Cruising THE GREAT LAKES

Mackinac Island • Sault Sainte Marie • Niagara Falls
Milwaukee • Tobermory • Detroit • Toronto

A voyage aboard the Exclusively Chartered Small Ship
Five-Star Le Champlain

September 12 to 19, 2020

Reserve by February 24, 2020

Savings of $2000 Per Couple

dukealumnitravels.com
Dear Duke Alumni and Friends:

The largest surface of freshwater on Earth and the gateway between the Eastern Seaboard and the Midwest, the Great Lakes, are ideal for exploring North America’s rich maritime history, passion for invention, and sublime natural wonders. Duke Alumni Travels is pleased to work with Gohagan and Company, whose program cruises all five of the Great Lakes—Michigan, Huron, Superior, Erie and Ontario.

Journey from Wisconsin’s commercial heart, Milwaukee, to cosmopolitan Toronto during early autumn, when the region’s foliage begins to put on its breathtaking, vibrant show. Cruise for seven nights aboard the exclusively chartered, state-of-the-art, Five-Star Le Champlain, featuring only 92 Suites and Staterooms, each with a private balcony. Call at smaller ports and discover some of North America’s most alluring towns, cities, coastal scenery. Enjoy a nostalgic horse-drawn carriage ride along the quaint streets of Mackinac Island to the iconic Grand Hotel. Cruise the protected waters near Tobermory, Ontario, Canada, part of a UNESCO Biosphere Reserve. Transit the historic Soo Locks at Sault Sainte Marie and the Welland Canal near Niagara Falls, two of the world’s most celebrated 19th-century engineering feats and major catalysts for industrial growth and innovation.

Detroit—an archetype for 20th-century urban growth and the birthplace of Motown—is currently undergoing a renaissance. Experience the Motor City’s fascinating cultural legacy at the Detroit Institute of Arts, the Edsel and Eleanor Ford Mansion, and the Henry Ford Museum of American Innovation. This enriching journey through the Great Lakes’ history and natural splendor culminates with a visit to awe-inspiring Niagara Falls.

As our Duke group grows in size, a Duke host will join the trip to bring a uniquely Duke perspective to the tour. The Duke spaces for this extraordinary travel opportunity are limited, so call us to reserve your space soon!

Forever Duke,

Beth Ray-Schroeder
Beth Ray-Schroeder ’83
Director, Duke Travels
Duke Alumni Association
In the heart of North America lies the world's largest reservoir of fresh water, carved by glaciers 10,000 years ago. Surrounded by 11,000 miles of spectacularly sculpted shoreline, the five Great Lakes inspired generations of immigrants whose contributions irrevocably changed the world. Rich in natural resources from an abundance of wildlife to lumber and iron ore and the benefits of four seasons, the Great Lakes region provides a diversity like no other place on Earth. Experience the best of Americana on Mackinac Island and in Sault Sainte Marie, admire a revitalized Detroit and visit the Henry Ford Museum of American Innovation. Explore the maritime heritage and spirit of innovation that inextricably altered the face of transportation and the course of World War II. Enjoy unspoiled natural beauty, the power of Niagara Falls and stunning sunrises and sunsets while exploring North America’s Great Lakes.

**Itinerary**

**Milwaukee Pre-Program Option**

1. Depart Home City/Arrive in Milwaukee, Wisconsin, U.S./Embark Le Champlain/Lake Michigan
2. Lake Michigan/Lake Huron/Mackinac Island, Michigan
3. Lake Superior/Sault Sainte Marie/Transit the Soo Locks between Lake Superior and Lake Huron
4. Tobermory, Ontario, Canada/Lake Huron
5. Lake Huron/St. Clair River/Lake St. Clair/Detroit, Michigan, U.S.
6. Detroit for Dearborn/Lake Erie
7. Lake Erie/Port Colborne, Ontario, Canada, for Niagara Falls/Transit of the Welland Canal/Lake Ontario
8. Lake Ontario/Toronto/Disembark the ship/Return to Home City

**Toronto Post-Program Option**

*Available at additional cost.

Cover photo: Experience the beauty and force of Horseshoe Falls, where over 750,000 gallons of water flows over each second.

Photo this page: In the same family for over 85 years, the Grand Hotel has preserved its elegance and dignity.

