

**Tour Operators  
Doubletree Hotel – Oak Ridge, TN**

**GROUP TOUR BILL OF RIGHTS**

**We hold these truths to be the tour operators' inalienable rights.  
The hospitality business is our first concern, and we solemnly swear  
to treat our customers as if they were guests in our own homes.**

**WE guarantee:**

- **FIRST CLASS PROPERTIES** with **FIRST CLASS SERVICE - COMPETITIVE RATES**
- A written contract mailed within 48 hours of confirmation.
- **A COMPLIMENTARY POLICY (providing at least 15 rooms are occupied)** of 1 room per bus.  
Plus meals for driver.
- 30-30 Plan - **ROOMING LIST/DEPOSIT** (30 day advance upon arrival) **CANCELLATION** (72 hrs.  
advance notice)
- **A PERSONAL WELCOME** with **RED CARPET TREATMENT** and **WELCOME RECEPTION**
- Special group meal arrangements, on requests.
- No-hitch arrivals, including quick and accurate **BAGGAGE HANDLING**, all rooms **PRE-KEYED**; for  
escort.
- \$1.00 in \$1.00 out FEE (per bag)
- Group Rate discounts with 15 or more rooms.

“WE WANT YOUR BUSINESS, AND WE WILL WORK HARD TO MAKE IT A GREAT  
EXPERIENCE!”

**FOR FURTHER INFORMATION  
PLEASE CONTACT: ROBIN CASTLEBERRY  
GROUP SALES DEPARTMENT**

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