

Santa Fe Visitor Transportation Survey

4/13/21

INTRODUCTION

As an element of the Santa Fe Multimodal Transition Study, a survey was conducted of visitors to Santa Fe. This survey was conducted on-line through the SurveyMonkey platform. A survey form was developed by the study team and reviewed by Santa Fe Metropolitan Planning Organization staff. The survey was promoted through an email blast to emails provided by visitors to the Santa Fe Convention and Visitors Bureau's email list, which totals approximately 110,000 individual email addresses. To promote participation, a prize was generously donated by the Hotel Santa Fe for a free two-night stay (see attachment). The specific survey questions are presented below. The initial email was sent on Tuesday, March 30, 2021 and closed a week later on April 6, 2021.

SURVEY RESULTS

A total of 3,935 individuals responded to at least one question. The results were reviewed to eliminate those respondents that indicated they had not visited Santa Fe within the last few years, in order to ensure that results reflect perceptions of those with a reasonably recent experience with Santa Fe. In addition, persons who indicated they live in Santa Fe were excluded from the survey result database. This yielded a total of 2,619 responses. Tables presents detailed results are provided attached. The following summarizes the results.

1. Please share your email address ...

A total of 3,905 persons provided an email address.

2: What is the Zip Code where you live?

What is the zip code where you live?		
Eastern US	689	26%
Texas	516	20%
Colorado	326	12%
New Mexico	238	9%
California	212	8%
Upper Midwest (IA, MN, WI)	148	6%
Arizona	130	5%
Great Plains	129	5%
Pacific NW & Hawaii	100	4%
Arkn,Louisiana	44	2%
Nevada, Utah	43	2%
Northern Rockies	27	1%
Foreign	17	1%
Total Responses	2619	100%

The responses were grouped by state (as well as those indicating they live outside of the US). 26 percent of visitors live in the eastern US (east of the Mississippi River), followed by 20 percent from Texas, 12 percent from Colorado and 9 percent from New Mexico. 1 percent indicated they live outside of the US.

3: Have you visited Santa Fe within the last five years?

67 percent of respondents indicated they had visited in the last five years and were kept in the database.

4: How did you travel to Santa Fe for this visit?

How did you travel to Santa Fe for this visit?		
Private auto	1521	64%
Airline	678	29%
Rail Runner	70	3%
Rental Car	51	2%
Amtrak	22	1%
RV	8	0%
Regional bus service	6	0%
Tour Bus	4	0%
Shuttle	3	0%
Private Plane	3	0%
Other (please specify)	1	0%
Uber	1	0%

A majority (64 percent) indicated they made their trip to Santa Fe by private auto, followed by 29 percent that flew in by commercial airline and 3 percent by Rail Runner. No other mode exceeded 2 percent.






5: Please check all the way you used to get around while in Santa Fe

Please check all the ways you used to get around while in Santa Fe:					
Walk	2084	88%			
Private auto	2023	86%			
Hotel or Other Shuttle	383	16%			
The Downtown Santa Fe Pickup Shuttle	310	13%			
Uber / Lyft	290	12%			
Santa Fe Trails Bus	105	4%			
Bicycle	77	3%			
Rental Car	6	0%			
Tour Bus	5	0%			
Taxicab	4	0%			
Scooter/Motorcycle	2	0%			
Wheelchair	2	0%			
The "Blue Bus" (NCRTD)	1	0%			
			# Of Modes Used		
			1	316	14%
			2	1325	57%
			3	514	22%
			4	141	6%
			5	30	1%
			6	9	0%
			7	2	0%
			8	1	0%
			Number using auto and walking only		
				1173	50%

Respondents were given the opportunity to check multiple travel modes. The most prevalent answer was walking, indicated by 88 percent of all respondents, followed by private auto used by 86 percent. A substantial proportion used some form of shared mobility as part of their trip, including 16 percent that used a shuttle service, 13 percent that used the public “Pickup” shuttle, 12 percent that used Uber/Lyft and 4 percent that used Santa Fe Trails. Only 3 percent of visitors indicated that they rode a bicycle as part of their trip.

A more detailed evaluation of these results reflects the “multimodal” aspect of many visitor’s trips. Only 14 percent of visitors indicated that they used only a single mode as part of their trip. The largest proportion (57 percent) used two modes, 22 percent used 3 modes and 7 percent used 4 or more modes. 50 percent of all respondents indicated that they used two modes: walking and private auto. This indicates the importance of pedestrian and parking facilities as a package.





















