

GROSSE POINTE SOUTH HIGH SCHOOL BAND & ORCHESTRA

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# ITALY

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MILAN | CREMONA | FLORENCE | SIENA | ROME



MARCH 29 – APRIL 6, 2019



*Classic Performances*  
BY CORPORATE TRAVEL

41780 W SIX MILE ROAD, SUITE 100, NORTHVILLE, MI 48168  
P: 866.466.2202 | F: 313.565.3621 | [CTSCENTRAL.NET](http://CTSCENTRAL.NET)



SIENA



FLORENCE



ROME

# Itinerary

## DAY 1: MARCH 29, 2019 | DEPART USA

Depart USA for Milan, Italy via overnight flight on scheduled airline.

## DAY 2: MARCH 30, 2019 | MILAN

Arrive in Milan and meet your professional Italian tour manager. Enjoy a walking tour of Milan. Learn about the history of the city and its importance as a center for art study and preservation with stops to see the famous La Scala Opera House, the Galleria Vittorio Emanuele II, and the Gothic Milan Duomo (subject to holiday hours).

Check into your hotel and then enjoy dinner at leisure. Overnight in Milan.

## DAY 3: MARCH 31, 2019 | MILAN | CREMONA ☕ 🏰

After breakfast at the hotel, embark on a day trip to Cremona. Spend the day exploring the Museo del Violino. Lunch on own. Afternoon concert. Dinner in a local restaurant and return to the hotel in Milan for overnight.

## DAY 4: APRIL 1, 2019 | MILAN | FLORENCE ☕ 🏰

Breakfast at the hotel this morning followed by hotel check-out. Board your motor coach and depart for Florence. Florence is called the world's largest open-air museum. So many buildings, monuments, and installations in the city center has been created or influenced by the masters of the Renaissance: Leonardo da Vinci, Michelangelo, Donatello, and Raphael, and the patronage of families like the Medici. Enjoy a walking tour that highlights these locations, including the Ponte Vecchio, the Piazza della Signoria, the Duomo, and the Academy of Fine Arts to see Michelangelo's masterpiece, David. Dinner in a local restaurant. Overnight in Florence.

## DAY 5: APRIL 2, 2019 | FLORENCE ☕

Enjoy breakfast at the hotel this morning and a free day to continue exploring Florence. Possible tour at the Opera House in Florence. Overnight in Florence.

## DAY 6: APRIL 3, 2019 | FLORENCE | SIENA ☕

After breakfast at the hotel, depart for a day trip to Siena to see this well-known UNESCO world heritage city known for its cuisine, art, museums and history. Participate in a Master Class for both band and orchestra at one of the local music schools. Enjoy lunch on your own. Take a guided walking tour of Siena including visits to Piazza Del Campo, Siena Cathedral, Piccolomini Library, Basilica of San Domenico, Palazzo Pubblico, Torre del Mangia. Return to Florence for overnight.

## DAY 7: APRIL 4, 2019 | FLORENCE | ROME ☕ 🏰

Breakfast at the hotel, followed by hotel check-out. Depart for the final Italian destination of Rome. Enjoy a panoramic tour of Ancient Rome including the Coliseum, Capitol Hill, the Vittorio Emmanuel Monument, Roman Forum and Circus Maximus. Also known as the Flavian Amphitheatre, the Coliseum is one of the most famous monuments in the world. It's 2,000 years old but the Colosseum is still the symbol of the Eternal City. The Roman Forum was for centuries the center of Roman public and economic life, where the most important structures of the ancient city were located. Dinner in a local restaurant. Overnight in Rome.