Remote Gereaux Island Lighthouse is a rare extant example of a light station built with a square wooden tower to provide greater comfort for the keeper.
Cruise the azure waters of Fathom Five National Marine Park and discover the ethereal beauty of Flowerpot Island, where ancient cedars rise above surreal rock formations.

**Lake Superior**
Cruise into Lake Superior—the deepest of the Great Lakes—to Whitefish Point, the eastern end of the 50-mile Skeleton Coast named for the nautical remains of over 300 shipwrecks, including the famed Edmund Fitzgerald. Enjoy breathtaking views of the Lake Superior shoreline.

**Sault Sainte Marie, Michigan**
Known to Native Americans as the “Gathering Place” and referred to by locals as “The Soo,” the historic town of Sault Sainte Marie became one of the Great Lakes’s most important economic axes following construction of the Soo Locks, one of the greatest engineering accomplishments of the 19th century. Maritime history is evocatively presented at SS Valley Camp, a retired lake freighter built in 1917, featuring the faithfully restored living quarters of Great Lakes sailors and the tragic loss of the Edmund Fitzgerald. Transit the impressive locks, tour the Soo Locks Interpretation Center and watch as colossal freighters lower 21-feet from Lake Superior to enter Lake Huron.

**Tobermory, Ontario, Canada**
Cruise the coastline of Bruce Peninsula National Park, a biodiversity hot spot and part of the Niagara Escarpment UNESCO Biosphere Reserve. In the traditional harbor village of Tobermory, embark on a glass-bottom boat cruise from Little Tub Harbor to Big Tub Harbor, which preserves almost two dozen 19th-century shipwrecks. See the remains of the schooner Sweepstakes, submerged in only 20 feet of water with its hull almost completely intact. Observe photogenic Big Tub Lighthouse which has been guiding ships since 1885, and the charm of Flowerpot Island, famous for its natural “flowerpot” rock pillars, sea stacks and wave-carved caverns.

**Detroit, Michigan, U.S.**
Chart Detroit’s rise to the apex of American idealism. Visit the Detroit Institute of Arts, one of the nation’s most significant collections of art, housed in a magnificent Beaux Arts building.

**Lake Erie**
Lake Michigan
Lake Huron
Lake Superior
Lake Ontario
Welland Canal
Soo Locks
Mackinac Island
Flowerpot Island
Ontario
Canada

**Be on deck to witness the engineering“miracle” of Mackinac Bridge, the Western Hemisphere’s longest suspension bridge, as Le Champlain cruises beneath.**

Delight in Edsel Ford’s authentically rendered magnificent Cotswold-style mansion.

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See Diego Rivera’s monumental Detroit Industry mural which captures the city’s blue collar history, as well as masterworks by Rodin, Caravaggio, Van Gogh, Degas and Cézanne. Discover the rich architectural legacy of the Gilded Age at Grosse Point where grandiose mansions replete with lavish period furnishings reflect Detroit’s commitment to architectural preservation. Tour the Edsel and Eleanor Ford Mansion, a polished window on the grandeur and rich aesthetic lives of America’s industrial aristocracy. The manor was designed by Detroit’s preeminent architect, Albert Kahn, to resemble Cotswold village cottages and showcases an Art Deco design with rooms filled with ancient, Renaissance and 18th-century art, including presciently acquired works by Van Gogh, Cézanne and Rivera.

Visit the acclaimed Henry Ford Museum of American Innovation, which spotlights the creative genius of American inventors and innovators from baseball to vintage cars and airplanes to civil rights heroes and artifacts that represent defining moments in American history, or tour historic Greenfield Village, “America’s Hometown Celebration,” which preserves 80 famous historic structures, relocated from across the nation, as well as a lavish collection of vintage automobiles. See Henry Ford’s birthplace, two of Thomas Edison’s workshops, the Wright brothers’ bicycle shop and Luther Burbank’s garden office.

Admire Diego Rivera’s iconic Detroit Industry murals, inspired by months of research at Ford’s Rouge River plant.

Welland Canal
Cruise through seven locks of the Welland Canal, one of North America’s most important economic lifelines. Constructed in the early 19th century, the canal links Lake Ontario to Lake Erie and was instrumental in opening the Great Lakes to commerce and prosperity—the canal carries nearly 40 million tons of cargo per year.