6: If you did take a public bus or shuttle how was your experience including cleanliness and convenience? 1 (very dissatisfied) 2 (dissatisfied) 3 (neither satisfied nor dissatisfied) 4 (satisfied) to 5 (very satisfied)

If you did take a public bus or shuttle how satisfied were you with your experience including cleanliness and convenience?				
Very satisfied	397		17%	
Satisfied	368		16%	
Neither satisfied nor dissatisfied	1585		67%	Excluding Neither Satisfied nor Dissatisfied
Dissatisfied	12		1%	Very satisfied
Very dissatisfied	6		0%	Satisfied
				Dissatisfied
				Very dissatisfied

67 percent indicated “neither satisfied nor dissatisfied”, which largely reflects that they did not take a public bus or shuttle. Of the remainder, a very large majority were happy with their transit trip, with 51 percent indicating very satisfied and 47 percent indicating satisfied, compared with only 2 percent dissatisfied and 1 percent very dissatisfied.

7: Please score the factors that play into you and your family’s travel choices while in Santa Fe on a scale of 1 (not important at all) 2 (not important) 3 (neutral) 4 (important) to 5 (extremely important).

- a. Travel time
- c. Personal/Family schedules
- d. Convenience of the travel choice
- e. Safety of the travel choice

Please score the factors that play into you and your family's travel choices while in Santa Fe:				
	Travel Time	Personal / Family Schedules	Convenience of the Travel choice	Safety of the Travel Choice
Very important	254  11%	575  24%	388  16%	113  5%
Important	1130  48%	1392  59%	1109  47%	344  15%
Neutral	633  27%	309  13%	633  27%	696  29%
Not important	249  11%	58  2%	137  6%	473  20%
Not important at all	102  4%	34  1%	101  4%	742  31%

The most important factor among respondents was personal/family schedule, with 83 percent indicating that it is important or very important. This is followed by 63 percent indicating that convenience is important or very important and 59 percent indicating travel time. In comparison only 20 percent indicated that safety is important or very important, which perhaps reflects an overall perception that travel around Santa Fe is “safe”. In sum, these responses indicate how alternative transportation modes must be convenient in meeting visitor’s schedules.

8: If you used your car for trips within Santa Fe while visiting, what improvements would allow you to leave your car parked while here?

- a. Better sidewalks
- b. Better bike trails
- c. Improved transit service
- d. Other, specify

The largest proportion (41 percent) of respondents indicated that improved transit service would most get them to not use their car for trips in Santa Fe, followed by 33 percent that indicated better sidewalks and

8 percent indicated better bike trails. 18 percent of respondents chose to specify an “other” response, with the majority of these desiring expanded or improved parking. Much of the desire for parking improvements focused on parking closer to attractions, parking for larger vehicles (such as RVs or taller vans). Other desired improvements were for better ADA access, improved signage and an interested in micromobility such as scooters.

If you used your car for trips within Santa Fe while visiting, what improvements would allow you to leave your car parked while here?			
Improved transit service	969	41%	
Better sidewalks	788	33%	
More, Improved Parking	243	10%	
Better bike trails	182	8%	
Improve Shuttle Service	56	2%	
Better Signage, Tourist Info.	50	2%	
More Accessibility - ADA	21	1%	
Improve Security	13	1%	
Improve Public Transit	11	0%	
Improved Auto Security	9	0%	
Micromobility (Scooters, ped	7	0%	
Taxi Service	5	0%	
Improve Sidewalks	4	0%	
Public Restrooms	2	0%	

- 9: If there were free parking available near downtown and a free shuttle service was provided at least every 10 minutes with a short hop to the plaza, would you use it?**
- a. Yes
 - b. No
 - c. Perhaps if, specify

If there were free parking available near downtown and a free shuttle service was provided every 10 minutes with a short hop to the plaza, would you use it?			
Yes	2140	90.4%	
No	80	3.4%	
Perhaps, if:	148	6.3%	
We stay at lodging outside of the plaza area	23		
Service is frequent / dependable	11		
Service is ADA accessible	10		
Parking area is secure	10		
Service is COVID-safe	9		
It serves points of interest	9		
Service is safe	6		
Service runs late in the evening	4		
Stops have bus shelters	4		
Good information is available	4		
Close-in parking is not available	3		
Dogs are permitted	3		
It provides a short travel time	2		
We are not carrying shopping or bulky items	2		

Crosstabulation: Arrived by Private Auto			
Yes	1391	91.5%	
No	40	2.6%	
Perhaps	90	5.9%	

A large majority (90.4 percent) of respondents indicated that they would use this option, compared with 3.4 percent indicating no and 6.3 percent indicating “perhaps”. Of this latter group, common factors were

if the visitor were to stay outside of the immediate Plaza area, if service is frequent and dependable, if service is ADA accessible, and if the parking area is secure.

