



Big Dreams Travel Service Agreement (Updated July 1, 2017)

The purpose of this agreement is to outline the travel services provided by Big Dreams Travel to our clients. By signing and accepting this form you are agreeing to all of the following terms, conditions, and statements of services as well as the risks associated with traveling.

I. Services Provided

- A. Big Dreams Travel will provide travel agent related services to our clients in accordance with our IATA certification.
- B. Big Dreams Travel will provide a full quote to you before any travel services are booked. By signing below you acknowledge that these quotes are subject to a price change until a booking is actually made. You are also acknowledging that you will agree to correct information on all quotes by replying to an email or signing and returning the quote prior to booking. By agreeing to the quote you are certifying you have confirmed all dates, names, and travel details are correct and if something is wrong you will not hold Big Dreams Travel liable for any cancellation fees or change penalties.
- C. Big Dreams Travel will provide booking services via phone or email for any travel related need.
- D. Big Dreams Travel will send booking confirmations via email after any booking is made.
- E. Big Dreams Travel will make travel insurance available to you, although it is important to understand we are not insurance agents. Any questions about the policy will be answered by the travel insurance company.

II. Compensation

- A. You will not be responsible for paying any compensation to Big Dreams Travel for **most** (See Exceptions Below) travel needs booked with us including vacation packages, cruises, or guided tours. Our agency will be compensated by the travel supplier in all of these situations meaning our services cost you nothing.
- B. There are a few exceptions to the compensation statement in II.A above:
 1. Bookings of domestic airline tickets will include a service fee of \$25 per ticket.
 2. Bookings of international airline tickets will include a service fee of \$50 per ticket.
 3. Bookings of an international airline ticket as a consolidator fare will have between a \$50 and \$100 service fee depending on the consolidator fare rules and fees. These fares are usually cheaper than commercial fares, but may have a slightly increased fee.
 4. Bookings of group airline tickets will include a service fee that will vary from \$25 to \$75 per ticket depending on the specifics of the airline contract.
 5. Any changes made to domestic or international airline tickets will include a service fee of \$50 per ticket. This is in addition to any change fees the airline may charge for things such as, but not limited to, name changes, itinerary changes, or cancellations.
 6. Our travel planning services may also be subject to compensation **ONLY** if you **DO NOT** book a vacation package or cruise with our agency. We will offer our services for no cost if you booked your package with Big Dreams Travel.

III. International Travel

- A. DOCUMENTATION: U.S. citizens travelling to any destination outside of the United States will be required to present a valid U.S. passport. Passports must be valid for 6 months past the return date. Some countries require a visa for transit or entry. Passengers are responsible to ensure that they have all the proper documents for entry. All names on documents must match the legal name on your photo I.D., and travel document information must match tickets. Please check the State Department website at <https://travel.state.gov> for further information. Immunizations may also be required. Failure to comply with these regulations may result in denied boarding, denied entry, and/or government imposed fines. If you are a citizen of another country, there may be additional requirements. Check with the nearest consulate or embassy of the destination you are travelling to and find out the entry requirements for non-U.S. citizens.”
- B. Big Dreams Travel will make every effort to help our clients with understanding and preparing for international travel including passport and visa requirements. With that said, by signing below you agree to not hold us liable for any travel related problems that may result from not having proper documentation during your travels.

IV. Booking Rules and Policies

- A. By booking any travel arrangements with Big Dreams Travel you accept and agree to all of the following statements:
 1. Big Dreams Travel offers retail travel services to customers, which are provided by separate and independent vendors of travel services. Big Dreams Travel does not operate, control, or otherwise provide the services of the independent travel vendors. Hence, customer agrees that Big Dreams Travel acts only as agent for the client in acquiring transportation, hotel accommodations, sightseeing and other privileges, or

services for the clients' benefit, and on the express condition that Big Dreams Travel shall not be responsible for any loss, accident, injury, delay, defect, omission or irregularity which may occur or be occasioned, whether by reason of any act, negligence or default of any company or person engaged in or responsible for carrying out any of the arrangements, or otherwise in connection therewith."

2. Travel vendors will each have specific terms and conditions as well as cancellations policies that will be included with all booking confirmations. By signing this agreement you agree to pay for any charges relating to cancellation of the trip or changes to the trip you must make. Many forms of travel, such as airfare, are non-refundable and when booking you agree not to hold Big Dreams Travel liable for any cancellation fees, change fees, or full costs of travel that you may lose when cancelling or changing your plans. Big Dreams Travel will always wait for your full approval of a quote and travel schedule before booking, but once you sign the quote or reply in an e-mail that the quote is accepted you are agreeing to all costs associated with the travel quote in question.
3. It is also important to understand many forms of travel will only require a deposit to hold the reservation and will then have a final payment date usually between 30 and 90 days in advance of the travel dates. Although Big Dreams Travel will make every effort to help our clients remember and be prepared for these final payment dates it is ultimately the client's responsibility to make sure our agency has a form of payment ready to apply to the trip at least 24 hours prior to the deadline. Again, we will make every effort to apply payment, but if payment information is incorrect or not sent to us in time the reservation may be cancelled. If a reservation is cancelled because final payment is not made you agree to not hold Big Dreams Travel liable for any deposits, cancellation fees or payments already applied to the reservation.
4. By signing below you also agree and acknowledge that traveling has certain inherent risks involved, and when traveling you may be exposed situations where personal injury may occur. Although these instances are extremely rare if something should occur you agree not to hold Big Dreams Travel liable for any damages, injury, or anything else that may be an outcome of your travels.

V. Terms of Agreement

- A. By signing below you acknowledge that this agreement between you and Big Dreams Travel will last for five (5) years at which time it will automatically renew for another five (5) year period unless you notify us in writing of the termination of this agreement. There is no maximum number of times this agreement can be renewed as long as Big Dreams Travel is in existence.
- B. By signing below the client agrees that this agreement covers any and all persons who travel with him/her on any trip booked with Big Dreams Travel. Because of this the client is responsible for sharing the terms and conditions in this agreement with the entire traveling party.

By signing below you agree to everything stated in this agreement above in relations to any services provided to you by Big Dreams Travel. As always, if you have any questions about this agreement or anything else regarding our services you can contact us at quote@bigdreamstravelusa.com.

Client (Print Name)

Client (Signature)

Date

