



Big Dreams Travel Service Agreement

(Updated December 30, 2021)

The purpose of this agreement is to outline the travel services provided by **Big Dreams Travel, LLC** 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 CLIA 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 our clients, although it is important to understand we are not insurance agents. Any questions about the policy will be answered by the travel insurance company. Clients are encouraged to take travel insurance in all situations and ask their agent for more information at any time.

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, if not a part of a package.
 2. Bookings of international airline tickets will include a service fee of \$50 per ticket, if not a part of a package..
 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 traveling 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 traveling 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. Special Circumstances

- A. HONEYMOON & ANNIVERSARY TRAVELERS: You must bring a copy of your marriage certificate to qualify for any complimentary honeymoon/anniversary package (photo copy is recommended). Failure to have such proof

of marriage will result in the resort denying these complimentary privileges (if applicable). PLEASE notify your Big Dreams Travel agent if you are celebrating a Honeymoon or Anniversary so that they can annotate this in your reservation. Typically, resorts will honor these packages up to 30 days before or after your honeymoon/anniversary date.

- B. 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. Big Dreams Travel 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 necessary authorities.
- C. AIRLINE SCHEDULE CHANGES & CANCELLATIONS: Occasionally airlines change flight schedules, & may even cancel flights entirely. These changes are beyond the control of Big Dreams Travel. In the event that such a situation occur; Big Dreams Travel will do it's 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). Big Dreams Travel 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. Big Dreams Travel 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. Big Dreams Travel is not responsible for changes that may occur within 24 hours of original flight departure time.

V. 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 canceling 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 email 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 that 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 120 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 the payment, but if payment information is incorrect or not sent to us in time the reservation may be canceled. If a reservation is canceled 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 agreeing to these terms and booking with BDT you also agree and acknowledge that traveling has certain inherent risks involved, and when traveling you may be exposed to 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.
- B. CHANGES TO RESERVATIONS: Any changes made to your existing reservation are subject to the current rates, promotions, and terms at the time of change. This may result in a price increase which would be the responsibility of you, the client.
- C. CANCELLATION PENALTIES: Pertaining to the room or vacation package portion of your trip; once your reservation is made a \$200 nonrefundable penalty will be assessed for any cancellation. If the resort or tour operator's cancellation fees are more than \$200 the difference will also be the responsibility of the client. The aforementioned could be per person or for the entire room, based on rules of the hotel, resort, or tour operator in question. Regarding Airline tickets: If Big Dreams Travel booked your tickets, they are 100% non-refundable and subject to individual airline penalties/fees (see insurance below), unless an alternative ticket type was purchased.

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