## DAY 8: APRIL 5, 2019 | ROME ☕ 🏰

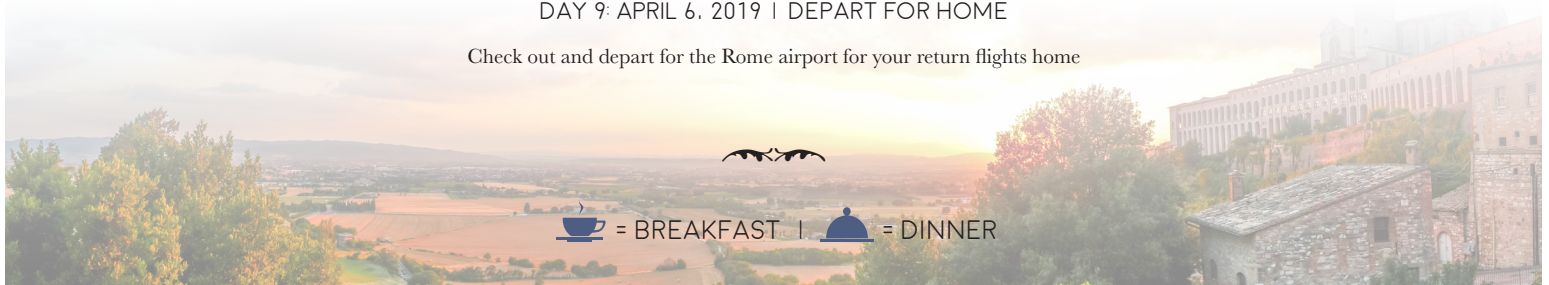
Breakfast in the hotel. Enjoy a guided tour of the Vatican, including the Vatican Museum, and the Sistine Chapel. The Museums include several magnificent works of art, such as the Sistine Chapel, the Chapel of Beato Angelico, the Raphael Rooms and Loggia, and the Borgia Apartment. Lunch in Rome. After the Vatican Museums and Sistine Chapel the tour will walk through St. Peter's Basilica, the world's most famous church. St. Peter's Basilica stands on the traditional site where Peter - the apostle who is considered the first pope - was crucified and buried. St. Peter's tomb is under the main altar. Many other popes are buried in the Basilica as well. Evening concert and farewell dinner at a local restaurant. Overnight in Rome.

## DAY 9: APRIL 6, 2019 | DEPART FOR HOME

Check out and depart for the Rome airport for your return flights home



☕ = BREAKFAST | 🏰 = DINNER





# Grosse Pointe South HS Tour of Italy — March 29 - April 6, 2019

BOOK ONLINE: [CTSCentral.net](http://CTSCentral.net) Trip Code: 23069 Group Code: 6642

## PLEASE BOOK ONLINE OR MAIL PAYMENTS TO:

CORPORATE TRAVEL SERVICE, INC.,  
41780 SIX MILE ROAD, SUITE 100,  
NORTHVILLE, MI 48168

T: 866-466-2202  
F: 313-565-3621  
[www.ctscentral.net](http://www.ctscentral.net)

**\$3,599** Regular price, per person after 07/18/18

**-\$100** Book by 07/18/18 and save \$100

**-\$100** Cash discount for payment by cash or check

**\$3,399\*** Early booking cash discount price (double occupancy)

\*See adjacent boxes for Pricing Terms & Checked Baggage Fees

### TOUR DOES NOT INCLUDE:

- Airport transfers for travelers not on group flights
- Meals not specifically identified
- Beverages with meals unless specified
- Other personal expenses
- Items not specifically mentioned in inclusions on page #4

**\*PRICING TERMS:** Price stated is as of 06/08/18 and could change prior to Final Invoicing due to new airline fuel surcharges, U.S. and International Government imposed taxes or fees, fluctuation in currency exchange rates, or failure to have a minimum of 84 passengers. Final price may be higher or lower and will be reflected on your Final Invoice issued by email 60 days prior to departure. Except for subsequently imposed increased governmental taxes or fees, your price cannot increase once you pay that Final Invoice (early final payment cannot be made.) Payment of the initial deposit for this trip indicates you have accepted these pricing terms and all terms specified in the Terms and Conditions.

