

# CUSTOMER AGREEMENT & PAYMENT AUTHORIZATION

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As your Travel Professional, I will do everything possible to make your travel plans go smoothly which is why I am providing you with this written information. Please do your part by checking all documents and advising me of any necessary modifications PRIOR to submitting your first payment. Failure to do so may cause an increase in fares, or at minimum, a supplier and/or agency change fee may be imposed.

**It is important that you read the following advisements. Your reservation cannot be completed until this document is signed and returned.** Please be advised that your fares may change and availability may change if this form is not received as instructed.

## NAME ACCURACY AS APPEARS ON PASSPORT OR OTHER TRAVEL DOCUMENT

- **NAME MUST BE EXACTLY as it appears on the passport or other travel documents.** This includes first, middle and last names, along with any titles (Jr, Sr, etc) which are displayed on the travel documents.
- Date of Birth is required to complete any reservation.
- **Corrections are not allowed** and name changes of more than 2 letters are not allowed which means a ticket must be cancelled and rebooked for all changes. Current rates will be charged for any reissued tickets
- Any **increase in Rate due to changes** will be the **customer's responsibility.**
- The airlines have also imposed a change fee which in most instances is \$150.

## FLIGHTS BOOKED WITH FREQUENT FLYER MILES

- We are happy to assist you with booking flights using your FF miles. Customer must provide complete account information and at times, the airlines require us to have other specific account password or other private information.
- Due to the time involved, the **Customer agrees to pay an agency service fee of \$100 minimum for the agency to handle and manage flights using their FF miles.**
- Customer is welcome to book their own flights and provide us with a copy of the confirmation at no additional fee.

## FLIGHT CHECK IN RULES

Failure to arrive at the airport at the required times can cause you to be denied boarding. Airlines can stop processing passengers 1 hour prior to departure.

- **Domestic flights:** The airlines require a minimum of **2 hour check-in**
- **International flights:** The airlines require a minimum of **3 hour check-in**

Thank you for allowing me to provide planning services! As my customer you must understand and agree that it is ultimately your responsibility to review and confirm the accuracy of all travel information. By submitting payment you are confirming the accuracy of any documents received and are willing to accept any change fees imposed by the airlines, suppliers or agency should subsequent changes be requested.

I have read and understand the above information and agree to accept responsibility for reviewing my itinerary and documents. My credit card payment indicates that I am approving and accepting the travel arrangements as accurate and authorize Tina's Travel Network to use my credit card to secure the reservation with all suppliers.

## PLEASE PRINT LEGIBLY!

CC TYPE: VI MC AMEX DISC NUMBER: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_ EXP: \_\_\_\_\_ CODE: \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

SIGNED: \_\_\_\_\_ DATED \_\_\_\_\_

**YOU MUST RETURN THIS SIGNED FORM FOR ME TO PROCESS YOUR RESERVATION**

FAX: (512) 251-1891

Scan to email: EMAIL: Tina@TinaTravel.com (signature only)

Please send form, then call in CC information)