



7 Spring Street San Francisco, California 94104 USA | Tel: 415.977.7100 | Fax: 415.977.7150 | CST#1005774

Travel Agent Booking Form / Terms & Conditions

Please have your client(s) initial and sign below.

Payments: Prices are not guaranteed until tickets have been paid for in full and issued, and are subject to change at any time until then. As soon as we receive payment, we will begin ordering and issuing tickets. Depending on the itinerary, please allow two to four weeks from the time payment reaches us for tickets and/or e-ticket confirmations to be delivered. Tickets may be issued as paper tickets, e-tickets, or a mix of both.

Please initial here that you have read and understood this information and agree to our policy as listed in the above paragraph .X _____

Forms of Payment: We accept Wire transfers, Cashiers checks and Agency Checks as payment for the full ticket price. (Agency Checks will NOT be accepted if your clients' departure is within 3 weeks of payment.) Tickets will not be released until full payment has cleared. Credit cards (American Express, Visa, MasterCard or Discover Card) also will be accepted as a form of payment. Any funds due to the travel agent in the form of commissions and/or agency markup will be paid by AirTreks corporate check and mailed to the agent on the date of the client's departure.

Our Bank: The Mechanics Bank, 343 Sansome Street - Suite 1500, San Francisco, CA. AirTreks maintains a trust account there, into which all customer payments are deposited. We are happy to give you our bank contact information upon request.

Date Changes: Travelers or their agent can make most date changes directly with the airlines involved while they are traveling. Some dates may only be changed through AirTreks. Availability of seats and date change fees are subject to the airlines' policies. AirTreks can advise about the policies regarding a specific itinerary on request. AirTreks can assist in making your date changes for a \$100 per flight fee (subject to change), in addition to the date change fees charged by the carrier. Some segments, especially the first segment departing the United States, may not allow date changes. In order to change the US departure date, the ticket must be submitted for a refund and a new ticket purchased for the new travel dates. (Please see the section on Cancellations, below.)

Routing Changes: Once tickets have been issued, routing changes (including adding, removing, or changing stopovers or connections) are not permitted. If a routing change is needed, the ticket must be submitted to us for a refund and a new ticket purchased for the new travel routing. (Please see the section on Cancellations, below.)

Visas/Special Permits: The traveler is responsible for obtaining any necessary visas and travel permits for all countries that they will be traveling to or transiting through, and for informing themselves as to which countries/areas within countries require visas and/or special permits. Visa and entry requirements may vary depending on travelers' nationality, the length of stay, and the purpose of the visit, among other factors. Visa information and visas can be obtained by contacting the Consulate or Embassy of the countries involved or from a visa service. Please also make certain that the traveler's passport is valid for at least six months after the latest expected end date of your planned trip, as most countries will not allow entry if the passport will expire sooner. We are not lawyers, and nothing we say should be interpreted as legal advice concerning visas, entry requirements, immigration, or residency.

Health and Safety Matters: The traveler is responsible for determining what, if any, vaccinations or other health or safety precautions are necessary or recommended for their destinations. We are not physicians, and nothing we say should be interpreted as professional medical advice. Government health advisories can be found on the internet at: <http://www.cdc.gov> and <http://www.who.int>

Baggage: Check with the specific airlines. Most domestic U.S. carriers and some international carriers now charge for each piece of checked baggage. **For most international flights, baggage is limited to a total of 20 kg. (44 lbs.), total of all pieces and items including carryon items.** If the traveler plans to check and/or carry on more than 20 kg. of luggage per person on any of their flights, they should check directly with each airline in advance for their free baggage limits and excess baggage charges.

Reconfirming Flights/Tickets (very important!): AirTreks takes no responsibility for reconfirming flights or for advising the traveler of airline schedule changes once the tickets have been issued. Standard airline rules in effect in most countries require that international flights must be reconfirmed directly with the airlines concerned at least 72 hours prior to departure of each flight or the airline(s) may cancel your reservations. The traveler should plan on contacting each airline concerned by phone or at a city ticketing office at least three days before the flight to reconfirm and check for any schedule changes. We recommend that travelers reconfirm each flight, even if the airline says that it is not required.

Airline Default/Involuntary Schedule Changes: AirTreks takes no responsibility in the event of an airline's default, cessation of service on a ticketed route or schedule change. Travel insurance that covers airline default is highly recommended.