A crosstabulation of these results was also conducted to focus only on those visitors that indicated they traveled to Santa Fe by private auto. This indicated a slightly higher interest in a convenient intercept/shuttle program, with 91.5 percent indicating in the affirmative.

10. When thinking about your travel experience in Santa Fe, how could it have been improved? Please score the following goals on a scale of 1 (not important at all) 2 (not important) 3 (neutral) 4 (important) to 5 (extremely important).

- a. Making it easier and more convenient to use public transit
- b. Making it easier and more convenient to walk.
- c. Making it easier and more convenient to bicycle
- d. I would use a bike-share rental if one were available
- e. Other, specify

When thinking about your travel experience in Santa Fe, how could it have been improved? Please score the following goals:				
	Making it easier and more convenient to use public transit	Making it easier and more convenient to walk	Making it easier and more convenient to bicycle	I would use a bike share rental if it were available
Very important	388 16%	676 29%	113 5%	117 5%
Important	1109 47%	1192 50%	344 15%	399 17%
Neutral	633 27%	390 16%	696 29%	570 24%
Not important	137 6%	78 3%	473 20%	399 17%
Not important at all	101 4%	32 1%	742 31%	883 37%
Other Suggestions				
Improve Parking		35		
Shuttle Service		21		
Improved Accessibility for Disabled and/or Seniors		14		
Improve Security		12		
Improved public transit-airport/train station/out-of-town connect		8		
Improved Information		7		
Improved Bicycle Access, Lanes		6		
Improved Sidewalks		6		
Improved Public Transit		6		
Improved Accessibility for Persons with Dogs or Children		4		
Improved Taxi, Uber service		1		

Of the four options specified in the survey, the most important to respondents was making it easier and more convenient to walk, which was indicated to be very important by 29 percent of respondents and important to another 50 percent. More convenient public transit came in second, with 16 percent indicating very important and 47 percent indicating important. Bicycling is not as important to visitors, with only 20 percent indicating very important or important. A bike share program was identified as either not important or not important at all by 54 percent, with another 24 percent indicating they were neutral.

Question 10: Other Ways That Trip Could be Improved

I love Santa Fe

We did a lot of walking; used the car to get to more distant places. Would definitely use a shuttle.

safer for women, I was followed twice

Easier parking

I walk most everywhere or use the hotel shuttle. So, your question doesn't really apply.

Free and adequate parking

I'm too old to be getting on a bicycle.

We had a great time walking the streets of Santa Fe

information on safety

Perhaps more street parking

Free maps available

Be sure whatever you do that it is well publicized. Visitors need to know what is available.

I have little experience since I walk everywhere

Didn't need any improvement!

I would love to see regular buses from plaza up and down Canyon Road. When I last attended a "night out" event it was so much fun to meet other people with similar interests.

Better on street parking availability or convenient parking garages near plaza

Sante fe needs no improvement --I will be there again this July!

Last time I visited Santa Fe I was able to find parking within 2 blocks of my destination. More, and free parking is a wonderful thing !

We stayed at the Turquoise Bear so it was easy to walk to downtown

More parking

There have never been any issues with my more than 25 trips to Santa Fe!

I am a professional artist, and come often. Better parking in the square area, canyon road, and railroad district is needed

Luv Santa Fe

Shuttles in high tourist areas

I bike 5K miles a year and there's no way to make SF a safe place to ride. Trails are good but too dense to commute by bike.

None - I LOVE Santa Fe

Walked in the downtown area. Uber to restaurants with older relatives but we would have walked had it just been us

I'm happy the way it is.

Handicap accessibility

Shuttle would be best

We were satisfied with all travel modes.

More handicap entrances and restrooms.

Love walking as much as feasible!

I love walking in the Downtown/Plaza. Walking in the downtown/plaza area is part of the atmosphere that makes Santa Fe so special. Please don't change anything!!!!

Easier to park car

I LOVE Santa Fe, My wife and I went there for our honeymoon and we've been there a few times. I have been there several times one time for several months while I worked on a book.

