

## Domestic Inbound Air Only and Package Restrictions

All prices are in US 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 air arrangements have been e-ticketed. All flights should be reconfirmed at least 72 hours prior to departure directly with the airline. Last minute schedule changes can occur and it is the responsibility of the traveler(s) to reconfirm all flight information with the airline directly. 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 contact your travel agent or feel free to contact us. Our contact information and office hours may be found in the "CHANGES DURING TRAVEL" portion of this document, and at the bottom of your terms and conditions page.

### ATTRACTIONS & SERVICES

See "Attractions & Services Policy" section for more details.

Thank you - Online Travel Services

### INSTRUCTIONS

#### Cancellation after Purchase:

Call Online Travel Services 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](mailto:cancellations@onlinetravel-services.com).

#### Changes after Purchase:

Call Online Travel Services at 866-444-4352 or 808-738-3898, or email [sales@onlinetravel-services.com](mailto: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 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:** Passenger name changes are never permitted under any circumstances. **Airline change penalty fees vary by airline and fare type, up to and including being non-changeable. In addition to airline-decreed change penalty fees and fare differences, there is a \$50.00 PER PERSON service fee for all discretionary changes to a booking once it is purchased.** If hotel and/or car are changed within four (4) business days of arrival. **A MINIMUM CHARGE OF ONE NIGHT HOTEL AND/OR ONE DAY CAR RENTAL, PLUS ANY APPLICABLE TAXES WILL APPLY.** All changes are subject to availability, and other restrictions may apply. Call 866-444-4352 Online Travel Department or 808-738-3898 for assistance and exact fees.

**Changes to the hotel and/or car portion only of a package with no change 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. All changes are subject to availability, and other restrictions may apply. Call 866-444-4352 Online Travel Department or 808-738-3898 for assistance and exact fees.

**For most airlines, changes must be made PRIOR to the scheduled travel date. Once the travel date is past, the ticket has no value. For some hotels and/or cars, certain high season travel periods may require change notification beyond 4 business days or a full charge may apply.**

**Cancellations after Purchase: Airline cancellation fees vary by airline and fare type, up to and including being NON-REFUNDABLE.** Fees apply once booking is purchased. **All refunds of unused airline tickets are at all times subject to the carrier's ticket rules and regulations which may not allow any refunds.**

For cancellations received 8 or more days prior to departure: In addition to cancellation penalty fees decreed by the airline, a (minimum) \$50.00 PER PERSON service fee will also apply. For cancellations received 7 days or less prior to departure: **In addition to cancellation penalty fees decreed by the airline,** a (minimum) \$50.00 PER PERSON service fee, 1 night hotel, and 1 day car (plus any applicable taxes) will apply.

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

**For most airlines, changes must be made PRIOR to the scheduled travel date. Once the travel date is past, the ticket has no value. For some hotels and/or cars, certain high season travel periods may require cancellation notice beyond 8 days or a full charge may apply.**

In case of illness or death of passenger or immediate family member, please call 866-444-4352 Online Travel Department for special assistance.

**Refund Policy:** Once the travel commencement date is reached, the booking is totally **NON-REFUNDABLE**. Partially used bookings are totally **NONREFUNDABLE**. Any unused or partially used components of the booking including hotel accommodations and car rentals are **NONREFUNDABLE**. Once purchased, insurance costs are totally **NON-REFUNDABLE**. **All refunds of unused airline tickets are at all times subject to the carrier's 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.

### 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.

### 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.

### 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 responsibility of the traveler(s) to reconfirm all flight information with the airline directly. 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.

### United Airlines "Air Only" Purchases:

For travel from Los Angeles or San Francisco to Hawaii include a one day economy car rental in the total purchase price. To confirm your car, you must call Online Travel Services by the next business day. Rental car must start from date of arrival at airport arrival location and must be returned to the same location. Economy car has no monetary value and is not refundable. Black out dates and restrictions may apply. Car taxes not included.

### Delta Airlines "Air Only" Purchases:

For travel from the 48 contiguous states to Hawaii includes a two day economy car rental in the total purchase price. Travel must be on Delta Airlines operated flights (code share flights do not apply). To confirm your car, you must call Online Travel Services by the next business day. Rental car must start from date of arrival at airport arrival location and must be returned to the same location. Economy car has no monetary value and is not refundable. Black out dates and restrictions may apply. Car taxes not included.

**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 requires proof of residence at check-in (Hawaii State ID or Driver's 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.**

**Airline Mileage Upgrades:** Certain bulk fares are not eligible for mileage upgrades. Please check with the individual airline for upgrade eligibility.

### ONLINE TRAVEL SERVICES PHONE NUMBER

808-738-3898 OR 866-444-4352

### EMAIL

For inquiries: [sales@onlinetravel-services.com](mailto:sales@onlinetravel-services.com)  
For cancellations: [cancellations@onlinetravel-services.com](mailto: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!**

Terms & Conditions updated 09/11/06