset when group arrives.

**DINNER**

I. **WELCOME/FAREWELL DINNER**

- A. Room Set Up
  - 1. All welcome or farewell banquets will be in private dining rooms or segments of the main restaurant where the group may interact with each other without disturbing other guests.

2. All banquet functions will have table linens. Placemats are not acceptable at any time for an evening meal function.
  2. At the beginning of function, the ambient room temperature will be 68-72 degrees. No excuses will ever be accepted for a room being too hot or too cold. If the room temperature is not adjusted for the comfort of our clients within fifteen minutes of the start of the function, we will automatically deduct 10 percent off the cost of the function. (We are understanding of hotel needs, we are not tolerant of hotels that set the room where people have to have a jacket to eat or a hotel that refuses to turn on air conditioning to save a buck)
  3. There will be a minimum of 1 waitperson for every 15 people. Each waitperson will be in a suitable clean uniform (it is extremely unprofessional to be served by people in rumpled clothing, missing buttons, or tuxedo shirts without ties.) **THERE MUST BE AT LEAST ONE WAIT PERSON IN THE ROOM AT ALL TIMES WHO SPEAKS UNDERSTANDABLE ENGLISH.** At no time will the function room be left unattended by wait staff.
  4. Water, bread and butter, bread plates and adequate silverware must be on the table when group arrives.
  5. All function rooms will be set for 10 percent over guaranteed count. This is to ensure that traveling companions can sit together.
  7. All requirements for lunch are also required for dinner.
- II. **DINNER BUFFETS:** Dinner buffets are not acceptable on any Tye's Top Tour and Travel Tour. If a dinner buffet is used on a tour because of a themed dinner, all contracts must have the signature of the owner of the company.
- III. **LIMITED MENUS:** Limited menus will be used as little as possible on tours. When limited menus are used, they must have a minimum of five choices. On a banquet-type function, a minimum of three choices will be requested. We prefer to have our clients order off the dining room menu, with a minimum of restrictions. We usually remove the items on the menu which exceed our budget, or have meal coupons with a set dollar value. Whenever possible we prefer to print our own menus for our guests.
- IV. **DESSERTS:** All desserts will consist of some type of pastry, ice cream, or sherbet desserts. **AT NO TIME WILL MOUSSE DESSERTS OR GELATIN DESSERTS BE CONSIDERED AN ADEQUATE DESSERT!** When desserts are served, fruit, and a diabetic dessert must be offered. Ice Cream or Sherbet must always be offered to those who do not want the dessert that is being served.
- V. **OUR PREFERED METHOD OF MEAL SERVICE:** is to provide prepaid gift cards to our customers for the included dinners on the tour. Our guests can then dine when and where they please. We will provide a

list of suggested restaurants located near the hotel or list restaurants that provide transportation to the establishment in exchange for a small marketing fee, equal to 3% of the guests check. Our preloaded gift cards are in the amount of \$25 per person per meal. We also provide our customers with vouchers guaranteed to the company MasterCard. Our tour directors will always make reservations for our guests so that you are aware that they are guests of Tye's Top Tour & Travel

## HOTELS

- I. **ROOM REQUIREMENTS:** All room request blocks will be for 22 double rooms or larger rooms plus a single for the tour director and a single for the driver. We will provide the hotel with a final rooming list 14 days in advance of tours. **We will release all unsold rooms 30 days in advance unless other arrangements have been made with the hotel.**
  - A. All rooms are to be non-smoking unless a smoking room is specifically requested.
  - B. During peak time periods we understand that sometimes rooms with one queen or one King bed must be used. Tye's Top Tour and Travel must be advised in advance of this situation.
  - C. Our Tour Directors and drivers are not on vacation; they are in your hotel to take care of tour passengers and to make sure that our tours run smoothly. It is important that our tour directors and drivers be able to get their sleep and have access to a telephone. We do not expect our tour directors and drivers to be put in rooms that could not be sold to the traveling public, next to noisy ice machines, or noisy elevators. We rely on our tour directors for field reports after each tour. If our tour directors become unhappy with the way hotels are treating them they will probably recommend that a tour series be moved to a different hotel.
- II. **RELOCATION:** We expect our contracts to be honored however we understand that during the peak season it occasionally becomes necessary to relocate a group for a variety of reasons. If a group is relocated Tye's Top Tour and Travel must be advised in advance of check in. We will advise our tour director of the problem and deal with this situation from the corporate level. If a group is ever relocated, they must be relocated to an equal or better property. When the guests check into their rooms they must find a complementary bottle of wine waiting for them and either a fruit or gift basket for each passenger and a letter of apology from the hotel that has relocated them. Once a group has been relocated Tye's Top Tour & Travel will send a form letter stating what the penalties will be if any of our groups are ever relocated in the future. If a hotel does not intentionally plan to relocate groups this form will not be a problem. If a hotel has a policy of intentionally overbooking then they will find the penalties steep. Failure to return this signed form will result in Tye's Top Tour and Travel terminating all future business relationships. All deposits at that time will

