

HN Travel

CST# 2051460-40

IMPORTANT INFORMATION

1. Please check your documents when you receive them. Call us if any question at 909-447-5862 or email: hala@hntravel.com
2. **CHECK-IN** – Minimum check in time for domestic flights 2 hours and for international flights 3 hours. Government issued photo ID is required at check-in on all flights.
3. **RECONFIRMATION**: Reconfirm the use and time of flights at least 24hours for domestic and 72 hours for International.
4. **EXCURSION AND PROMOTIONAL FARES**: most discount fares involve certain restrictions.
5. **TICKETS**: Non-refundable tickets must be cancelled and re-issued prior to original departure date. These tickets have no value after flight date. Full far unused tickets must be cancelled prior to flight date in order to receive future credit. Please check with specific airline for cancellation and accommodation charges and policies.
6. **IMPRTANT!!** If you arrive at an airline ticket or passenger check-in counter with your confirmed ticket and find that airline shows no reservation for you – **do not** leave the counter. Check your ticket. if the status box shows “OK” for the flight in question, the airline must accommodate you on that flight, or if that not possible, they must either find you a substitute flight or pay you denied boarding compensation. If necessary, ask to a supervisor.
7. **We** reserve the right to change processing fees in the event of refunds, cancellations or special services.
8. **HOTELS** are usually confirmed on a guaranteed payment basis. If you cancel or change plans, please notify us within the time period specified by that hotel by calling us at 909-447-5862 or email: hala@hntravel.com .
9. **TOUR PACKAGE PRICES** are subject to change without notice due to currency fluctuations, tariff changes or increase in operational costs. In addition group tours packages are based on **Minimum Number** of passengers travelling; if the number of passengers falls below the minimum required, a surcharge may be imposed on all passengers.

RIGHT OF CA CUSTOMER TO MAKE CLAIM ON THE CA TRAVEL CONSUMER RESTITUTION FUND

This transaction is covered by the California Travel Consumer Restitution Fund (TCRF) if the seller of travel was registered and participating in the TCRF at the time of sale and 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 12 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 94977-6001; or by visiting TCRF's website at: www.tcrfinfo.org .

CANCELLATIONS AND FREUND

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 clearly and conspicuously 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 wholesale seller of travel, proof of current registration of that wholesaler.

This transaction is not covered by the California Travel Consumer Restitution Fund. This business has a trust account.