**\*CHECKED BAGGAGE FEES:** Fees are not included in this tour package price. Most airlines charge fees ranging from free to \$75 per bag one way. If traveling with group air, the air carrier for your flight will be announced in your final travel documents and an online link provided to learn the exact charges of your carrier. Note: Because of space limitations aboard the transportation at the destination, you may only bring one checked bag on this trip.

**RELEASE:** Corporate Travel Service, Inc., its employees, shareholders, officers and directors (collectively "CTS") does not own or operate any entity which is to or does provide goods or services for your trip, including, for example, lodging facilities, transportation companies, local ground operators, including, without limitation, various entities which may utilize the CTS name, guides, sightseeing companies, entertainment, food or drink service providers, equipment suppliers, etc. As a result, CTS is not responsible for any negligent or willful act or failure to act of any person or entity. In addition, CTS is not responsible for any negligent or willful act or failure to act of any other person or entity it does not own or control. Without limitations CTS is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation any willful or negligent act, failure to act, breach of contract or violation of local law or regulation of any third party such as a cruise line, airline, train, hotel, bus, taxi, van, local ground handler or guide, whether or not it uses the CTS name, financial default or insolvency of any supplier which is to, or does supply any goods or services for this trip. Similarly, CTS is not responsible for any loss, injury, death or inconvenience due to delay or changes in schedule, overbooking of accommodation, default of any third party, attacks or bites by animals, insects or pests, injury or death while on activities sponsored by lodging facilities or by other third parties, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, epidemics, or the threat thereof, criminal activity, or any other cause beyond its control. Should James Gross and Christopher Takis be unable to participate in this event, reasonable commercial efforts will be made to secure a substitute. Regardless of the participation of James Gross and Christopher Takis the tour will proceed as scheduled on the dates listed. By signing this form to participate on this trip you agree that the terms of the cancellation penalty will be binding upon you regardless of whether James Gross and Christopher Takis is able to participate. CTS is not responsible for any loss incurred by traveller, including lost days of the scheduled cruise/tour, due to a cancelled flight or other means and modes of transportation.

### 1.) RESERVATION FORM (ONE FORM PER PERSON, PHOTO COPIES OF FORM ARE PERMITTED):

Mr  Mrs  Miss • I am in the  Band  Orchestra • Birth date \_\_\_/\_\_\_/\_\_\_ • Home (\_\_\_\_) \_\_\_\_\_

Name (AS IT APPEARS ON YOUR PASSPORT) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ If Under 18: Age \_\_\_\_\_ (SEE PG. 4) Name for Name Badge \_\_\_\_\_

Email Address\*

\*It is important for travelers to supply their email address and to notify Corporate Travel Service of any address changes. Updates about your trip will be sent by email, so it is important that settings in your email system allow communication from addresses originating at ctscentral.net.

Roommate \_\_\_\_\_

### 2.) TRIP OPTIONS

I will make my own flight arrangements for a reduction of \$1000 and will sign a land only waiver form. Note: Passengers who want to travel on different dates than the group must travel land only. Do not purchase independent air tickets until notified in writing that the minimum group size has been met and the trip will definitely operate. See details on back page.

I would like a roommate; please put me in touch with other passengers looking for a roommate. I understand that I must pay the single supplement if no roommate is found.

I prefer a single room and will pay an additional \$600, which is due with my balance. **Note:** Availability of single rooms is very limited.

### 3.) PASSPORT (REQUIRED TO TRAVEL):

Copy of passport inside page showing name and photo is enclosed.

