



110 Kinoole Street
Hilo, Hawaii 96720
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Ver. 03/17

Tour Reservation Form

Please find enclosed my **deposit** to reserve space for the following:

Tour: _____ **Departing on:** _____

Name (As shown on photo ID): _____

Mailing Address: _____

City: _____ **State:** _____ **Zipcode:** _____

Preferred Contact Number: _____ **E-mail:** _____

Please list Roommates: (Each tour member must fill out individual form)

For international travel, provide a copy of the photo page of your current valid passport. If your passport is expiring or expired, send a copy of your old passport with the application and send the new passport upon receipt. If you are applying for a passport for the first time, please submit the application and send the passport copy upon receipt. For international travel only, please provide current occupation: _____

Frequent Flyer Number: _____

Accommodations: Single Double Triple Quad
 Smoking Non-Smoking

Japanese accommodations: Some Japanese hotels have limited Western-style accommodations. We will do our best to accommodate your request, but room type is not guaranteed. Please indicate your preference below:

Yes, I would like to sleep in a Japanese-style room on a tatami floor
 No, I would like to sleep on a Western-style bed

AIRCRAFT SEATING: Please indicate desired seating. Seats are subject to availability and are not guaranteed

Aisle Window Near lavatory Away from lavatory

TRAVEL INSURANCE: Tours by Charlie recommends travel and cancellation insurance to all tour members

Yes, I would like to know more about insurance No, I do not want travel insurance

PACKAGE DESIRED: Please indicate which package you would like to purchase if choice is available

I would like to purchase **both land and air** from Tours by Charlie
 I would like to purchase land only from Tours by Charlie and will purchase my air separately with the understanding that this may require additional costs for airport transfers

PAYMENT: Tours by Charlie is sometimes able to accept credit cards for the air portion only. The land portion must always be paid cash or check. If credit cards cannot be used for the air portion, then the entire amount must be paid by cash or check.

Yes, I wish to use a **credit card** to pay for my airfare, if possible.
 No, I will pay all by **cash or check**

(Turn over to complete application form)

Additional travel plans, special needs or requests: Please indicate any additional travel plans that you may have, either before or after the tour. Please give us as much time as possible (30 days or more) so that we can confirm your plans.

Special diet, medical needs, or physical impairments: Please list any medical conditions, including dietary needs that must be taken into account prior to the tour's departure (For example: allergies). Be assured that the information disclosed will remain private and confidential and will only be used in the event of emergency or to better serve your needs:

I, the undersigned, acknowledge receipt of the State of Hawaii Consumer Rights and agree to the General Tour Conditions. I have also been advised of Travel Insurance and method of payment:

Name: _____ Signature: _____ Date: _____

In case of emergency, please contact:

Name: _____ Relationship: _____

Preferred Contact Number: _____

*- Emergency Contact should be someone **not** traveling on the tour. This person is also authorized to receive information regarding the tour in the event of problems during the tour (ie natural disaster or health emergency).

For Office Use Only:

Date Deposit Received: _____ Receipt #: _____

Date Final Payment Received: _____ Receipt #: _____

General Tour Conditions

Updated: 04/14

Deposit and Payment:

A tour reservation is confirmed upon receipt of a non-refundable deposit of \$300.00 Per Person. Full prepayment is due 60 days in advance of the tour departure.

Method of Payment:

Payment is by check or cash.

Cancellations and Refunds:

Cancellation by the Tour Member for any reason, including medical, is subject to the following Cancellation Fees Per Person:

- 60 to 45 Days prior to Departure:
Tour Deposit plus any penalties from vendors (ie. airlines, hotels, etc)
- 44 to 30 Days prior to Departure:
Tour Deposit plus \$100 plus any penalties from vendors (ie. airlines, hotels, etc)
- 29 to 15 Days prior to Departure:
Tour Deposit plus \$300 plus any penalties from vendors (ie. airlines, hotels, etc)
- 14 Days to Day of Departure:
Tour Deposit plus \$500 plus any penalties from vendors (ie. airlines, hotels, etc)

In the event a tour member leaves during the tour, only those monies that can be recovered will be refunded. Additional fees to return home are the responsibility of said tour member.

Cancellation of the Tour:

Should the tour be cancelled by Tours By Charlie, through no fault of the tour member, all sums paid to the agency will be refunded.

Changes to the itinerary:

Tours By Charlie reserves the right to change, amend or cancel at anytime without notice. These changes may include the cancellation of a scheduled tour or sightseeing event where circumstances such as inclement weather, where the safety of all tour members is at stake or other unforeseen factors deem it necessary to cancel that event. In such a case, Tours By Charlie reserves the right to offer an alternative tour.

Tour price includes:

- A Tour Manager who will accompany you during the tour.
- Hotel accommodations with private facilities.
- Air transportation as stated in itinerary in economy class of service, unless otherwise arranged by the tour member(s) and Tours By Charlie is so informed.
- Meals as stated in the tour itinerary.
- Ground transportation as indicated in itinerary
- Handling of one piece of luggage.

