

Jan Mauer, Certified Travel Consultant (CTC)
Luxury Travel Advisor



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TERMS & CONDITIONS

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 Fee** of \$50 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 fee 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 sightseeing tours

This fee is to cover my time and efforts in the event that you decide not to book this vacation or destination. Should you book the itinerary as presented, this fee is applied toward your final payment. If you decide not to book this vacation or destination, this fee is considered to be **NON REFUNDABLE**. ALL PRICES QUOTED ARE SUBJECT TO CHANGE AND AVAILABILITY UNTIL BOOKED AND DEPOSITED. All bookings require a minimum \$150.00 per person non-refundable deposit to hold and confirm reservations. Some suppliers will require a larger deposit; you will be notified if this is the case. Payment for any booking constitutes your acceptance of these terms and conditions. Full payment is usually due 45 days prior to your departure from the U.S. Some special tours or accommodations require earlier payment, and you will be advised if this is the case. Late or non-payment may cause automatic cancellation of your booking.

2. Once your vacation is under deposit, should you decide or need to cancel your vacation, a **Refund Processing Fee** of \$50 per person will apply to the reservation. Once the deposit has been received, a \$50 per booking change fee may apply. Cancellation penalties may vary depending on the products booked. Other cancellation fees or refunds for customer cancellation are at the discretion of the hotels, tour operators, rental car agencies and other service providers with which the customer has reserved travel related services. Insurance purchases are always nonrefundable (some allow a 10-14 day cancellation period). Agency is not responsible for airline's itinerary changes after booking is made. All cancellations must be in writing and must accompany a money order or signed and dated credit card authorization in the amount of \$50 per person 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.

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 (i.e.: driver's license). **International:** A passport is required for all travel out of the country. Depending on the country visited, you may need to provide a visa and/or tourist card along with your passport. Many countries require that your passport is valid for at least 6 of the date of return. Up-to-date passport and travel information is available at <http://travel.state.gov/foreignreqs.html>. **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. Please notify your travel agent of any **medical conditions or dietary requirements** for anyone in your traveling party. 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.

11. **Minors** who are traveling without BOTH parents will require special forms to be signed and notarized. Please notify your travel agent if this is the case. Most cruise lines require that **guests under the age of 21 years** must be accompanied by a parent, grandparent or guardian 25 years or older in the same stateroom. Most cruise lines have a minimum age for passengers (check with your agent). Minors are not allowed in casinos. Minors are not permitted to buy alcoholic beverages.

12. Most cruise lines and tour companies do not accept passengers past their **24th week of pregnancy**. Please notify your agent if you are pregnant.

13. **Special requests**, for example room locations, adjoining rooms, bed preferences, in-flight meal requirements, in-flight seating requirements, skylots, oxygen etc., cannot be guaranteed by the travel agent or tour operator. While the travel agent and the tour operator will attempt to accommodate such special requests, the travel agent and tour operator cannot be held responsible if such special request cannot be fulfilled.

14. There are many resorts which are classified as **all-inclusive**. Please read their brochure and check with your agent to be sure that everything that you expect to receive from the all-inclusive, is offered in the package that you are purchasing. An example is alcoholic beverages. Most all-inclusives only include their local country or area beverages and not premium beverages or beer from the United States. Also, most all-inclusives only include three meals a day.

Disclaimer of Liability:

- Jan Mauer and Exciting Vacations, LLC (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 (i.e.: 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.
- Due to significant increase of fuel costs, all bookings are subject to airline fuel surcharges and/or government tax increases without notice, even if the reservation is paid in full.

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, Travel Safe, 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. Jan Mauer and Exciting Vacations, LLC 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: Jan Mauer

Please return a **copy** of this form by fax to 732-613-8640 or mail before deposit can be applied to the reservation:

Jan Mauer, CTA Exciting Vacations, LLC
15 Everton Drive
East Brunswick, NJ 08816

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