I am applying for a passport and understand that I must supply a copy to Corporate Travel Service by 10/30/18. Corporate Travel Service is not responsible for passports that are not valid 6 months following the return date of the trip. (SEE BACK PAGE OF TERMS AND CONDITIONS—PASSPORTS)

### 4.) TRAVEL PROTECTION

**(IF SECTION LEFT BLANK, YOUR RESERVATION FORM WILL NOT BE PROCESSED & YOU WILL NOT BE CONFIRMED ON THIS TRIP)**

Travel Protection is HIGHLY SUGGESTED. Please check the box below that indicates what type of travel protection you wish to purchase. Please refer to group plan pricing rates below. Please check the box declining travel protection if you do not wish to purchase travel protection. Plans contain time sensitive benefits so we encourage travelers to purchase a plan at the time of initial trip deposit. Cancel For Any Reason (CFAR) coverage is available - CFAR coverage is 75% of the nonrefundable trip cost. Trip cancellation must be 48 hours or more prior to scheduled departure. CFAR must be purchased at the time of plan purchase and within 14 days of your initial trip deposit. This benefit is not available to residents of New York State. Travel Protection premiums are non-refundable 14 days after purchase. Premium will not be refunded within the 14 days, if the trip has already departed or a claim is filed.

I would like to purchase the CTS Travel Protection Plan (\*SEE LINK BELOW FOR EXPLANATION OF COVERAGE)

I would like to purchase the Cancel For Any Reason Plan (\*SEE LINK BELOW FOR EXPLANATION OF COVERAGE)

I decline purchasing travel protection

#### CTS PROTECTION PLAN OFFERED BY TRAVEL INSURED

Rates:	Travel Protection	With Cancel For Any Reason	Rates:	Travel Protection	With Cancel For Any Reason
\$2,001-2,500	\$210	\$315	\$3,501-4,000	\$303	\$455
\$2,501-3,000	\$232	\$348	\$4,001-4,500	\$386	\$578
\$3,001-3,500	\$281	\$422			

Rates Subject to change. \*For plan details please refer to the following link:

<https://www.travelinsured.com/docs/docs/corporate-travel-service-group-deluxe.pdf>

### 5.) PAYMENT TERMS & SCHEDULE:

First Payment: \* \$500 per person due on or before 7/18/2018  
2nd Payment: \$950 per person due on or before 9/18/2018  
3rd Payment: \$950 per person due on or before 11/18/2018  
Final Payment: Due on or before 12/15/2018

Final Payment must be made between 60 and 45 days (01/28/18-02/12/19) prior to departure (**EARLY FINAL PAYMENTS CANNOT BE MADE**). Late bookings after 60 days prior to departure require payment in full by credit card at time of booking. Price reflects an Early Booking Savings of \$100 per person for deposits received on or before 07/18/18. Price also reflects a cash discount of \$100 for tours paid entirely by cash or check. Cash discount will be taken at the time the final payment is made.

Billing address is same as above **Credit Card:**  Visa  MasterCard  American Express **Checks payable to:** Corporate Travel Service

Name (AS IT APPEARS ON CARD) \_\_\_\_\_ Card Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Security Code \_\_\_\_\_ Expiration \_\_\_/\_\_\_/\_\_\_

Card Billing Address \_\_\_\_\_ Trip Deposit Amount \$ \_\_\_\_\_ Travel Protection Amount \$ \_\_\_\_\_

### 6.) TERMS AND CONDITIONS:

I have received, read and agree to the TERMS & CONDITIONS AND BINDING ARBITRATION CLAUSE on this and the backside of this form and to the Pricing Terms, Payment Terms, and "Release" outlined on this side of the form. I understand that Corporate Travel Service highly suggests the purchase of travel protection including "Cancel For Any Reason" plans, (see terms and conditions for details) and that the cancellation terms and penalties cannot be waived for any reason. If I decline to purchase travel protection, I understand I could lose substantial prepaid monies, and that there may not be full monetary recourse for any flight cancellations or delays by the airlines. I agree to the cancellation terms and penalties.