- Sightseeing excursions and entrance fees, local guides, services charges as listed in the tour itinerary.

Tour price does not include:

- Personal expenses such as room service, phone calls, alcoholic beverages, and optional activities.
- Meals not included in the itinerary
- Extra pieces of luggage as well as luggage that exceeds the maximum weight and size allowed by the air carriers are subject to fees assessed by the individual air carriers.
- It is the responsibility of each tour member to check with each carrier in the tour concerning size, weight, and amount of allowed luggage.
- Pre or Post-tour hotel accommodations if tour member plans to stay longer than the tour dates.

Travel and Health Documents:

This tour requires the possession of a valid passport by each tour member. Visas may be required depending upon the citizenship of the tour member. All US and Japanese citizens are not required to have a visa to enter Japan. Unless the individual tour member is joining the tour after departing from an infected country, no vaccinations are required. Tetanus shots are often recommended, but it is important to check with your personal physician to verify whether or not any vaccinations will be required prior to departing on this tour.

Travel Insurance:

Travel insurance is recommended and can be purchased from Tours By Charlie. For more information, please call.

Membership on Tour:

Tours By Charlie reserves the right to accept, reject or not retain any person as a tour member whose condition or general deportment impedes the operation of the tour or affects the rights or enjoyment of the tour by other tour members. The refund of any monies will be limited to the cancellation and refund policies of the suppliers of the tour.

Travelers needing special assistance:

Anyone requiring special attention should report this fact to Tours By Charlie at the time of the booking. All reasonable attempts to accommodate the needs of such a tour member will be made, but Tours By Charlie is not responsible for any denial of services by carriers, hotels, restaurants and other independent suppliers. Persons requiring assistance must be accompanied by a companion who is capable of and

totally responsible for providing the assistance.

Luggage:

Responsibility will not be accepted by Tours By Charlie for loss or damage to luggage or any other belongings while in the custody of any airline, coach company or hotel.

Responsibility:

Tours By Charlie is an independent contractor that arranges travel-related services for tour travel. Tours By Charlie is not the agent of the customers, nor of those providing travel-related services and does not in any manner directly provide accommodations, meals, transportation, or other travel-related services. Tours By Charlie shall not be responsible or liable and expressly disclaims any responsibility for any loss, expense, accident, injury, or damage to any person or property that results directly or indirectly from a willful or negligent act or omission, or any other cause, including but not limited to any act of God, acts of terrorism, defects in machinery, breakdown in equipment, weather, strikes, theft, delay or cancellation of, or changes in itinerary or schedules, by any person providing accommodations, transportation, meals, or other travel-related services, nor for any delayed departure, missed carrier connections, substitutions of accommodations or of common carrier equipment, termination of service, change in fares or rates, or for cancellation of double booking of reservations or tickets beyond its control. The service providers hired by Tours By Charlie to provide travel services in connection with these tours shall be exempt from all liability of whatever kind occurring to the passenger at any time when the passenger is not on board a carrier or conveyance used or operated by or on the premises or in the custody or control of that service provider. Compliance with travel documents and customs regulations are the tour participant's responsibility. Travel insurance is strongly recommended.

Payment of the required deposit or any partial or full payment on a Tours By Charlie package constitutes consent to all provisions, conditions and general information contained in this brochure. In compliance with the State of Hawaii Department of Regulatory Agency, a copy of the State of Hawaii Consumer's Rights is also included as part of these conditions.

Consumer's Rights

(Chapter 468L, Hawaii Revised Statutes)

As a consumer, you have the following rights regarding the purchase of travel and related services from travel agencies registered in Hawaii:

The right to be informed by the travel agency, prior to the purchase of travel services from the travel agency, of any limitations, conditions, events, circumstances, or other business or commercial factors which may affect the availability of the travel services and your ability to obtain a refund of monies paid for the travel services.

The right to rely on any promises, guarantees, representations, or information provided by the travel agency, regarding travel services. These include, but are not limited to: 1) the availability of travel services offered or sold by the travel agency; 2) the conditions for obtaining a refund of monies paid for the travel services; and 3) the nature or quality of the travel services provided.

The right to have the travel agency fulfill any term or condition of the contract for travel services between you and the travel agency, whether the term or condition was made in writing or otherwise by the travel agency.

The right to have the travel agency fulfill any promises, guarantees, or representations made by the travel agency regarding travel services, whether the promises, guarantees, or representations are made by the travel agency in writing or verbally.

The right to be informed of any conditions upon which the contract between the travel promoter and the entity providing the transportation or related services may be cancelled, and the respective rights and obligations of all parties in the event of cancellation.

The right to obtain the ticket or other similar documentation for travel services from the travel agency, upon making full payment to the travel agency.

The right to a refund within 14 calendar days from the date the refund is requested of all monies paid to the travel agency for travel services which are not performed in accordance with the contract for travel services. However, the travel agency may withhold any amounts for cancellation fees previously disclosed to you, and any amounts held by the ultimate provider of the travel services, or by a representative that the ultimate provider required the travel agency to contract with.

The right to bring legal action against any travel agency that violates these rights.