Toronto, Ontario
Dynamic Toronto is Canada’s largest and most welcoming city and offers outstanding museums, galleries and restaurants which speak to its remarkable diversity.

Port Colborne, Ontario, Canada for Niagara Falls
One of the world’s most awe-inspiring natural phenomena, Niagara Falls never fails to impress. Cruise toward the mist-enshrouded base of Horseshoe Falls and experience firsthand the sheer force of this geological wonder.

See the 410-million-year-old rock layers of the Niagara Gorge and the formidable Whirlpool Rapids, among the world’s most extreme Class VI rapids. Enjoy a specially arranged lunch with spectacular falls views. See the Sir Adam Beck Power Station, the world’s first large-scale hydroelectric generation project, and admire Niagara’s famous Floral Clock, intricately filled with 20,000 plants and flowers. The historically important Niagara area was the site of the Battle of Chippewa, a major milestone in the development of the U.S. Army during the War of 1812.

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Luxury Small Ship, Innovative Design
Le Champlain, launched in 2018, ushers in a new generation of Five-Star small ships, combining revolutionary design and a new standard of luxury for unparalleled cruising. Dock in smaller ports inaccessible to larger ships and where authentic cultural experiences and majestic scenery await you.

Life on Board
Experience the Blue Eye, the world’s first multi sensory underwater Observation Lounge. Enjoy sweeping views from the lounges—which open to the outdoors—and lectures and cultural performances in the state-of-the-art theater. Relax in the spa, sauna or infinity-style swimming pool. There is a beauty salon, a fitness room and there are three elevators. Complimentary Wi-Fi access is available (conditions permitting).

World-Class Service
The highly trained crew is personable and attentive, and the ship has a medical center staffed with a doctor and a nurse.

Elegant Suites and Staterooms, 100% with Private Balconies
Each of the 92 Five-Star Staterooms and Suites (up to 484 square feet) features a private balcony. Grand Deluxe Suites have a bay window and spacious private terrace. Accommodations offer two twin beds or one queen bed, individual climate control, private bathroom with shower and luxury hotel-style amenities.

Chic and Casual Dining
Dine indoors or alfresco on international and regional cuisine served in the stylish, spacious indoor-outdoor restaurant, at the casual pool deck grill or from 24-hour room service. Daily meals include continental and buffet breakfasts, buffet lunch, afternoon tea and four-course dinner.

Respect for the Environment
A new addition to the Ponant “Clean Ship” fleet, an important distinction among ocean-cruising vessels, Le Champlain is energy efficient and eco-friendly, protecting fragile freshwater ecosystems.
Included Features

On Board the Exclusively Chartered, Five-Star, Small Ship Le Champlain

◆ Seven-night cruise from Milwaukee, Wisconsin, U.S., to Toronto, Ontario, Canada, featuring all five Great Lakes—Michigan, Huron, Superior, Erie and Ontario.

◆ Elegantly appointed, Five-Star Suite or Stateroom.

◆ Captain’s Welcome and Farewell Receptions.

◆ Complimentary alcoholic and nonalcoholic beverages available throughout the cruise.

◆ All meals aboard ship.

◆ Complimentary Wi-Fi (conditions permitting).

◆ Blue Eye—the world’s first luxury, multisensory underwater Observation Lounge.

◆ Excursion on Mackinac Island, including a horse-drawn carriage ride to the historic Grand Hotel and a guided tour of Fort Mackinac.

◆ Specially arranged lunch in the Grand Hotel, the “Grand Dame” of Mackinac Island.

◆ Cruise of Whitefish Point, the eastern cape of Lake Superior’s legendary Skeleton Coast.

◆ Transit of the impressive Soo Locks.

◆ Visit to the Soo Locks Interpretation Center and Observation Decks.

◆ Tour of the SS Valley Camp Ship Museum, a former lake freighter and fascinating repository of Great Lakes maritime history.

◆ Visit to the harbor town of Tobermory, part of the Niagara Escarpment UNESCO Biosphere Reserve.

◆ Glass-bottom cruise to Big Tub Harbor and around Flowerpot Island.

◆ City tour of revitalized Detroit, including guided visits to the Detroit Institute of Arts and the Edsel and Eleanor Ford House in historic Grosse Point.

