

WHAT YOU NEED TO KNOW ABOUT VEGAS TOURS

BEWARE OF SNEAKY TOUR BROKERS & STREET VENDORS

The Vegas tour industry has fallen victim to many sneaky Tour Brokers and street vendors. Tour guests need to be diligent about what they are booking, and whom they are booking with. There's nothing wrong with booking through a certified Broker, as long as you know who the tour operator is, and what you are getting for your money.

RISKS ASSOCIATED WITH BROKERS AND STREET VENDORS:

- 1) Hidden fees
- 2) Inflated prices
- 3) Broker fees or commissions
- 4) Misleading tour descriptions or misrepresentation
- 5) Tour cancellations without warning
- 6) Fake reservations
- 7) No certification or accreditation
- 8) Fly-by-night brokers that can take your money & close shop
- 9) Credit card fraud

BEWARE OF FAKE REVIEW WEBSITES

Self-generated press (fake reviews and bias publications) is a popular advertising tool used to falsely promote a business or falsely discredit someone else's. It's a practice currently being used by Tour Brokers with no morals or liability risks. If you're wondering which websites are real or fake, just ask yourself this simple question:

Question: *Why would someone go through the trouble of making a bias review website specific to one particular tour?*

Answer: *To promote their own Broker business*

If you want a reliable source, just go to **Trip Advisor** or other credible review websites. A certified Tour Operator or Broker would not engage in this type of behavior because it is risky and unethical.

WHAT ARE THE RED FLAGS TO LOOK FOR? ASK THESE QUESTIONS:

- 1) Are they a licensed tour company?
- 2) If they are a broker, which tour company do they book for?
- 3) How many employees work in their company?
- 4) How long have they been in business?
- 5) Do they have a physical address?
- 6) Are they registered with the **Better Business Bureau**?

HIDDEN FEES

Many tour companies and brokers are infamous when it comes to hiding additional costs, such as: taxes, fuel surcharges, admission fees, broker fees, RSVP fees and extra costs for lunch and other food & beverage items. Always ask ***“What is the final price of the tour?!!!”***

INFLATED PRICES

How do you know when a tour is over-priced? Simple, if you're comparing 2 tour packages offered by 2 different tour companies, just make sure you are comparing apples to apples, before you decide

which price is higher or lower. Deciding on which tour is better VS which tour is cheaper, has a lot to do with what is included in the tour package.

MISLEADING TOUR DESCRIPTIONS

Unaccredited tour companies and tour brokers have mastered the art of fine wording. You may notice the words “sit down lunch” or “delicious lunch”, or they may even mention the name of a famous restaurant, but what they don’t tell you is that there’s an extra cost to upgrade from a standard bag lunch. You’ll also notice they have a lot to say about the history and culture of the places you’ll be visiting, but not much is said about what’s included in the tour. Pay very close attention to how the tour description is worded. Quite often, the description won’t mention anything about making stops or the length of each stop. At best, you might just get a drive-by of a famous attraction, and not be able to get out of the tour vehicle to walk around and take photos.

FLY-BY-NIGHT BROKERS AND TOUR COMPANIES

Giving your hard earned money in exchange for a tour reservation does not always guarantee you’ll be going on a tour. Whether it may or may not be legal, the ugly truth is, almost anybody can register a tour company or agency, and start selling tours almost immediately. Quite often, disgruntled former employees of larger tour companies will try to start their own fly-by-night company with nothing more than a website and a commuter vehicle. And, if their company decided to close down tomorrow (before you go on the tour); there’s literally no recourse for you to get your money back.

DO A LITTLE RESEARCH

A little diligence goes a long way. Visit more than one website and look up things like addresses, phone numbers and email requests. If you ask the right questions, either by phone or through email, you'll feel more confident in what you are booking.

GOOD LUCK AND SAFE BOOKING