

Aloha Airlines Vacations Domestic Inbound Package Restrictions

All prices are in U.S. dollars. Prices are guaranteed once the booking is purchased. Increases or decreases in prices after purchase will not apply.

By agreeing to the terms and conditions noted below, you are authorizing Online Travel Services as the credit card merchant of record. Your credit card statement will reflect Online Travel Services as the merchant.

By entering your credit card information, you authorize Online Travel Services to charge your credit card. Your credit card company will reserve the funds for payment to Online Travel Services. If Online Travel Services is unable to confirm your booking, their security features will decline the payment and it will take between 3 to 10 days for your credit card company to release the funds.

TRAVEL DOCUMENTS

Your e-mail confirmation copy is the only travel document you will need. Your travel arrangement documents have been processed electronically. All flights should be reconfirmed at least 72 hours prior to departure directly with **Aloha Airlines** reservation at toll free 800-367-5250. Last minute schedule changes can occur and it is the responsibility of the traveler(s) to reconfirm all flight information with reservations prior to all flights. You are guaranteed a seat on purchased bookings and pre-assigned seating will be requested but cannot be guaranteed on all flights. Always advise the airline counter agent of your final destination to assure your luggage is tagged correctly. Your hotel and/or car rental company will have your reservation. Check in with your selected vendor for your service. If you have any questions please feel free to contact us.

ATTRACTIONS & SERVICES

See "Attractions & Services Policy" section for more details

Thank you - Aloha Airlines Vacations Desk of Online Travel Services.

INSTRUCTIONS

Cancellation after Purchase:

Call Aloha Airlines Vacations Desk at 808-738-3898 on Oahu or Toll Free 866-444-4352 for complete details regarding cancellation penalty and service fees. You will also be required to email your cancellation and refund request to: cancellations@onlinetravel-services.com.

Changes after Purchase:

Call Aloha Airlines Vacations Desk at 866-444-4352 or 808-738-3898, or email sales@onlinetravel-services.com. Business hours are Monday - Friday 6 am - 5:30 pm, Saturday 9 am - 1 PM, HST.

Changes during Travel:

For changes to your booking call Aloha Airlines Vacations Desk 866-444-4352 or 808-738-3898. Business hours are Monday - Friday 6 am - 5:30 PM, Saturday 9 am - 1 PM, HST. If you need to extend hotel or car reservation after business hours, please contact vendor directly, and then contact Online Travel Services on the next business day.

POLICIES

Voluntary Change Fee Policy:

Passenger name changes are never permitted under any circumstances.

Aloha Airlines change penalty fees vary by fare type, up to and including being non-changeable. In addition to the change penalty fees decreed by Aloha Airlines and fare differences, there is a \$50.00 PER PERSON service fee for all discretionary changes to a booking once it is purchased. For most airline changes must be made PRIOR to the scheduled travel date. Once the travel date is past, the ticket has no value.

Changes to the hotel and/or car portion only of a package (No changes to air travel): There is a \$35.00 service fee for all discretionary changes to the land portion only of a package booking once it is purchased.

In addition to the above if a hotel and/or car are changed within four (4) business days of arrival, **MINIMUM CHARGE OF ONE NIGHT HOTEL AND/OR ONE DAY CAR RENTAL, PLUS ANY APPLICABLE TAXES WILL APPLY. Some hotels and/or car rental companies a change notification beyond 4 business days may be required.**

All changes are subject to availability, and other restrictions may apply. Call Online Travel Services toll free at 866-444-4352 or locally at 808-738-3898 for assistance and exact fees.

Cancellations after Purchase Policy:

Aloha Airlines cancellation fees vary by fare type, up to and including being NON-REFUNDABLE. All refunds of unused airline tickets are at all times subject to Aloha Airlines ticket rules and regulations which may not allow any refunds. All fee apply once booking is purchased

For full cancellations of package bookings which include air: In addition to cancellation penalty fees decreed by Aloha Airlines, a (minimum) \$50.00 PER PERSON service fee will also apply. For most airlines cancellations must be made PRIOR to the scheduled travel date. Once the travel date is past, the ticket has no value.

Cancellations to the hotel and/or car portion only of a package or a hotel and/or car only booking (No cancellation of air travel): there is a \$35.00 service fee for all cancellations to the land portion only of a package or a land only booking once it is purchased.

In addition to all of the cancellation information above, if a hotel and/or car is cancelled 7 days or less prior to hotel check-in/car pick-up date, **MINIMUM CHARGE OF ONE NIGHT HOTEL AND/OR ONE DAY CAR RENTAL, PLUS ANY APPLICABLE TAXES WILL APPLY. For some hotels and/or car rentals, a cancellation notice beyond 8 days may be required or a refund may not be applicable.**

In case of illness or death of traveler(s) or immediate family member, please call 866-444-4352 Online Travel Services for special assistance.

Refund Policy:

Once the travel commencement date is reached, the booking is totally **NON-REFUNDABLE**. Partially used bookings are totally **NON-REFUNDABLE**. Any unused or partially used components of the booking including hotel accommodations and car rentals are **NON-REFUNDABLE**. Once purchased, insurance costs are totally **NON-REFUNDABLE. All refunds of unused airline tickets are at all times subject to Aloha Airlines ticket rules and regulations which may not allow any refunds.** Cancellation fees will be assessed and are nonrefundable for any reason, including illness or any other emergencies.

Requests must be received within fourteen (14) days of travel commencement date. Refunds are normally processed within four (4) to six (6) weeks, but may be subject to delay based upon the vendors' ability to release Online Travel Services from the original booking.