◆ Guided tour of the Henry Ford Museum of American Innovation or visit Greenfield Village, the largest indoor-outdoor museum complex in the U.S.

◆ Excursion to Niagara Falls, including a cruise toward the base of Horseshoe Falls and viewing of the Whirlpool Rapids.

◆ Specially arranged lunch with spectacular views of Niagara Falls.

◆ Panoramic tour of the Niagara Falls area, featuring the Sir Adam Beck Power Station and the beloved Floral Clock.

◆ Transit the seven locks of the historic Welland Canal.

Always Included

◆ Transfers and luggage handling if your arrival(s)/departure(s) coincide with the scheduled group transfer(s).

◆ Experienced local guides for included excursions.

◆ Gratuities to local guides and drivers on included excursions and transfers.

◆ Complimentary bottled water in your Suite or Stateroom and on excursions.

◆ Hospitality desk aboard ship.

◆ Experienced Gohagan & Company Travel Directors at your service.

◆ Complimentary use of an audio headset during guided excursions.

◆ Automatic $250,000 flight insurance policy for each participant ticketed on flights by Gohagan & Company.
Milwaukee
Pride and Preservation
Pre-Program Option*

Rich in architectural treasures and world-class institutions that reflect its storied history, vibrant Milwaukee is the perfect introduction to your Great Lakes cruise. Enjoy a panoramic tour of the historic North Point neighborhood—home to one of the finest collections of Victorian mansions in the Midwest—and tour the expansive Milwaukee Art Museum, an impressive addition to Milwaukee's revitalized waterfront, with more than 25,000 pieces of art. Enjoy a downtown walking tour where modern high-rises share the skyline with meticulously preserved 19th-century buildings fashioned from the city’s signature cream-colored local brick. Visit the striking Pabst Mansion, built in Flemish style by Pabst Brewing Company president Frederick Pabst. Accommodations for two nights are in the deluxe, centrally located The Pfister Hotel.

Toronto
Cultural Mosaic
Post-Program Option*

Conclude your Great Lakes voyage in cosmopolitan Toronto, one of North America’s most celebrated cultural melting pots. Enjoy a walking tour of the Distillery District, Canada’s premier arts, culture and entertainment destination, and visit Fort York, built in 1793 on the shores of Lake Ontario. Enjoy a specially arranged lunch at the top of the CN Tower’s 360-degree revolving restaurant. Visit Casa Loma, a Gothic Revival mansion and garden, built in the style of a European castle by Sir Henry Mill Pellatt. Tour the Art Gallery of Ontario, Toronto’s crowning jewel with a collection of over 80,000 works, including the world’s largest collection of Henry Moore sculptures, housed in a visionary building designed by renowned native son, architect Frank Gehry. Accommodations for two nights are in the historical deluxe Fairmont Royal York.

*The Pre- and Post-Program Options are available at additional cost. Details will be provided with your reservation confirmation.
**CRUISING THE GREAT LAKES RESERVATION FORM**

Send to: Duke Travels  
Box 90572  
Durham, NC 27708-0572  
Phone: (919) 684-2988  
Fax: (919) 660-0148  
travel@daa.duke.edu

### LAND/Cruise Tariff excluding taxes

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Early Booking Tariff Feb. 24, 2020</th>
<th>Tariff* after Feb. 24, 2020</th>
</tr>
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<tbody>
<tr>
<td>8</td>
<td>8th Category, suite, expansive sliding glass door, large private balcony, sitting area with sofa, deck 3, forward. (limited availability)</td>
<td>$4995</td>
<td>$5995</td>
</tr>
<tr>
<td>7</td>
<td>7th Category, suite, expansive sliding glass door, large private balcony, deck 3, midship.</td>
<td>$5995</td>
<td>$6995</td>
</tr>
<tr>
<td>6</td>
<td>6th Category, suite, expansive sliding glass door, private balcony, deck 4, forward.</td>
<td>$6695</td>
<td>$7695</td>
</tr>
<tr>
<td>5</td>
<td>5th Category, suite, expansive sliding glass door, private balcony, deck 4, midship.</td>
<td>$7395</td>
<td>$8395</td>
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<tr>
<td>4</td>
<td>4th Category, suite, expansive sliding glass door, private balcony, deck 5 and 6, aft. (limited availability)</td>
<td>$7895</td>
<td>$8895</td>
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<td>3rd Category, suite, expansive sliding glass door, private balcony, deck 5, midship.</td>
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<td>2nd Category, suite, expansive sliding glass door, private balcony, deck 6, midship.</td>
<td>$8795</td>
<td>$9795</td>
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<td>1st Category, suite, expansive sliding glass door, private balcony, deck 6, midship.</td>
<td>$9295</td>
<td>$10295</td>
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</tbody>
</table>