We were there during Balloon festival, but liked going around Santa Fe on our own to downtown event, museums, etc. Easy to get around

safety is critical

public [presumably "public transit"] as I cannot walk alot like I used to!!

shuttle to events

Airport public transportation

Some of these questions require a yes or no as we would not ride bikes at all so our opinion on bikes taints the survey

FREE HANDICAP PARKING

Again secure parking while out and about

We use the local bus. Very handy and frequent. Nice not to drive or worry about parking.

For Question 6...I never used a Bus so the answer is misleading.

Question 10: Other Ways That Trip Could be Improved

Have had a serious fall & injury on downtown Santa Fe's uneven sidewalks including uneven sidewalk levels at single spots
I travel to Santa Fe in the summertime, so I don't want to bike in the heat, though I usually like biking. Also, have to worry about bike thefts...

My husband and party of friends I travel with are all over 65 so using a bike rental service wouldn't be something we would
handicapped accessibility

have never had any issues travelling within Santa Fe. Is a very walkable city. Never had a need to drive or use public transit.
guided tours

More Uber drivers! It was very difficult to find anyone

my age would prevent me from using a bike or walking any great distance

Handicapped, could not use a bicycle

We walked everywhere when in Santa Fe itself

More easily available information on public transportation

A train from Kansas City to Santa Fe

Not sure how you would make it more convenient to walk. Isn't that about distance?

Over the years we've noticed the increased vehicle traffic in the plaza and capital building areas of the city while walking. It's unfortunate to think about it, but perhaps it's time to consider parking garages in all directions off of the plaza area and only allow vehicles with permit tags (from hotels, work sites or for those who live there) to drive on inner-plaza and near plaza streets.

We love to drive and see the beautiful sites in different areas of Santa Fe each time.

It is difficult for me to walk great distances and would be willing to pay for the convenience of "hop on, hop off" form of
Safety of walking in the evening, I travel alone.

the shuttle service from Airport is expensive and dirty and rattle trap

Nothing at this time.

Good parking options would be more valuable than public transportation!

Free parking

Bike lanes would be a plus if accommodated by drivers

Arrangements for handicapped

We LOVE shopping in Santa Fe. We walk a lot, but when buying big stuff we return to get our car and park in front of store.

We Uber or shuttle at night--no drinking and driving!

I Love Santa Fe! Can't wait to get back!!!!

Parking is such an issue in the plaza area.

ANY kind of short hop transportation for older folks. An actual on time and frequent shuttle

I would highly discourage bike share or scooter share rentals. Other cities have tried them, with the result of bikes and scooters scattered around, not at all pleasant to see.

It would be easier to walk if there were more parking options with security (and parking spaces to accommodate larger SUVs).

schedule and map of bus routes with uber, etc phone numbers available in hotels, etc.

On and off shuttle with regular schedules between Plaza, Rail Yard and Canyon Road

Again my stays have been short but would love to park and walk/shuttle to more places

finding public transport later in the evening

Can't make any suggestions

Our transportation needs are from rent house to town, to places outside of downtown, and even places outside of Santa Fe.

We walk pretty much anywhere within Paseo de Peralta, up Canyon Rd, etc.

IF I HAVE MY DOG, THE ONLY CHOICE WOULD BE WALKING OR PERSONAL CAR, RIGHT?

We love to stay near the plaza, park the car for the duration and walk to shopping/dining/entertainment destinations.

We enjoy being able to walk around the downtown area and travel to nearby museums.

Provide free use of bicycles in downtown- have hotels/tourism dept pitch in to cover cost of maintenance. Or buy one hour get one free

Better provisions for the handicapped. I don't recall if your busses "bow". If not, that would be a great advantage for wheel chairs and folks who find it hard to step up into a bus.

Bike safety is a concern I have. But, I am in my 60s.

Question 10: Other Ways That Trip Could be Improved

While having a bike while visiting Santa Fe sounds nice those rental bikes are eye sore and basically litter as they are abandoned in random places. I live in the Dallas area and locals kinda hate them as they clutter the sidewalks, streets and are

More parking options

doing a good job, more parking always welcome in/near downtown

Convenient transit from downtown to both Museum Hill and the rail yard district

more car parking spaces

Child and dog friendly options

Free shuttles would be more attractive and convenient

There ought to be another form of transit from the airport into town. Not all hotels offer this. Hiring a private ride can be expensive and difficult to arrange when bringing luggage.

