

Bright Lane Travels Cancellations Policy

Things happen we get it! We are happy to start your trip cancellation. Due to the fact that we are a small business and we are taking a loss due to the cancellation we have to charge a small cancellation fee to recover some of the loss we incurred. Once the fee is received we will process your cancellation.

Date

Month Day Year

Client First Name *

Client Last Name *

Email

example@example.com

Phone Number

Area Code

Phone Number

Booking Reservation

Was Travel Insurance Purchased ? *

Yes

No

Will you be booking another trip at a later time ?

Yes

No

undecided

Bright Lane Travels CANCELLATION AUTHORIZATION

This cancellation agreement (this "Agreement") is by and between [_____] ("we", "our", "us", or the

"Travel Agency") and the client executing this Agreement ("you", "your" or the "Client").

You have advised the Travel Agency that you wish to cancel [INSERT DETAILS OF VACATION INCLUDING A REFERENCE TO THE INVOICE] (the "Vacation"). The total cancellation fee due to the Travel Agency for implementing this cancellation is **\$100 PER PERSON.**

***By executing this Agreement, you acknowledge that you will be forfeiting all aspects of the Vacation and should you decide to re-book all or any part of the Vacation after the cancellation goes into effect, you will be subject to prices, terms and availability as of that time.

***You acknowledge that notwithstanding the cancellation, you are bound by the Terms and Conditions Agreement previously executed by you.

***You acknowledge the following provisions as set forth in the Terms and Conditions Agreement previously executed by you are applicable to the cancellation set forth in this Agreement.

DEPOSITS: All deposits are NON-REFUNDABLE, unless otherwise stated. Travel reservations are not confirmed until a full deposit is made. Your travel invoice will reflect the amount of the deposit required to confirm your travel reservations. Unless stated otherwise, prices may fluctuate between the time a quote is rendered and when the deposit is furnished.

REINSTATEMENT OF RESERVATIONS: If your travel reservations have been canceled, and you notify us within 7 calendar days of cancellation that you want to reinstate your reservation, if reconfirmation is an option, a service reinstatement fee of \$100.00 will be added to your invoice and must be paid in advance along with a signed acknowledgement of reinstatement authorization in order to apply for reconfirmation of services. Reconfirmation is at the sole discretion of the Service Provider and is not guaranteed.

You acknowledge and agree that this fee is NON-REFUNDABLE and NON-NEGOTIABLE regardless of the outcome of the reinstatement.

In the case where a reservation is canceled and reinstated, it is not guaranteed that you will receive the same exact itinerary for the same price.

This may be considered a new reservation and subject to the pricing and terms and conditions at the time the reservation is reinstated. You understand that you will be responsible for any increase in travel costs upon reinstatement of the reservation.

CANCELLATIONS: Cancellations of any existing reservation, for any reason, will incur a \$100.00 per person charge in addition to any fees charged by the Service Provider. Cancellations are subject to the terms, conditions and policies of the applicable Service Provider.

Bright Lane Travels has no control over any of these charges. All cancellations must be in writing to cancellation@ajanaclairwisetravel.com. In order to secure any cancellation, the applicable cancellation fees will be added to your invoice and must be paid in advance along with a signed acknowledgement of cancellation authorization.

You acknowledge and agree that this fee is NON-REFUNDABLE and NON-NEGOTIABLE, and the planned travel will not be canceled until this fee is paid and you will remain liable for all costs associated with the planned travel. Any refund of your travel payments to the Service Providers will be subject to the terms, conditions and policies of such Service Providers, including the timing of any refunds and the form of refund.

If for any reason, any Service Provider is unable to provide the services for which you have contracted with such Service Provider, your remedy lies against such Service Provider and not against the **Bright Lane Travels**.

In the event that payment has been made to **Bright Lane Travels** by credit card pursuant to a credit card authorization form or by **Bright Lane Travels** to the Service Provider by credit card pursuant to a credit card authorization form, you agree that you will not seek to charge back your payment to **Bright Lane Travels** for any reason (other than fraud by Bright Lane Travels).