Signature (REQUIRED TO CONFIRM RESERVATION) \_\_\_\_\_ Signature of Parent or Guardian if Under 18 \_\_\_\_\_

# TERMS AND CONDITIONS

## **INCLUSIONS:**

- Round trip air fare out from Detroit (DTW) to Milan, Italy (MXP)
- Deluxe fully equipped European air-conditioned motor-coaches
- Seven nights' hotel accommodation at 3\* Properties and Religious House
  - Two nights in Milan at Hotel Ibis Milano Centro (or similar)
  - Two nights in Florence at Hotel Donatello (or similar)
  - Three nights in Rome at Casa Domus Urbis (religious house, or similar)
- Continental buffet breakfast daily
- Four dinners –farewell dinner includes non-alcoholic drinks
- Professional bilingual tour escort throughout the tour
- English speaking local guide for one ½ day Milan tour, ½ day Cremona tour, ½ day Florence tour, ½ day Sienna tour, 2 ½ day tours in Rome
- Entrance fees: Duomo and LaScala in Milan, Museo del Violino in Cremona, Academia and Santa Croce in Florence, Cathedral Duomo in Siena, Colosseum and Vatican Museums in Rome
- Concert in Cremona (pending confirmation)
- Concert in Rome (pending confirmation)
- Master class for both Band and Orchestra in Sienna
- Whisper sets when required
- Portage at hotels of one large suitcase per person
- Gratuities to motor coach drivers and step-on guides (when applicable)
- 24-Hour Emergency number provided to all participants on tour (wristband)

**PRICING TERMS:** These are outlined adjacent to the estimated selling price listed in this brochure.

**PAYMENT TERMS:** In order to meet deposit schedules with suppliers for this tour, CTS asks for prompt payment on the requested dates. Please see the reservation form for the payment schedule. Late payments may result in cancellation of your reservation. CTS also accepts Visa and MasterCard for payment. Traveler agrees not to dispute any credit card charges associated with this trip.

**CANCELLATION POLICY:** All cancellations must be received in writing.

From date of deposit to 9/18/2018	\$100 per seat Administrative Fee
From 9/19/18 to 11/18/18	\$500 penalty per seat
From 11/19/18 to 12/15/18	\$1000 penalty per seat
Cancellations received after 12/15/2018	No Refund.

Penalties will be according to the fax or postmark date. Travel Protection premiums are non-refundable 14 days after purchase. Premium will not be refunded within the 14 days, if the trip has already departed or a claim is filed.

**TRAVEL PROTECTION:** CTS highly suggests the purchase of travel protection, to help protect travelers' investment in the trip, and to help provide certain medical coverage while they are outside the USA. Plans help provide coverage for unexpected circumstances and help protect your trip and your investment. Terms vary, depending on the travel protection carrier chosen, and the terms of the plan purchased. Cancel For Any Reason\* coverage is available for purchase. Consideration of such plans is encouraged because Corporate Travel adheres strictly to their "Cancellation Policy" which is specified in the sales brochure and in this document. Plans contain time sensitive benefits so we encourage travelers to purchase a plan at the time of initial trip deposit. Travel Protection premiums are non-refundable 14 days after purchase. Premium will not be refunded within the 14 days, if the trip has already departed or a claim is filed. \*CFAR coverage is 75% of the nonrefundable trip cost. Trip cancellation must be 48 hours or more prior to scheduled departure. CFAR must be purchased at the time of plan purchase and within 14 days of your initial trip deposit. This benefit is not available to residents of New York State.

**TRAVEL PROTECTION DISCLAIMER:** This document contains highlights of the plans. The plans contain insurance benefits underwritten by the United States Fire Insurance Company. The plans also contain non-insurance Travel Assistance Services that are provided by an independent organization. Coverages may vary and not all coverage is available in all jurisdictions.