Cancellations: Our cancellation penalties apply as soon as we have received payment. Some tickets are completely non-refundable. Cancellations for any reason whatsoever, including medical reasons, death in the family, strikes, wars, weather, natural disasters, airline default or government travel warnings will not entitle the traveler to any refund in the case of nonrefundable tickets or waiving the cancellation penalties in the case that the tickets can be refunded. If tickets can be refunded, cancellation penalties can be up to 70% of the cost of the tickets and can take 6 months to a year or longer to obtain. **Trip cancellation and interruption insurance is therefore highly recommended.** For the best coverage, travel insurance should be purchased at the same time as the airline tickets.

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Responsibility/Release and Assumption of Risk: "I understand and am aware that during the air travel itinerary in which I will participate under the arrangements of AirTreks (hereinafter referred to as the Company), and its agents, associates, affiliated companies, or subcontractors, certain risks and dangers may arise, including but not limited to the hazards of traveling in unsafe areas or under unsafe conditions, the hazards of traveling in politically unstable areas, the dangers of civil disturbance and war, the forces of nature, the negligent or reckless acts or omissions of, and/or the bankruptcy, insolvency or cessation of services by, the Company's affiliated companies, airlines or subcontractors. In consideration of, and as part of the payment for, the right to participate in such air itineraries, I have and do hereby expressly assume all of the above risks. The terms of this agreement shall serve as a release and express assumption of risk for myself, my heirs, assignees, administrators, executors, and all members of my family, including any minors accompanying me. I have read and fully understand the provisions and the legal consequences of this Release and Assumption of Risk and I hereby agree to all its conditions, especially noting and agreeing to the portion of this provision that releases the Company and its agents, employees, officers, directors, associates, affiliated companies, and subcontractors, to the extent permitted by law, from liability for the negligent or reckless acts or omissions of the Company's affiliated companies, airlines and subcontractors."

For California customers: Right of California Customer to Make Claim on the California Travel Consumer Restitution Fund. In the event of AirTreks default, you may be eligible for a refund of up to \$15,000 from the California Travel Consumer Restitution Fund. If you were located in California at the time of your purchase, you have a right to make a claim against the fund for a refund of any money paid to AirTreks that is due because of AirTreks bankruptcy, insolvency, cessation of operations, or material failure to provide the transportation or travel services sold. The claim must be filed within 60 days (or in some limited circumstances, within one year) after you become aware of your loss. For a claim form and additional information, write to Travel Consumer Restitution Fund, PO Box 6001, Larkspur, CA 94977-6001. For customers located outside California at the time of purchase of travel services: This transaction is not covered by the California Consumer Restitution Fund. You are not eligible to file a claim against that Fund in the event of AirTreks default.

Please initial here that you have read and understood this information and agree to our policy as listed in the above paragraph. X _____

All pages of this form must be returned to us (signed and initialed where indicated) at time of payment, along with a photocopy of the picture page of each traveler's passport (required by some airlines before tickets can be issued)

Before signing, please go over this checklist:

Circle One:

Yes – No: Copy of the first/picture page of my/our passport(s) included

Yes – No: If paying by credit card, my signed charge authorization is attached

Yes – No: I will pick up my tickets in person at the AirTreks San Francisco office (9am-5pm Monday-Friday)

Ticket and Document Delivery: Tickets and Documents will be delivered to you or available for pickup (as checked above) within 3-4 weeks of the time your payment reaches us (and clears into our trust account). It is your responsibility to advise us if you have not received your tickets within 3-4 weeks after placing an order, or at least two weeks prior to your departure (unless special late delivery arrangements have been made).

Sales Agent's Name: _____

I HAVE READ, UNDERSTAND AND AGREE TO ALL OF THE TERMS & CONDITIONS

(To be signed by each passenger over 18 years of age - a parent or legal guardian must sign for child under the age of 18):

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

(Make copies for additional signatures if necessary)

Delivery Address:

Very Important. List your complete address for document delivery (No P.O. Boxes; someone must be able to sign for package from 9am to 5pm weekdays):

Contact Name: _____

Company: _____

Street Address: _____

City, State: _____

Country: _____

ZIP or Postal Code: _____

Contact phone # for this address: _____

(Please include country code if outside the US and Canada.)

Email address while you will be traveling: _____