



Thank you for allowing R & M TOURS, LLC to help you with your travel needs. Your business is always appreciated and we look forward to serving you in the near future.

Important: Please Read

❖ **Documents:** Please check your documents when you receive them. They are shown, as we believe you requested. If not, you must notify us within 24 hours of receipt.

Reconfirmations: Domestic: We recommend that you reconfirm all flights prior to departure and at each point of stopover. This will give the airline the opportunity to keep you advised of any changes, which may have occurred in your flight. **International:** You must reconfirm continuing or return reservations at least 78- 24 hours prior to flight time at each point or stopover or your reservations will be automatically cancelled.

❖ **Check-In:** We suggest that following check-in times: Domestic: 2 hours prior to departure. International: 3-4 hours prior to departure. NOTE: Checking in later than these times could result in luggage misconnections or denied boarding.

❖ **Over booking:** AIRLINE FLIGHT MAY BE OVERBOOKED. A PERSON DENIED BOARDING ON A FLIGHT MIGHT BE ENTITLED TO A COMPENSATORY PAYMENT. The rules for denied boarding compensatory are available at the ticket counter.

❖ **CHANGES OR CANCELLATIONS:** To change or cancel your flight itinerary you must call this travel agency. If cancelling, return the unused ticket to us for credit (or refund, if applicable). Most excursion and discounted ticket have various travel restriction and may have a penalty for change or cancellation. Be sure you understand these restrictions. If you change your plans enroute, ask the airline to apply the value of your unused ticket toward the purchase of a new ticket. If a refund is due, obtain a receipt from the airline. If you are holding guaranteed hotel reservations, which you may wish to cancel, notify the hotel as soon as possible. Deposits are pre- payments are subject to the hotels cancellation policy.

❖ **Lost Tickets:** Lost, stolen or destroyed ticket must be paid for until refund is obtained from issuing airline, subject to an airline imposed service charge.

❖ **Insurance:** Airline and other travel suppliers' insurance for baggage have limited liability. Your personal insurance may not adequately cover losses incurred by cancellations, accident, and illness or stolen or damage property. We strongly urge you to purchase additional insurance available from us or other licensed agents. If you have not purchase insurance for this itinerary, and do not within 24 hours of receiving this notice, you signify that you are waiving insurance protection and will not hold this agency and/or its agents responsible for your losses.



Service Charges of \$50.00 (per person) are administered by this office for service for coordination of travel arrangements. A service charge of \$50.00 will be charge on any return checks plus cost as allowed by law. Discounted tickets requiring refund or changes usually incur a minimum \$100.00 fee, but may be higher depending on the rules and fees particular to the airline involved. All deposits are non-refundable. All Discounted tickets are Non-endorsable and Non-refundable. There will be a \$50.00 charge fee assessed by this office for any ticket that you request a change and/or cancellation after you have been in process of the tickets or itinerary greater than 24 hours.

By acceptance of these travel documents,

I _____, the name traveler(s) will not hold this travel agency and /or its agents responsible for any expenses incurred by me resulting from cancellation of my trio, accidents, illness, stolen or damaged baggage. I will future hold harmless this travel agency and/or its agents from any legal action and agree not to file any legal action against this agency, and/or its agents, owners, managers, or suppliers. Further, if I do file legal action against, this agency and/ or its owners, agents, or partners I agree that I shall not be entitled to recover any money whatsoever resulting from that said lawsuit. The documents you have received we believed to be correct. If this is not the case you must notify us within 24 hours or we are unable to make any corrections and they are assumed to be correct. You also agree not to hold this agency and/or its agents responsible for third party negligence associated with these travel arrangements. Please check each box below, sign & date this agreement.

- Agent fees: Booking \$50.00 per person**
- Agent has recommended to Traveler to purchase Travel Protection Insurance**
- All Deposit are non-refundable**
- I have read and agree to terms provided**

Signature: _____

Print Name: _____ Date _____

Signature: _____

Print Name: _____ Date _____

Agent Signature: _____ Date: _____

Please print this form, *Sign and return to:*

R & M Tours 19786 W. 12 Mile Rd. #412 Southfield, MI. 48076 or E-Mail: experiencermt@gmail.com.



Consumer Disclosure Notice

This travel agency is acting as a mere agent for SUPPLIERS in selling travel related services, or in accepting reservations or booking for services that are not directly supplied by this travel agency (such as air and ground transportation, hotel accommodations, meals tours, cruise, etc). This agency, therefore, shall not be responsible for breach in contract or any unintentional or careless actions or omissions on part of such suppliers, which result in any loss, damage, delay or injury to you or your companions or group members. Unless the term “guaranteed” is specifically stated in writing on your tickets, invoice or reservation itinerary, we do not guarantee any such “suppliers” rates, bookings, reservations, connections, scheduling or handling of personal effects. This Travel agent shall not be responsible for any injuries, damages or losses caused to any traveler in connection with social or labor unrest, terrorist activities, mechanical or construction failures or difficulties, diseases, local laws, climatic conditions, abnormal conditions or developments, or any other actions, omissions, or conditions outside the travel agent’s control. Traveler assumes complete and full responsibility for, and hereby releases this agent, agency from, any duty of checking and verifying any and all passports, visa, vaccinations, or other entry requirements of each destination, and all safety and security conditions of such destination, during the length of the proposed travel.

For information concerning possible dangers at international destinations contact the Travel Advisory Section of the United States Department:

For medical information call the United States Center for Disease Control:

By embarking upon His/her travel, the traveler voluntarily assumes all risks involved in such travel, whether expected or unexpected.

This agency is not responsible for cancellation or any services and/or refunds from any supplier or carrier that may cease operations. Traveler is hereby warned of the above risks as well as possible travel industry bankruptcies and medical and climatic disruptions, and is advised to obtain appropriate insurance coverage against them. Traveler(s) retention of tickets, reservations or booking after issuance shall constitute consent to the above and an agreement on his/her part to convey the contents hereto to his/her travel companions or group members.

Signature _____

Signature _____

Date _____ Date _____

Please print this form, Sign and return to:

**R & M Tours 19785 W. 12 Mile Rd. #412 Southfield, MI. 48076 or E-Mail
experiermt@gmail.com**

