

AMARG Tour Terms and Conditions

1. General Terms and Conditions

Please read these Terms and Conditions carefully before making an AMARG Tour reservation.

Your use of the website to make an AMARG Tour reservation is conditioned on your acceptance of and compliance of these Terms. These terms apply to all visitors, users and others who access or use the website to make an AMARG Tour reservation.

By making a reservation, you agree to be bound by these Terms. If you disagree with any part of the terms, then you may not make a reservation for the AMARG Tour.

Once the bus departs the museum, the duration of the tour is variable and subject to local traffic and base traffic conditions, by joining the tour you assume all risks associated with missing other obligations such as flights from the local airport. You will not be permitted to leave the tour bus at any stage until returning to the museum, except in the case of medical or other emergent situations.

By Agreeing to these terms & Conditions you warrant that you have made truthful and legal representations as to your identity

This tour is being provided by the Arizona Aerospace Foundation, which is a private Not -for Profit 501 (c) 3 organization in partnership with the United States Air Force. The AAF is not a U.S. Government Agency.

2. Method of Payment

Full payment must be made at the time of purchase by credit card. The reservation request will not be completed until payment is received.

3. Reservation Policy

All bookings remain as an unconfirmed request for a tour spot until the personal information required by the United States Air Force has been completed and collected by phone by the Museum tour scheduler.

Information to obtain an Air Force security clearance must be provided through the online booking program no later than 10 business days before the reserved tour date and time.

Information received less than the 10 business day requirement will not be accepted and your request will be cancelled.

The information provided online by U.S. citizens 16 years of age or older includes a full name, driver's license or state id number, id state of issuance and birthdate.

The information provided online by non-U.S. citizens 16 years of age or older includes a full name, passport number, country of citizenship and birthdate.

The information provided online by all guests under 16 years of age includes full name and birthdate.

U.S. citizens age 16 and older must provide a social security number to a museum representative by phone. A working phone number that you answer is required so that we are able to obtain the social security numbers for all U.S. citizens age 16 and older going on the tour which must be provided.

No other form of Identification other than as outlined above is accepted for a tour request

All guests age 16 and older must bring the id used to make the reservation to the museum on the tour date.

Firearms, weapons, illegal substances, backpacks, camera cases, and other non-essential items are prohibited and may not be brought onto the tour bus.

All guests going on the AMARG Tour must arrive at the Pima Air and Space Museum no later than 15 minutes before their scheduled tour.

Tickets are not transferable.

Tickets cannot be rescheduled or rebooked once completed.

Tours cannot be rescheduled for a different time or date. Refunds will not be issued for missed or rescheduled tours.

Failure to provide the required information for the security check will result in an incomplete reservation. Refunds will not be issued for incomplete reservations.

If we are unable to reach you at the number provided by you for your reservation finalization the request will not be completed, and you will not be able to take the tour.

We will make no more than three attempts to contact you after which your request will be cancelled without any refund.

4. Cancellation Policy

All tickets are non- refundable with the following exception:

Refunds will only be issued if the tour is cancelled by the museum or by Davis Monthan Air Force Base. Every effort will be made to contact you as soon as possible if a tour has been cancelled. This may be short notice or even 'same day'. U.S. Air Force Security conditions can change abruptly with little or no notification depending on the nature of the security position.