

Mindy Gilbert, MCC

Vacation, Cruise & Honeymoon Specialist

My Vacation Lady
A division of Star Enterprises Travel
tel: 732-418-0819
www.myvacationlady.com

10 Ascot Place
North Brunswick, NJ 08902
fax: 732-247-5035
e-mail: mindy@myvacationlady.com



TERMS AND CONDIIONS

The following contains travel information that you will need. It also outlines the policies, procedures and disclaimer of liability of your travel agent. Please read this carefully.

Policies and Procedures

1. A **Vacation Planning Retainer** of \$50-\$100 per person may be required for customized itineraries that include multiple travel components, using multiple travel suppliers to satisfy the needs of the clients or when the client needs significant assistance with the destination or type of vacation desired.

This retainer includes but is not limited to:

- In depth consultation with clients to determine the right vacation for them
- Researching the destination, resorts, cruise ships for the right match
- Creating an itinerary that meets the client's needs
- Providing a competitive price quote
- Booking cruise, tours, and hotel/resort reservations
- Providing information on the destination or ports of call
- Providing assistance with shore excursions and sight seeing tours
- Updating the client on any changes that may arise and more

This retainer is to cover our time and effort in the event that you decide not to book this vacation or destination. Should you book the itinerary as presented, this retainer is applied toward your final payment. If you decide not to book this vacation or destination, this fee is considered to be NON REFUNDABLE.

2. Once your vacation is under deposit, should you decide or need to cancel your vacation, a **Refund Processing Fee** of \$50-\$100 per person will apply to the reservation. All cancellations must be in writing and must accompany a check or money order before the cancellation can be processed. Please be advised that this is in addition to any supplier cancellation penalties. The Refund Processing fee might be able to be claimed on your travel insurance policy based on the terms of the policy.
3. Prices are not guaranteed until time of deposit. **Tours and package prices may be subject to change without notice due to fluctuations in currency, airline surcharges, government taxes and fees, etc., even up to departure date. The client is responsible for those additional charges.**
4. Every airline has imposed fees for checked luggage and some have imposed fees for carryon luggage. **PLEASE check your airline carrier's website for the most up to date baggage fees.**
5. **The travel products and services being purchased may be subject to additional surcharges, cost increases, and fees imposed by individual travel suppliers or government entities after the purchase date. I understand that I may be charged these post-purchase amounts for reasons varying from currency exchange fluctuations to fuel surcharges and new travel taxes. I consent to these post purchase price increases, and I authorize My Vacation Lady to charge my credit card for these amounts.**

Travel information

1. The traveler(s) are responsible for checking all confirmations, insurance policies, itineraries and documents, upon receipt. If you have any questions or discrepancies, call your travel agent immediately.
2. **Airport check in time** is a minimum of 90 minutes prior for domestic flights and 2 hours prior for all flights outside the continental U.S.
3. **Reconfirm the date and time of your flights** at least 24 hours prior for domestic flights and 72 hours prior for international flights. **Reconfirmation of most international flights is MANDATORY.** Flight times and surcharges are subject to change without notice.
4. **Failure to use the any part of your flight reservations may result in the automatic cancellation of your continuing and return flight reservations.**
5. **Security and flight issues** can be accessed at www.faa.gov or through individual airline websites.
6. **Documents: Domestic-**Valid government issued photo ID (ie: driver's license). **International:** A Valid US passport is required for travel outside of the United States and its territories. Many countries require that your passport is valid for at least 3 months prior to the date of return. Visas may also be required for some international travel.
It is the traveler's responsibility to obtain all necessary documents prior to travel. Lack of proper documentation may result in not being allowed onto the plane or cruise ship or denied entrance into the country.
7. **For international entry requirements, traveler warnings and advisories,** it is recommended that the traveler(s) call the Travel Advisory Section of the US State Department at 202-647-5225 or on line at www.state.gov/travelinformation/travelwarnings
8. **Customs Information:** please check the Customs Department website at www.customs.gov.
9. **Prescription Medication:** It is recommended that all prescription medication be kept in original containers and only take enough to be consumed while traveling. Check with your doctor to see if any are narcotic based. If so, request that your doctor provide you with a notarized letter on his/her letterhead listing medications and reason for taking. If you need syringes for injection of insulin, etc., please check with the individual carrier for rules and restrictions on bringing syringes on board.
10. For **medical information** about vaccines, diseases, etc. for the countries you are visiting, call your local health department and/or physician. To obtain information from the Center for Disease Control call 404-332-4559 or access their website at www.cdc.gov/travel.