Travel Insurance Policy:

Once purchased, insurance costs are totally **NON-REFUNDABLE**. If you purchased travel insurance for your itinerary and need to make a claim, call On Call International at **1-800-555-9095** within the United States and Canada, 24 hours a day, 7 days a week. Outside the United States or Canada, call collect **1-603-894-4710**. Reference the group number provided on the confirmation page.

Hold Harmless:

Online Travel Services represents and is an agent for carefully selected carriers, transportation companies, tour operators, hotels, wholesalers and service companies, all of which are disclosed principals and independent contractors. Online Travel Services is not responsible for any negligent act or omission by any of these organizations.

TYPOGRAPHICAL ERRORS:

Online Travel Services makes every effort to ensure that information, products and prices listed are accurate and complete. However, in the event a product is listed at an incorrect price or with incorrect information due to a typographical error or incorrect information received from our suppliers, Online Travel Services has the right to refuse or cancel any reservation based upon such typographical error or erroneous information, without regard to whether the reservation has been confirmed and your payment received by Online Travel Services. Online Travel Services only obligation will be to immediately issue a refund for the amount of the charge.

ATTRACTIONS & SERVICES POLICY:

Once purchased, Attractions & Services are totally **NON-REFUNDABLE**. Attractions & Services require prepayment and you will be charged at the time of booking.

You must contact the vendor directly to schedule exact dates and times. Please use the vendor phone number provided on your printable instructions to schedule a date and time for each attraction and/or service and for information on travel documents and other details.

For changes to your Attractions & Services reservations, please contact the vendor using the phone number provided

on your printable instructions. Attractions & Services vendors reserve the right to cancel any attraction and/or service if minimum participation levels are not met. In such cases, full refunds will be issued. Except for such cases, Attractions & Services are nonrefundable and nontransferable.

Airline Policy:

Normal check-in is at least two hour prior to scheduled departure time. All flights are to be reconfirmed by the passenger at least 72 hours prior to departure directly with the airline. Last minute schedule changes can occur and it is the responsibilities of the traveler(s) to reconfirm all flight information with **Aloha Airlines** directly by calling reservations at toll free 800-367-5250. You are guaranteed a seat on purchased bookings and pre-assigned seating will be requested but cannot be guaranteed on all flights. Normal airline policies remain applicable. Passenger name must match the name on a valid Government issued photo ID such as a driver's license or passport.

Airline Mileage Upgrades:

Certain bulk fares are not eligible for mileage upgrades. Please check with AlohaPass Connection at 836-7497 (Oahu) and (800) 252-5642 (Neighbor Island and U.S. Mainland) for upgrade eligibility.

Hotel Policy:

Normal check-in is 3:00 PM for most properties. Normal check-out is 11:00 am. Incidental charges incurred by the client are not included with the booking and are the sole responsibility of the client. The individual resort fees where applicable are also not included in the booking cost. Certain high season travel periods may require cancellation notice beyond 8 days or a full charge may apply.

If you have indicated that you are a Hawaii Resident, a Kama'aina rate may have been confirmed. Kama'aina rates are only applicable for Hawaii Residents and required proof of residence (Hawaii State ID or Driver license). If you are not a Hawaii Resident and have booked a Kama'aina rate, you will be responsible for paying the difference of the applicable non-Kama'aina rates.

Car Rental Policy:

Car Rental General Information:

Driver must be 25 years or older with a valid driver's license and a major credit card in the driver's name. An underage driver fee of \$15 - \$20/day per driver ages 21 to 24 will be assessed by the car rental company. **Hertz Rent A Car only: Driver(s) must be over 25 years old.**

Hawaii law requires child restraint seats for all children under 4 years old and less than 40 pounds; ****Effective January 1, 2007 Hawaii law requires child safety seats or booster seats for all children under 8 years old. Exception: if the child is over 4'9" tall. Child restraint seats for all ages are available for rent from the car company****

Additional Charges:

Additional Driver Fee \$3.50 - \$10.00/day, per driver.
Child Restraint Seats \$5.00 - \$10.00/day

Drop off Charges:

Vary by Car Company

Honolulu Airport to Waikiki	\$15- \$30
Waikiki to Honolulu Airport	\$20
Kahului to Ka'anapali	\$15- \$40
All other Maui combos	\$30- \$100
Hilo Airport to Kona Airport	\$45- \$65
Kona Airport to Hilo Airport	\$45- \$65
Hilo to Kona off Airport	\$45- \$65
Kona off Airport to Hilo	\$45- \$65
Kona Airport -- Kona off Airport	\$50 (either direction)

NOTE: Kauai and Molokai - all cars must be returned to the airport.

Miscellaneous taxes and other fees may apply including Hawaii General Excise Tax, Hawaii Rental Vehicle Surcharge, Vehicle License Fee and Airport Concession Fees.

Hawaii Highway Surcharge, Vehicle Licensing Fee, Airport fee and all other optional charges are the responsibility of the client and will be collected by the car rental company at time of rental.

ONLINE TRAVEL SERVICES PHONE NUMBER

808-738-3898 OR 866-444-4352

EMAIL

For inquiries: sales@onlinetravel-services.com

For cancellations: cancellations@onlinetravel-services.com

HOURS

Monday - Friday 6 am - 5:30 PM, Saturday 9 am - 1 PM, HST

All rules, restrictions and prices listed in the Terms and Conditions are subject to change without notice!