



233 E. Weddell Dr, Suite F, Sunnyvale, CA 94089
TEL 415.787.2835 – FAX 415.276.4567 – CST # 2066009-40

Important Information & Disclosure

Please Sign and Return by Fax to 415-276-4567

Please check your documents carefully when you receive them. Call Planet Hoppers immediately if you have any questions.

AIR - Air carriers may change times, flights, and/or fares without prior notice. Planet Hoppers shall not be held responsible for fluctuations in fares or schedule changes not under our control. Minimum check-in time for domestic flights is 2 hour and for international flight, 3 hours. Confirm the day and time of flights at least 24 hours for domestic travel and 72 hours for international travel. Confirmation is mandatory for most international flights. Failure to use any reservations may result in automatic cancellation of all continuing and return reservations.

HOTELS - Hotels are usually confirmed on a guaranteed payment basis. If you cancel or change plans, please notify your hotel(s) within the time period specified by that hotel.

TOURS/PACKAGE/CRUISES – Prices are subject to change without notice due to currency fluctuations, tariff changes or increase in operational costs. In addition, group/packages are based on a Minimum Number of passengers traveling; if the number of passengers falls below the minimum required, a surcharge may be imposed on all passengers.

TICKETS - Canceled or unused tickets must be returned for proper credit to your account. Lost, stolen or destroyed tickets must be paid for until refund is received from the issuing carrier, subject to an airline imposed service charge.

IDENTIFICATION - Proof of identity is required for all travel. Without proper identification, required passport and necessary visas you will not be permitted to depart. It is your responsibility to verify your necessary travel documents. For international travel, passports should be valid at least 6 months after the date of return.

TRAVEL INSURANCE - Planet Hoppers recommends that you purchase travel insurance to protect yourself from any unforeseen events. Travel insurance is available for purchase including trip cancellation, baggage, flight, and accident insurance. Please contact us for more information or to purchase travel insurance at an additional cost.

DISCLAIMER OF LIABILITY - Planet Hoppers acts as an independent agent offering travel arrangements provided by tour operator(s), air carrier(s), cruise line(s) and other supplier(s), all of which are disclosed principals & independent contractors. Planet Hoppers maintains no control over personnel, equipment or operations of the travel service suppliers and shall not be responsible for breach of contract, any intentional or careless actions, omissions or default on the part of suppliers, which result in any loss, damage, delay or injury to you or your travel companions or group members. Planet Hoppers 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 failures or difficulties, diseases, local laws, climatic conditions, criminal acts or abnormal conditions or developments or any other actions, omissions or conditions outside the travel agent's control. Traveler assumes complete and full responsibility for and hereby releases Planet Hoppers from any duty of checking and verifying any and all passport, visa, vaccination or other entry requirements of each destination and all safety or security conditions at such destinations during the length of the proposed travel. By embarking upon 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, which is available at an extra cost through Planet Hoppers. Traveler's retention of tickets, reservations or bookings after issuance 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. As all monies received for travel services are forwarded to the supplier, except for the agent's commission Planet Hoppers shall not be responsible for refund of monies not in their possession.

TRAVEL ADVISORIES - For information concerning possible dangers at international destinations, visit the Travel Advisory Section of the U.S. State Department website at http://travel.state.gov/travel_warnings.html or call 1-202-647-5225. For medical information and traveler's health, visit the U.S. Center for Disease Control site at <http://www.cdc.gov/travel/> or call 1-877-394-8747. For travel related emergencies (whether you are traveling or you urgently need to contact someone else who is traveling), call the Overseas Citizens Services 24-hour hotline at 1-202-647-5225.

CHANGE/CANCELLATION FEES – Planet Hoppers charges an administrative fee of **\$100.00** per person per request for any changes or cancellations. Agency fees are in addition to any change or cancellation fees imposed by the airline, hotel, tour operator, cruise line, or any other travel supplier involved with this transaction.

RIGHT TO REFUND - Upon cancellation of the transportation or travel services, where the passenger is not at fault and has not canceled in violation of any terms and conditions previously disclosed and agreed to by the passenger, all sums paid to the seller of travel for services not provided will be promptly paid to the passenger, unless the passenger advises the seller of travel in writing, after cancellation. This provision does not apply where the seller of travel has remitted the payment to another registered wholesale seller of travel or a carrier, without obtaining a refund, and where the wholesaler or provider defaults in providing the agreed-upon transportation or service. In this situation, the seller of travel must provide the passenger with a written statement accompanied by bank records establishing the disbursement of the payment, and if disbursed to a wholesaler seller of travel, proof of current registration of that wholesaler.

TRAVEL CONSUMER RESTITUTION FUND - This transaction is covered by the California Travel Consumer Restitution Fund (TCRF) if the passenger is located in California at the time of payment. Eligible passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services, which the seller of travel failed to forward to a proper provider, or such money was not refunded to you when required. The maximum amount, which may be paid by the TCRF to any one passenger, is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within six months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94097-6001; or by faxing a request to: 415-927-7698.

For customer not located in California, this transaction is not covered by the California Travel Consumer Restitution Fund. You are not eligible to file a claim against that Fund in the event of Planet Hoppers' default.

TRUST ACCOUNT DISCLOSURE – California law requires certain sellers of travel to have a trust account or bond. This business has a trust account with Bank of America.

SELLER OF TRAVEL - Planet Hoppers has successfully completed all of the necessary requirements for selling travel in the State of California and has been given the Seller of Travel Registration **CST# 2066009-40**.

Thank you for choosing Planet Hoppers!

I have read and understood the above.

Signature

Date

I would like to purchase travel insurance: YES / NO Initial _____