also be returned with interest. Failure to return deposits with interest after a relocating a group will result in legal action with compensation for attorney fees, court costs, and damages.

- III **LUGGAGE:** All tours will require luggage assistance, which is to be billed to a master account. In many situations the bellman prefer to be tipped directly by our tour directors. They tell us that if they are tipped at \$3-4 per person they make out much better then if the tip is placed on the master bill. Whenever possible we will pay the tip directly to the bell person rather then place on a master bill. Historically service improves by 50% under this system.
- IV **INDIVIDUAL GUEST DEPOSITS:** A guest of Tye's Top Tour and Travel will never be told that they must leave a credit card imprint or cash deposit before they can be given a room key. A hotel may certainly request a credit card imprint or cash deposit before turning on the phones, or access to a movie and video channel.
- V **HOTEL BILLS:** Tye's Top Tour and Travel request that all hotel bills be paid on departure from hotel. If there is a reason why hotel bill can not be ready on morning of departure the company must be notified in advance and direct billing set up.
- VI **HOTEL DEPOSITS:** We are a tour operator not a bank. We will be happy to send a good faith deposit to be discussed and establish a floating deposit for series tours. We will not send outrageous deposits or non refundable deposits.
- VII **HOTEL PREPAYMENTS:** Should a hotel require prepayment in advance of tour arrival. We will be happy to prepay the bill two weeks in advance provided that a 2% cash discount is taken off the total bill.
- VIII **UNUSUAL CIRCUMSTANCES:** Tye's Top Tour & Travel will not accept liability for acts of terrorism, war, or natural disasters. Should a tour be cancelled for these reasons a complete refund will be expected. Should a hotel not be able to accept a group due to mechanical failure, fire or disaster and the tour group has to be relocated to another property the contracting hotel agrees to transfer necessary funds to allow the tour to continue to run without interruption.
- IX **SATISFACTION GURANTEE:** If you do not believe in your product there is no reason for us to sell your product to our customers. Our policy states that if a guest complains to the management of the hotel about a room problem and the hotel management fails to correct the problem then the hotel will refund the amount of the room to the guest including all taxes and service charges. If a guest sleep is interrupted because of a lack of hotel security the guest will receive a refund for that nights accommodations. This specifically refers to out of control parties or fights on the floors where our guest are staying, Loud noises created by other guests who are unsupervised and hotel security can not control.

- X **TRANSPORTATION** Should any hotel offer a transportation service it must be safe and reliable. Should the transportation service become unreliable it is the hotels obligation to provide an alternative service which may include contracting other services, using taxis or any other means to get our guests where they need to go in a timely fashion. Should the hotel refuse to provide alternative transportation our guests will be instructed to take taxis and the receipts will be deducted from the master bill.
- XI **ATTRITION CLAUSES:** Tye's Top Tour & Travel will accept no attrition clauses that apply to any group that cancel outside of 60 days prior to arrival.

Thank you in advance for helping to make sure that meal service at your establishment and hotel requirements meet our standards. We can only meet our customer's expectations when you know what our customers expect.

Sincerely,

Mel Tye, CTP  
President  
Tye's Top Tour and Travel

**PLEASE SIGN AND RETURN COPY OF THIS AGREEMENT TO TYE'S TOP TOUR & TRAVEL**

Accepted By: \_\_\_\_\_  
(Authorized Signature)

Title: \_\_\_\_\_

Date: \_\_\_\_\_