**Deluxe Suite**

Suite with expansive sliding glass door, large private balcony, sitting area with sofa, decks 3, 4, 5 and 6. (limited availability)

- **$10695** | **$11695**

**Prestige Suite**

Two room suite, expansive sliding glass door, larger private balcony, two bathrooms, two closets, large sitting area with sofa, deck 5. (limited availability)

- **$11695** | **$12695**

**Privilege Suite**

Large Suite with expansive sliding glass door, larger private balcony, sitting area with sofa, decks 5 and 6. (limited availability)

- **$11995** | **$12995**

**Grand Deluxe Suite**

Large two-room suite, expansive sliding glass door, spacious private terrace, full bathroom with tub and separate shower, additional half bath, sitting area with sofa, deck 6. (limited availability)

- **$13195** | **$14195**

**Owner’s Suite**

Large two-room suite, expansive sliding glass door, spacious private terrace with outdoor Jacuzzi, full bathroom with tub and separate shower, additional half bath, sitting area with sofa, deck 6, midship. (limited availability)

- **$13495** | **$14495**

Singles are available in category 5 at $12195* and in category 2 at $14495* on or before February 24, 2020. Add $1000 for reservations made after February 24, 2020.

*Prices are an additional $465 per person and are subject to change.

1 mv Le Champlain has been specially contracted for this program, and the applicable deck plan is available on request from Gohagan & Company and reflects the only valid cabin categorization of the vessel.

**Taxes are an additional $465 per person and are subject to change.**

**MV LE CHAMPLAIN**

<table>
<thead>
<tr>
<th>Date of Birth</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>MM/ DD/YYYY</td>
<td>MM/ DD/YYYY</td>
</tr>
</tbody>
</table>

**Signature as it appears on credit card**

- Signature as it appears on credit card

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**Please make my/our reservation(s):**

In category:

1st choice _____ 2nd choice _____

- Double occupancy (two twin beds).
- Double occupancy (one queen bed).
- Single accommodations.

I am reserving as a single but prefer to share accommodations and will allow you to select my roommate (shares cannot be guaranteed).

**Please make my/our reservation(s):**

**Milwaukee Pre-Program Option**

- Double at $795 per person.
- Single at $1195 per person.
- I am reserving as a single but prefer to share accommodations and will allow you to select my roommate (shares cannot be guaranteed).

**Toronto Post-Program Option**

- Double at $1445 per person.
- Single at $1545 per person.
- I am reserving as a single but prefer to share accommodations and will allow you to select my roommate (shares cannot be guaranteed).

1. I/W advise you to book my/our air, at an additional cost to be advised, from:

   (fill in departure city)

2. I/We authorize you to charge my/our deposit of $__________ to:

   - MasterCard
   - Visa
   - W/O

3. First Class

4. Business Class

5. Upgraded Economy

6. Economy Class

**Note:** Airfare is subject to change and availability and is nonrefundable.

1. I/We will make my/our own air arrangements.

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**Full Name (exactly as it appears on your passport) Duke Class Year**

<table>
<thead>
<tr>
<th>Title</th>
<th>Full Name as it appears on your passport</th>
<th>Duke Class Year</th>
</tr>
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<tbody>
<tr>
<td>Title</td>
<td>Full Name as it appears on your passport</td>
<td>Duke Class Year</td>
</tr>
</tbody>
</table>

**Street Mailing Address (no P.O. Box number please)**

City: State: ZIP Code:

**Telephone: (Home) (Mobile)**

**Email Address (Business)**

**Preferred Name(s) on Badge(s) Program No. 008-09/12/20-030**

Program reservations require a deposit of $600 per person and $200 per person Milwaukee Pre-Program Option and/or $200 per person Toronto Post-Program Option. By reserving and depositing on this program, I/we agree to the Release of Liability, Assumption of Risk and Binding Arbitration Agreement as printed on the outside back cover of this brochure.