**PASSPORT:** A valid U.S. Passport is required of all passengers. Please apply for your passport immediately as passports may take a long time to process. Make sure to have it in your possession at all times while on tour. **It must be valid for 6 months following the return date of the trip or boarding or entry into the destination may be denied. Please provide CTS with a copy of the inside page of your passport (showing your name and photo) at the time of reservation.**

## **GROUP AIR**

**GROUP AIR RESTRICTIONS:** Due to the airlines' reduced capacity and restrictive group reservation terms, group air reservations are often difficult to coordinate. The number of connections, length of layovers, and all conditions surrounding air travel cannot be guaranteed and may change before departure. Accordingly, if you require specific air travel needs and are not flexible concerning group air travel, you may wish to consider purchasing a Land-Only package and secure your own preferred air arrangements.

**DEVIATIONS:** Not allowed on group air tickets. If you want to travel on different dates, you must take travel land only (see topic below) and purchase your own independent flight tickets.

**GROUP AIR SEAT ASSIGNMENTS:** Please note that group seats are assigned "at the discretion of the airline", although every effort will be made to fulfill requests, **SPECIFIC SEAT ASSIGNMENTS CANNOT AND WILL NOT BE GUARANTEED.** Seat numbers will not be advised until check in at the airport. If you require specific seats, Corporate Travel suggests you book the tour package as "Land Only" and arrange your own air. Note that 'bulkhead' and 'exit row' seats are assigned by the carrier at the airport.

**GROUP AIR MILEAGE CREDIT - REDUCED:** It is common for carriers to give partial or no credit for group flights. It is important to give your frequent flyer number when checking in at the airport to make sure any eligible miles will be recorded.

**GROUP AIR NOT UPGRADABLE:** Group Air is economy class and is not upgradable to first class, business, economy plus, etc. To travel with an upgrade, you must choose "Land Only" and book independent air. (See "Land Only" topic.)

**LAND ONLY:** Those electing to make their own air arrangements will travel "Land Only". In this case, you must notify Corporate Travel no less than 120 days before departure, be responsible for meeting the group at a specified location and time on the tour, and sign a Corporate Travel Land Only Waiver. Land only passengers are responsible for arranging and the cost of transfers to and from the airport. **NOTE: Do not purchase independent Air Tickets until notified in writing that the minimum group size has been met and the trip will definitely operate.**

Updated: 06/18/18

**FLIGHT CANCELLATIONS AND DELAYS:** Corporate Travel will not be responsible for any loss incurred by travelers due to a cancelled flight or other means of transportation. Please investigate purchasing travel protection to cover any type of loss associated with cancelled air or other transportation.

**HAZARDOUS MATERIALS:** Federal law forbids the carriage of hazardous materials aboard the aircraft, in your luggage, or on your person. A violation can result in five years imprisonment and penalties of \$250,000 USD or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives, and radioactive materials.

**TRAVEL DOCUMENTS:** Unless otherwise notified, CTS will mail you your travel information approximately 10-14 days before departure.

**ITINERARY:** The Itinerary as presented in this brochure is tentative and represents what we are planning for you, however it is subject to confirmations from many organizations. Because of changes in local schedules, we may need to alter specified events, dates and/or venues to better fit the overall plan. The right is reserved to alter or cancel the itinerary, at CTS's sole discretion, as it may deem necessary or advisable.

**GRATUITIES:** Gratuities for your escort, driver and guides are included.

**ROOMS:** Four prices are per person according to a room type: a "Single" room is one person in a room and a "Double" is two persons in one room. Triples are one double bed with two persons sharing the bed and one single bed. Triples are not always available and are discouraged because of cramped quarters. Note: Availability of single rooms is very limited.

**LUGGAGE:** Baggage is at owner's risk throughout the tour.

**CHECKED BAGGAGE: Fees are not included in this tour package price.** Most airlines charge fees ranging from free to \$75 per bag one way. If traveling with group air, the air carrier for your flight will be announced in your final travel documents and an online link provided to learn the exact charges of your carrier. (Note: The website [flybags.com](http://flybags.com) may be helpful and gives sample fees for all carriers.) Checked baggage is limited to **one** bag per person. There can be no exceptions. For most airlines, the one checked bag is limited to **50 pounds and 62 inches** (length + width + height). If these specifications are exceeded, excess charges may be collected by the airline at the airport. Do not lock baggage you intend to check in at the airport. Please confirm these specifications when you receive your final travel documents, as they can and do change.