Again better use for the handicapped and disabled.

Actually, it was rather easy to walk around your charming city. Although a local trolley service would be nice.

This answer depends on the time of year. Having access to visit restaurants with little our small children, would mean transportation would need to fit the season. We don't mind waiting outside for the shuttle during the summer but having a more reliable mode during the winter would be more important and difficult to find.

We were not aware of the shuttle at all. Maybe better marketing on schedule and availability

More handicap space available

Free shuttles on a schedule (like Denver's mile of shopping)

finding parking is a problem... or too far away to walk.

Better handicap parking closer to attractions

Safety of walkers, and better lighting on the uneven sidewalks!

I would use free or paid for trolleys if they were available but I have found walking to more areas is very easy.

More convenient parking areas

Question # 6 should have a N/A box for those of us who have never taken your buses since it does give us the option to not

Just closer inexpensive parking to the Plaza

More parking close to popular attractions.

various additional modes of transit and more reasonable costs for parking and long term parking discounts

Parking

We prefer walking through your beautiful city

I often visit with my Mother, who cannot ride a bike - so we prefer to walk.

We were pleased with the ease of walking around the downtown area

I LOVE Santa Fe! Been there multiple times over 30 years. Parking is always an issue - downtown anyway.

Parking is a real issue

I was unaware of shuttles. Perhaps advertise. I am very comfortable walking when it is close enough.

My kids are young, so I prioritize stroller accessibility

We love Santa Fe!

Not real important

Q#6 requires an answer but I did not take a public shuttle.

Easy jump on and off trolley street car

Guided tours in shuttles with a specific topical focus

N/A

We enjoy walking and we always stay at the Hotel Santa Fe. Very convenient and great shuttle

Being from a big city, public transit is not always safe especially at night, we will not use it. Much prefer Lyft/Uber to get around if within 20-30 min of the Plaza area, like to go to Museum Hill etc. We will drive ourselves if longer than 30 min

A trolley system would be Great!

Better sidewalks on Canyon Road for access to galleries.

Wife won't ride a bike, but I would if you could lock them everywhere. I will be coming no matter what in October.

More parking. Spend too much time finding parking spaces.

Safety and security walking around, particularly in Plaza and especially in the evening hours.

Make it easier to park near places I want to go or provide free busses

i thought it was fine

Question 10: Other Ways That Trip Could be Improved

Or Reduce cost of coin meters. I found them very expensive.

wife would not ride

Not really sure

Bike shares in other cities are not that good - maybe you guys can do better - bikes are clunky and not fun to ride

We haven't any complaints about walkability in and around Santa Fe. We enjoy walking and the city is beautiful.

Parking

Would like to see a shuttle from the train station.

Better security, more lights safety measures

More frequent Railrunner between Santa Fe and Albuquerque, including evenings to allow for attending events in Santa Fe without having to drive after dark

Would like to find parking easily, instead of driving around and around trying to find something cheap and close to the plaza

How about a light rail system around like they have from Norfolk to Virginia Beach, VA with room to expand to other communities? Maybe connect it to the rail runner?

Parking better

Places stay opened later

Parking, particularly if the city is going to issue a ticket without warning

Free and Easier Parking

Adjust the Railrunner schedule so one can spend 2-3 hours in Santa Fe and then take the train back.

Meters that aren't bagged.

in various areas - sidewalks could be improved

shuttles going around

street signage is poor. I was on the old Sante Fe trail and got lost several times, even winding yup on private property.

A hop on hop off shuttle

If you promote bike-share you need to ensure safety of the bike as well as the pedestrian.

There were infrastructure projects ongoing that made it inconvenient to walk in some areas while we visited.

It was a little scary to walk to our hotel a couple times. We got a little off track. Bummer that there is no parking Downtown.

More pickup locations for Opera Shuttle; keeping cars out of Plaza area.

Not sure what you mean by "travel experience" but if it includes the cost of hotel stays then that is the single most important

If not renting a car, travel from ABQ is not as convenient as it could be.

Love the walkable part of Santa Fe

Improve parking. More handicap spaces.

safety of walking should be improved - as single woman, safety is increasingly a concern in various areas of Santa Fe

hop on hop off service

It would depend on how long my stay in Santa Fe would be and my priorities for my visit. (Pleasure or business or both)

Better parking options

We've always found it easy to get around in Santa Fe. Maybe because we've been there so many times, we sort of know our way around. We love it, and can't wait to come back!