- Enclosed is my/our check(s) for $________ as deposit.
- Make checks payable to Gohagan & Company.
- I/We authorize you to charge my/our deposit of $________ to:
- Visa
- MasterCard

**Card Number** **Exp. Date**

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**All FINAL PAYMENTS are required to be made by check or wire transfer by June 9, 2020.**
RELEASE OF LIABILITY, ASSUMPTION OF RISK AND BINDING ARBITRATION AGREEMENT

RESPONSIBILITY: Gohagan & Company, the sponsoring associations/organizations, and its and their employees, shareholders, subsidiaries, affiliates, successors, directors or trustees, successors, and assigns (collectively “Gohagan”), do not own or operate any entity which is to or does provide goods or services for your program including, for example, lodging facilities, airline, line, vessel, or other transportation companies, guides or guide services, local ground operators, providers or organizers of optional excursions, food service or entertainment providers, etc. All such persons and entities are independent contractors. As a result, Gohagan is not liable for any negligent or willful act or failure to act of any such person or entity.

In addition and without limitation, Gohagan is not responsible for any injury, loss, death, inconvenience, delay, or damage to person or property caused by any third party or in any way beyond its control, including, but not limited to: acts of God; acts of war or civil unrest, insurrection or revolt, strikes or other labor activities, criminal or terrorist activities of any kind or the threat thereof, sickness, illness, epidemics or the threat thereof, the lack of availability of or access to medical attention, the quality thereof, overbooking or underbooking of accommodations, mechanical or other failure of airplanes, vessels, or other means of transportation, or for any failure of any transportation mechanism to arrive or depart timely or safely.

If due to weather, flight schedules or other uncontrollable factors, you are required to spend an additional night(s), you will be responsible for your own hotel, transfers and meal costs. Baggage is entirely at owner’s risk.

Gohagan reserves the right to change the itinerary or program features at any time and for any reason, with or without notice, and Gohagan shall not be liable for any loss of any kind as a result of any such change or cancellation, and its and their employees, officers, directors or trustees, successors, and assigns (collectively “Gohagan”) are waiving the right to a trial by jury.

CANCELLATIONS: Cancellations for all or any part of the program including Pre/Post Program(s) reservation(s) will not be effective until received in writing at the offices of Gohagan. Monday, Tuesday and the following terms will apply: reservation cancellation(s) are subject to a $200 ($50 Pre/Post Program(s)) per person administrative fee from the time of booking through 120 days prior to departure; from 119 through 95 days prior to departure, $600 ($200 Pre/Post Program(s)) per person; from 94 through 60 days prior to departure, 50% of the published full regular tariffs; cancellations 59 days or less prior to departure, a no-show, or early return from the program will result in forfeiture of 100% of the published full regular tariffs. In addition, any applicable airline cancellation fees, optional excursion cancellation fees and administrative fees may apply.

TRAVEL INSURANCE: We strongly recommend for your protection that you purchase trip cancellation insurance. In the event that you must cancel your participation in a travel program, trip cancellation insurance may be the only source of reimbursement. Insurance information will be sent upon confirmation of your tour or program.

RATES: Prices quoted are based on fares in effect at the time of printing and are subject to change at any time. On land and/or cruise programs, even after full payment, Gohagan reserves the right to increase the tour price in the event of cost increases due to changes in supplier costs, currency fluctuations or fuel or energy surcharges and all such increases are to be paid to Gohagan upon notice to the participant of such increases. On programs which include Gohagan purchased interstate or international air (which originates or returns to the United States), no increased costs will be passed on after final payment except for subsequently imposed governmental tax increases.

REGISTRATION: CST#: 2031868-40, WST#: 601 767 666, GST#: TA-090

BINDING ARBITRATION: Any dispute concerning, relating or referring to this Agreement, the brochure or any other literature concerning the program, or the program itself, shall be resolved exclusively by binding arbitration pursuant to the Federal Arbitration Act, 9 U.S.C. Sections 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) Illinois law and will take place in Chicago, IL. 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 invalid. Please understand that by agreeing to these terms and conditions, the participant and Gohagan are waiving the right to a trial by jury.