**CARRY ON LUGGAGE:** You may also bring a small carry-on bag that will fit under an airline seat and on the small parcel racks of the motor coach, which average about 8 inches high by 18 inches deep. It is best if your carry-on bag is soft sided, as the parcel racks on the motor coaches are small. Currently, travelers are allowed to transport only small amounts of liquids, gels, lotions, aerosols or similar items on their person or in their carry-on luggage. Details will be in your final travel documents.

**HEALTH REQUIREMENTS:** Travelers must be medically and physically fit for this tour. This tour requires significant walking, as motor coaches are not permitted to pick up and drop off in front of major attractions. The tour is not wheelchair accessible and is not suitable for motorized scooters, walkers, and canes. Any special medical conditions or equipment must be advised in writing, for evaluation of feasibility, at the time of making your reservation. Should any special assistance be required, traveler agrees to bring a companion capable and willing to assist traveler.

**CHILDREN UNDER 18:** For a minor under the age of 18 to travel out of the United States without both parents or legal guardians, a notarized affidavit from the non-travelling parent(s) or guardian(s) must be obtained and presented upon departure and return to the United States. You may request a form from our office.

**STATE DEPARTMENT & OTHER AGENCIES:** From time to time the State Department ([www.state.gov](http://www.state.gov)) and the Center for Disease Control ([www.cdc.gov](http://www.cdc.gov)) and other government agencies and departments issue travel advisories or warnings for one or more of the destinations that you may be visiting on tour. We encourage you to contact these agencies directly to obtain the most current information. CTS cannot change the cancellation terms or conditions based on the issuance of any such warning or advisory or the occurrence of any terror, health or other incident in one or more of the places this tour is scheduled to visit. All cancellation penalties remain in full force and effect.

**PHOTOGRAPHY:** CTS may take photographs or film of its trips and trip participants, and participant grants CTS express permission to do so and for CTS to use such for promotional or commercial use without payment of any fee or royalties.

**UNUSED SERVICES:** There is no right to a refund for any unused services including airline tickets.

**PARTIAL PACKAGES NOT AVAILABLE:** Tour Packages are offered only as described in this brochure, at the stated price. For liability reasons, it is not possible to purchase a partial package.

**CHANGES:** Changes in any of the terms and conditions can be made only in writing signed by an officer of CTS.

**PARTICIPATION:** CTS reserves the right to decline to accept or retain any participant on any of its tours if, in its sole discretion, it deems accepting or retaining any such participant as being detrimental to the tour. In the event any participant is removed from a trip, CTS's only obligation is to refund to that person that portion of the payment allocable to unused services.

**BINDING ARBITRATION:** I agree that any dispute concerning, relating or referring to this Agreement, the brochure or any other literature concerning my trip, or the trip itself, shall be resolved exclusively by binding arbitration pursuant to the Federal Arbitration Act, 9 U.S.C. §§1-16, either according to the then existing Commercial Rules of the American Arbitration Association (AAA) or pursuant to the Comprehensive Arbitration Rules & Procedures of the Judicial Arbitration and Mediation Services, Inc. (JAMS). Such proceedings will be governed by substantive (but not procedural) Michigan law and will take place in Detroit, MI. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable. Please understand that by agreeing to these terms and conditions, you (and we) are waiving our right to a trial by jury.



41780 SIX MILE ROAD, SUITE 100, NORTHVILLE, MI 48168  
T: 866-466-2202 | F: 313-565-3621 | [ctscentral.net](http://ctscentral.net)