If the Travel Agency incurs any costs, including but not limited to attorneys' fees, to recover any payments charged back by your credit card company, you agree that you will be liable for these costs. If the credit card is declined, you guarantee that you will settle any amounts owing to the Travel Agency via wire immediately. Solely to the extent permitted by applicable law, the Travel Agency may charge interest on any invoiced amounts not paid within 30 days of the due date at a rate of: (1) 1.5 % per month on the outstanding amount; or (2) if the laws of the jurisdiction applicable to your travel mandate a lower rate, the highest rate allowable under the law.

Chargebacks. We understand that travel may not go as planned. However, trip payments are a binding agreement where you give the **Bright Lane Travels** approval and authorization to charge your credit card for the approved amount. As such, you and each member of your travel party waive any right to a chargeback for any reason (except fraud), including, but not limited to, a force majeure event and cancellation for any reason.

If there is any refund owed pursuant to this Agreement by Bright Lane Travels relating to the payment of any fees paid directly to Bright Lane Travels for services provided by Bright Lane Travels, we will put forth

our best efforts to provide such refund to you within 60 days.

You understand and agree that any refund that may be due and owing from a Service Provider is subject to the terms, conditions and policies of the applicable Service Provider, including the timing and form of refund. There may be a delay in obtaining refunds, including credits, from that Service Provider to then provide you with such refund. This process may take a while. We ask for patience in this process and that you do not request a chargeback with your credit card company in violation of the terms of this Agreement. Going through this process will cause a delay in the refund process.

In the event that you attempt, without our authorization, to chargeback, reverse, or recollect a trip payment already made, you agree to pay **Bright Lane Travels** a \$250.00 fee to cover the time and effort to provide information to your credit card company. This fee will be charged to the card upon which the initial deposit was made. This will be charged whether or not the chargeback is successful.

In addition, we reserve the right to collect all additional costs, fees, and expenses associated with such chargeback, reversal, or recollection including, without limitation, attorney fees. You acknowledge and agree that this fee is NON-REFUNDABLE and NON-NEGOTIABLE.

Other Provisions. The provisions set forth in the Terms and Conditions Agreement previously executed by you equally apply to this Agreement as if fully set forth herein.

***KNOWING AND VOLUNTARY EXECUTION. You agree that you have carefully read this Agreement, and fully understand its contents, including cancellation policies and penalties. You are aware that this Agreement is subject to the Terms and Conditions Agreement previously executed by you that contains releases of liability and constitutes a legally, valid and binding agreement between you (on behalf of yourself and each member of your travel party) and the Travel Agency and agree of your own free will.

***You acknowledge that any claim for travel insurance that may be applicable to this cancellation will be solely initiated and managed by you.

***You acknowledge that you have the right, power and authority to cancel the Vacation for all members of your travel party.

By signing below, I authorize this payment to [_____], and to the extent applicable as set forth in the invoice, I authorize [_____] to make this payment directly to travel suppliers on behalf of myself and each member of my travel party via the credit/debit card provided herein with the following acknowledgments:

I guarantee that I am the legal cardholder for this card and this card is in my name as set forth on the invoice.

[_____] is not liable for any defaults, fees, penalties for changes, delays, cancellations or rejection of travel for any reason as applicable to any person.

I recognize there are potential cancellation, refund, change, re-booking, and surcharge policies and fees by suppliers and the Travel Agency. I understand it is my responsibility to read and abide by such policies, terms and conditions.

I agree to listed fee terms and conditions set forth in the Agreement and will not dispute or chargeback any of the acknowledged charges as such or any charge set forth in my invoice.

Debit cards often impose "Daily Charge Limits" and multiple payments may be used to complete this authorization. I will contact my banking institution to notify them of authorization to prevent delay of deposit or full payment deadline being missed.

[_____] is not responsible or liable for the failure of any charge to be authorized by my debit/credit card company and is not responsible or liable for any defaults, fees, pricing or cancellations caused by any debit/credit card issues, including, but not limited to, charge limits, daily limits, error in information obtained.

How would you rate our services?

1 2 3 4 5