



THE TRAVEL MORENA
an Independent Agency of Xstream Travel

BOOKING POLICIES & INFO

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Updated as of 7/23/21 (Pages 1-5)

AUTHORIZATION FORM PROCESSING: All rates are per person, based on double occupancy, and capacity controlled. Prices subject to change without prior notice. All payments are non-refundable and non-transferable, unless you purchase our supplier vacation protection plan at the time of booking. Payment may take 3-5 business days to fully process and be reflected on your statement. This charge will be manually applied by the agency to your reservation. There may be card processing fees for some supplier payments. If there are any issues, an agent will get back to you via the email you provided. Please note that you may not see a charge from the travel agency on your credit card statement; in this case the charge will come from our supplier and/or the airline directly. You certify that you have verified that all information contained in the confirmation you received is accurate. You also certify that you have read the Terms & Conditions and the appropriate Travel Protection Plan details. Cancellation penalties may apply. Insurance is not refundable.

CONSULTATIONS/SERVICE FEES: In order to perform the professional services required to plan and arrange your travel, a service fee is required for all consultations. This fee is nonrefundable. Vacation planning involves considerable time. We research cruises, hotels and tours to meet your specific needs, contact suppliers, coordinate transportation, and draft itineraries. Our efforts and focus will allow you and your guests a worry-free vacation. Our service fees provide access to your travel agent/ and or assistant at all feasible times to ensure you are satisfied with our commitment. If you choose to book your vacation with another agency or vendor, the service fee and any payment on vacation will be retained by The Travel Morena or vendor as payment for services rendered. All vacations arranged through The Travel Morena offer peace of mind, as we are experienced professionals in the business of planning individual travel for sophisticated travelers who demand the most professional individual attention to detail and execution of a well-planned vacation.

- **DOMESTIC TRAVEL CONSULTATION \$50: INCLUDES TRAVEL WITHIN THE US (INCLUDING PUERTO RICO & US VIRGIN ISLANDS).** Three (3) Complimentary Quotes will be sent within 48 hours following scheduled consultation.



- **INTERNATIONAL TRAVEL CONSULTATION \$50: INCLUDES TRAVEL FOR MOST INTERNATIONAL DESTINATIONS (INCLUDING EUROPE, AUSTRALIA, etc.)** Three (3) Complimentary Quotes will be sent within 48 hours following scheduled consultation.
- **GROUP TRAVEL CONSULTATION \$100: INCLUDES GROUP TRAVEL ANYWHERE IN THE WORLD (INCLUDING HONEYMOON, EVENTS, GROUP TOURS, etc.)**. Three (3) Complimentary Quotes will be sent within 48 hours following scheduled consultation.
- **CHANGES TO PLANS CONSULTATION \$VARIES:** An invoice will be sent after discussing details of plan changes after quotes have been sent.

Please Note: If more time is required for quotes, due to awaiting special arrangements, such as villa pricing, we will inform clients within timeframes above.

PASSPORTS: Everyone, including children and infants, **MUST** have a **VALID** passport to travel internationally (not Passport Card). Failure to comply will result in denial of boarding, no refund, no exceptions (out of the USA). The Travel Morena is **NOT** responsible for passports in **ANY** way. Passports are required to be valid for 6 months from your return date. **PASSPORT CARDS ARE NOT VALID FOR TRAVEL INTERNATIONALLY VIA AIR!**

HONEYMOON & ANNIVERSARY TRAVELERS: You **MUST** bring a copy of your marriage certificate to qualify for any complimentary honeymoon/anniversary package (photocopy is recommended). Failure to have such proof of marriage will result in the resort denying these complimentary privileges (if applicable). **PLEASE** notify The Travel Morena agent if you are celebrating a Honeymoon or Anniversary so that they can annotate this in your reservation. Typically, resort will honor these packages up to 30 days before or after your honeymoon/anniversary date.

WEDDING TRAVELERS & GROUP BOOKINGS: All bookings arranged for weddings/groups have been discussed with the bride/groom/host prior to locking in any group arrangements. Please check with the **HOST** for all details **PRIOR** to booking your group trip with your deposit. The Travel Morena is **NOT** responsible for guests not being aware of the group hosts trip arrangements and group policies locked in. Your deposit payment is proof that you fully understand the details of the trip that you signed up for.

TOURS: **ALL** tours are completely non-refundable/non-transferable, unless it is covered by your travel protection. All tours are scheduled on the (local) time of the island, state, or country that the tour takes place in. This includes excursions, bus trips, guided tours, and more. In the event that there is an unforeseen natural circumstance, such as severe weather, an alternate plan will be made by the discretion of the tour conductor (no price difference will be provided, and the tour conductor will do his/her best to find an equivalent alternative arrangement). If there is no alternative option available, then refunds will be deemed as valid and the tour conductor will provide clients with a refund schedule (**THE TRAVEL**



MORENA is NOT responsible for tour refunds). If guests arrive late due to any issues (other than nature deemed) such as traffic transportation issues, etc. then the tour is deemed cancelled and no refunds will be provided. If there is a group and some guests arrive late, it is up to the sole discretion of the group leader to proceed on time or to wait for the guests. If the decision is to wait for the guests, the tour time may be cut short as well as an overtime fee may be charged if the tour agency is asked to stay past their scheduled time. The tour conductor & the travel agent are NOT responsible for any of the agencies/businesses worked with in conjunction with the tour.