Disclaimer of Liability

- Mindy Gilbert, Star Enterprises I Ltd, and Travel, Ports & Voyages (known as the listed parties) are acting only as an agent for suppliers in selling travel related services, or in accepting reservations or bookings for services (ie: cruises, tours, hotel accommodations, air and ground transportation, excursions, meals, etc.) that are not directly supplied by the listed parties. Therefore, the listed parties shall not be responsible for breach of contract or any intentional or careless act of omissions on the part of such travel related suppliers, which may result in any loss, damage or injury to you or your travel companions.
- Unless the term "guaranteed" is specifically stated in writing on your ticket, invoice or itinerary, we do not guarantee any of such suppliers' rates, bookings, reservations, connections, scheduling or handling of personal effects.
- The listed parties shall not be responsible for any injuries, damages or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failure or difficulties, diseases, local laws, climatic conditions, criminal acts or abnormal conditions or developments, or any other actions, omissions or conditions outside of the listed parties' control.
- Traveler assumes complete and full responsibility for, and hereby releases the listed parties from any duty of checking and verifying any and all passports, visa, vaccination and other entry requirements of each destination, and all safety or security conditions at such destinations, during the length of the proposed travel.
- By embarking on his/her travel, the traveler voluntarily assumes all risks involved in such travel, whether expected or unexpected.
- Traveler is hereby warned of such risks, and is advised to obtain appropriate insurance coverage against them.
- Traveler's payment for tickets, reservations, or bookings shall constitute a consent to the above, and an agreement on his/her part to convey the contents hereto to his/her travel companions or group members.

- Proof of identity is required for all travel. Without proper identification, a passport or necessary visa, you may not be permitted to depart. It is the traveler's responsibility to verify all necessary travel documents. A minimum of a government issued photo ID is required for all domestic travel for passengers 16 years old and over.
- As all monies received for travel services are forwarded to the supplier, with the possible exception of the agent commission, the listed parties shall not be responsible for refund of monies not in their possession.
- Because air carriers may change fares at will, the listed parties shall not be held responsible for fluctuations of fares, surcharges or schedule changes not under their control.
- *The travel products and services being purchased may be subject to additional surcharges, cost increases, and fees imposed by individual travel suppliers or government entities after the purchase date. I understand that I may be charged these post-purchase amounts for reasons varying from currency exchange fluctuations to fuel surcharges and new travel taxes. I consent to these postpurchase price increases, and I authorize [TRAVEL AGENCY NAME] to charge my credit card for these amounts.*

Travel Cancellation/Interruption Insurance

Travel insurance is strongly recommended for all travelers to cover unforeseen travel issues such as cancellations due to covered reasons, interruptions, delays, lost/stolen/damaged travel documents, medical expenses and emergency medical transportation, etc. Certain conditions/restrictions may apply to coverage. Please read the actual policy carefully to ensure that you fully understand the benefits, conditions and/or restrictions imposed by the carrier. Your travel agent is not responsible for underwriting decisions on claims made by the traveler(s) to the insurance company.

- Information on travel insurance purchased through the travel supplier can be found in the travel brochure or by contacting their insurance carrier.
- If you purchase a 3rd party insurance policy such as Travel Insured, Access America or Travel Guard, it is the client's responsibility to read the policy to make sure you understand the coverage that the policy provides.
- 3rd party insurance policies can be cancelled within a certain date after purchase for a refund of the policy price, less the handling fee. This differs with each policy so please read the policy as soon as it is received. After the period of review, the policies are considered to be NON REFUNDABLE.

VERIFICATION OF TERMS AND CONDITIONS:

By signing below, the signor acknowledges that he/she understands and accepts the terms and conditions and verifies that he/she is acting as a representative for him/her self and for all travel companions and has legal right and authority to sign for him/her self and all travel companions. Mindy Gilbert, Star Enterprises I Ltd and Travel, Ports & Voyages will be held harmless and not responsible for any resulting disputes or actions taken by fellow travelers arising due to the signor agreeing to and signing this contract. Any disputes or resulting actions are between the signor and traveling companions. Signor acknowledges and agrees that it is his/her responsibility to inform companion travelers of these terms and conditions and to give them a signed copy showing the terms and conditions to which they will be bound. The travel agent is not responsible for issuing separate terms and conditions to each traveler booked/listed under one reservation.

I, the undersigned, have read the Terms and Conditions, Policies and Procedures, Disclaimer of Liability, and Travel Insurance sections of this agreement. I understood and agree to be bound by these terms.

Client Signature _____

Date _____

Agent Name Mindy Gilbert

Agent Signature *Mindy Gilbert* Date _____

Please return a copy of this form before deposit can be applied to the reservation:

My Vacation Lady
 10 Ascot Place
 North Brunswick, NJ 08902
 Or fax it to 732-247-5035

Failure to sign and return this form may cause the cancellation of your reservation.