We enjoy every season especially the fall season

On my last visit I was with a friend with mobility issues (less than a wheelchair) and it was difficult to find places that were within walking distance from parking. Some kind of a downtown shuttle would have been nice. Or if there was one, it would

While I don't personally bike, I know my family members that use wheelchairs appreciate when bike lanes are next to the sidewalk instead of weaved into traffic

When I last visited, my husband could not walk well -- could not get up the steps to a bus, so had to go via car

Hotel bikes are awesome!

While waiting for the rail runner train by the track, no facility for washroom, walked two blocks pulling my heavy suitcase to get to a restroom, over rough sidewalk, thankfully a local lady told me where to go while waiting for over an hour for the connection from Taos- going to Taos, the lady taxi driver was really helpful in helping me to show me where to stand in the dark, everything around closed, no access to washroom, a little spooky with the homeless sleeping near the track by the benches, in cardboard box-but I left him a banana by his shoes-

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Santa Fe

THE CITY DIFFERENT



Give us your feedback, and you'll be entered to win
A 2-NIGHT STAY!

***Tell us how you get around when
you're in Santa Fe***

The City of Santa Fe is developing a study to improve the way people get around Santa Fe. Your input will provide valuable feedback for our efforts via this brief survey.

As a token of our appreciation, your completed survey will enter you for a chance to win a 2-night stay for two at [Hotel Santa Fe](#)*.

The survey must be completed by Tuesday, April 6, 2021 at 12:00 pm MT

Thank you for your time and we hope to see you in Santa Fe soon. We are open and ready to safely welcome you back.

If you have a need for Spanish translation, or if you have questions, please contact: lxngve@santafenm.gov or 505-955-6614.

TAKE SURVEY

***OFFICIAL RULES**

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To Enter: No purchase or obligation necessary. Prize giveaways are held randomly. To enter, complete the City of Santa Fe Multi-Modal Transition Plan Visitor Survey. Entries limited to one (1) per person per giveaway.

Drawing: On April 8, 2021 a random drawing, from all eligible entries received, will be selected. Entrants need not be present to win. Prize is guaranteed to be awarded. Odds of winning will depend on the total number of eligible entries received.

Prize: The prize is inclusive of the details outlined on the survey: Two-night stay for two people at Hotel Santa Fe. No use over holiday periods, expiring December 20, 2021 (No substitutions, cash equivalents or transfers of prize permitted). Prizes are not transferable or redeemable for cash.

Eligibility: Prize giveaways are open to all current legal US residents, 21 years and older as of March 30, 2021 Employees of TOURISM Santa Fe, its advertising and promotions agencies and their immediate families (spouse and parents, children and siblings and their spouses) and individuals living in the same households of such employees are ineligible. Sweepstakes subject to all applicable federal, state, and local laws and regulations. By participating, entrants agree to these official rules and accept decisions of the Sponsor as final. Void where prohibited or restricted by law. This promotion shall only be construed and evaluated according to United States law.

To Claim Prize: Winner will be notified by e-mail and must respond within seven (7) days after prize notification or prize will be forfeited and awarded to an alternate winner in a random drawing. Any unclaimed or undeliverable prize will be forfeited and awarded to an alternate winner. Acceptance of prize constitutes permission (except where prohibited) to use winner's name, and hometown for purposes of advertising, promotion and publicity in any media without additional compensation. Acceptance of prize also constitutes permission to publish winner's name if applicable.

Limitation of Liability: Neither Sponsor, nor their affiliated entities, are responsible for printing or typographical errors in any giveaway related materials; or transactions that are processed late or incorrectly or are lost due to computer or electronic malfunction. Winner is solely responsible for payment of all federal, state, and local taxes on prize. Winner is solely responsible for all government issued travel documents required for winner's itinerary. Sponsor reserves the right to cancel or modify Sweepstakes if fraud or technical failure compromise the integrity of the Sweepstakes as determined by Sponsor in its sole discretion. This sweepstakes offer is being made exclusively by Sponsor. Participating partners will have no liability or responsibility for any claim arising in connection with their participation in this offer or any prize awarded. Sponsor is not responsible for technical, hardware, software or telephone failures of any kind; lost or unavailable network connections or fraud; incomplete, garbled or delayed computer transmission whether caused by Sponsor, user, or by any of the equipment or programming associated with or utilized in the promotion or by any technical or human error which may occur in the process of submissions which may limit a participant's ability to participate in this promotion.