UNFORESEEN NATURAL CIRCUMSTANCE/PANDEMIC: In the event of an unforeseen natural circumstance or a Pandemic such as Covid-19, adjustments to policies and instructions on how to proceed may be significantly delayed due to volume in inquiries. THE TRAVEL MORENA is NOT responsible for delays and will follow all necessary guidelines with the supplier to keep you informed as soon as reasonably possible. Please note, if refunds are applicable, this may take longer than usual and is out of our control. In any event, we want you to be safe and will keep you updated via email.

CHANGES TO RESERVATIONS: ANY changes made to your existing room reservations are subject to the current rates, promotions, and terms at the time of change.

FINAL PAYMENT: The final payment MUST be received NO LATER THAN 45 days prior to departure (unless otherwise indicated on your receipt). Final payments are not automatically charged unless you opt in. Please note your calendar of this final payment date. We send reminders about a week before it's due. The Travel Morena is not responsible for cancellations due to payments made after this date. Late fees and penalties will apply.

CANCELLATION PENALTIES: Pertaining to the room portion of your trip; once your reservation is made a nonrefundable penalty will be assessed up until any additional resort penalties take effect. The aforementioned is per person or entire room canceling (so if 1 person within the room cancels these same rules apply for that person). Regarding Airline tickets: if The Travel Morena booked your tickets, they are 100% non-refundable and subject to individual airline penalties/fees (see insurance below).

LATE FEES: Payment plans are created to help break up trip payments into a more affordable option for our clients. All payments not received by or prior to the due date scheduled will incur a \$25 per person late fee. All reservations are subject to cancellation and hotel penalties as described above if final payment is not received on the due dates. Late fees are not covered by the travel insurance and are always non-refundable. All the above would be protected with the optional Travel Insurance with the exception of late fees. If you do not have insurance – natural disasters (such as hurricanes), cancellations for ANY reason (medical/personal emergencies, cancellation of the wedding, etc.) do not relieve you from these penalties. ONLY the Travel Insurance will ensure you coverage. All cancellations must be received in writing.

TRAVEL INSURANCE: Please inquire at time of booking for plans and policies.



TRAVELING WITH CHILDREN: Children under 18 years of age not traveling with both parents or legal guardian(s) may need to present a notarized letter from the absent parent/guardian granting permission to travel outside the United States and provide emergency medical care if necessary. Please refer to this website for more information and sample letters

<http://www.globetrektravel.com/minortravelforms.pdf>. The Travel Morena is not responsible for lack of compliance to provide proper documentation to airport authorities. It is the responsibility of the traveler & the traveler's parents/guardians to provide proper documentation to airport authorities.

TRAVEL DOCUMENTS: Travel documents will be sent to you no later than ten (10) days prior to departure date. Please read through these documents immediately; misprints, misspellings, incorrect dates etc. are not the responsibility of The Travel Morena. Included in your travel documents (if airfare is purchased through The Travel Morena) are airline electronic ticket receipts (proof of purchase, not boarding passes or actual tickets). Boarding passes are printed at the time of check in; online with the airline directly, or at the airport when showing passport & checking in luggage. It is very important that you take your travel documents with you in addition to passports and a major credit card for any baggage fees that may apply.

BAGGAGE FEES: Due to continual changes in airline baggage policies it is suggested that you inquire with your airline's website for up-to-date fees & information. The Travel Morena is NOT responsible for additional fees incurred for baggage or seating. **BAGGAGE FEES ARE NOT PART OF AN ALL-INCLUSIVE PACKAGE!** Please review "Updated Checked Bag and Carry-on Bag Rules" at www.TSA.gov.

AIRLINE SCHEDULE CHANGES & CANCELLATIONS: Occasionally airlines change flight schedules & may even cancel flights entirely. These changes are beyond The Travel Morena's control. In the event that such a situation occurs; The Travel Morena will do its very best to assist you with finding the best possible alternate option(s). If the flight time change is minor (2 hours or less) the airline will automatically make the change (airline policies/rules entitle them to legally do so). The Travel Morena will notify you of major changes. Please Note: there may be additional costs to re-book a new flight should the airline cancel or make a major change to your original flight itinerary. The Travel Morena is NOT responsible for any additional costs or fees imposed by the airlines. It is the responsibility of the passenger to check for last minute airline flight time changes within 24 hours of departure. The Travel Morena is not responsible for changes that may occur within 24 hours of original flight departure time.

RECONFIRM YOUR FLIGHTS: The Travel Morena advises you to personally re-confirm your flight schedule within 24 hours prior to departure directly with the airline in case of any last-minute changes or delays. Most airlines allow you to check in online 24 hours prior to departure using the "Record Locator" (found in your Travel Morena documents).

AIRLINE CHECK IN: Please check in with your airline at the airport no later than two (2) hours prior to scheduled flight departure time.



RESORT CHECK IN: Check-in time at most resorts is 3:00pm (local time). If you arrive prior to 3:00pm your room may not be ready. Some resorts will store your luggage in a secure location on property so you may start enjoying your vacation without delay. Change into something more comfortable and enjoy a nice lunch, swim in the pool, walk along the beach, etc. until you are notified that your room accommodation is ready for check in.

DRESS CODE: ** MEN ** - Please be advised that some resort restaurants may require long pants, collared shirts, & Closed-toe shoes. Please pack accordingly.

Thank you for your business! Visit TheTravelMorena.com for updates!