

## Terms and Conditions

- All prices listed are commissionable and include all applicable taxes. Portage is not included
- All prices are valid from March 31, 2021 to March 31, 2022 except where specifically stated otherwise.
- HOTEL prices are commissionable PER ROOM per night.
- During holidays or special events higher prices may apply, which are advised at time of booking.
- SERVICE prices are commissionable PER PERSON (minimum 2 pax) or TOTAL for the vehicle size indicated.

### Reservation Procedure

- All requests should be made directly with Aloha
- Incentive USA by email to [fitreservationsaloha@msn.com](mailto:fitreservationsaloha@msn.com)
- Requests should contain the following information
  - To better assist your clients, please provide FULL NAMES upon booking. Do not give us just initials
  - Names per room if more than one room requested
  - Ages of children for family plan accommodation
  - Room type/s, city and specific hotel name/s
  - Arrival/Departure dates and number of nights
  - Flight information/times for transfers requests
  - Any special instructions/requests for the booking
  - Your file reference number and office contact name
- Requests are subject to availability and confirmation usually within 24 hours.
- Confirmations will provide an Aloha Tour Operator reference number to be used in subsequent communication with Aloha.
- Separate Vouchers should be issued for each confirmed service, including Aloha's reference number and stating "Reservation/Payment by Aloha Incentive USA, If request is unavailable Aloha will confirm a guaranteed alternative. If not accepted, the agent must cancel the alternative to avoid an automatic no-show charge.
- All confirmations are guaranteed for the first night
- No services will be provided without prior confirmation.

### Accommodations

- Hotel prices are for single, double, triple and quad accommodations
- Double or twin rooms may only contain one double bed
- Passengers needing separate beds should specifically request this at time of booking
- Triple and quad rooms usually contain two double beds.
- Up to 2 children under the ages indicated for each hotel will be free if sharing the room in existing bedding with two full-paying passengers. Booking requests should be for family plan clearly indicating the ages of children. Unless ages are provided at time of booking, family plan will not apply.

### Ground Services

- All services will be provided in the passenger's language except when confirmed otherwise.
- Per person service prices are based on a minimum of 2 passengers (singles will be charges double)
- Transfers cannot be confirmed without flight/tomes

### National Parks

- Since all bookings for National Parks and surrounding areas are prepaid, agents will be required to prepay 8 days after confirmation is received. Bookings confirmed as requested are final. Alternatives confirmed will be considered final after 48 hours of the confirmation.

- Request for National Parks will be accepted in conjunction with other reservations in other cities. Due to regulatory pricing in National Parks passengers may pay more than the rates published by National Parks Lodges.

### Changes and Cancellations

- Aloha Incentive USA & Travel will make your first revised booking at no charge. Any changes thereafter will be charged at a rate of \$ 25.00 to cover increase cost of handling.
- Aloha Tour Operator will charge a cancellation penalty **Escorted Tours** as follows:
  - No cancellation penalty will be charged if cancelled 45 days prior to departure
  - 10% will be charged if cancelled between 30 to 44 days prior to departure
  - 50% will be charged if cancelled between 15 to 30 days prior to departure
  - Full amount will be charged if cancelled between 1 to 14 days prior to departure
- Special Mailing charges will, also, be at the expense of the travel agency and/or traveler
- There will be no charge for cancellations received more than 3 business days before the first segment. If received with less than 3 business days there will be a charge of \$50.00 in addition to charges levied by the hotels (usually first night) and other service suppliers. Some hotels may have different policies and they will be advised at the moment of the confirmation.
- Land services require 2 business days to be cancelled without penalty
- Groups have different conditions depending on the hotel's policies. They will be advised at the moment of cancellation.
- HAWAII-there will be no charges for changes-cancellations received more than 7 days before arrival. Christmas and New year's season= 30 days. In some cases no –show equals no refund for the entire stay.

### Fly & Drive

- Cancellation 15 days 20% charge
- Cancellation less than 15 days full charge

### Mini Tours

- Cancellation 30 days 20% charge
- Cancellation 30 to 15 days 50 % charge
- Cancellation less than 15 days full charge

### Payment Conditions

- All payments should be made by foreign draft payable to any US Bank. If the Agent prefers to send a wire transfer all expenses will be incurred by the Agent
- Wire Transfer Instructions:  
ALOHA INCENTIVE USA & TRAVEL  
CITIBANK  
1377 SOLANO AVE- ALBANY  
ABA /SWIFT CODE CITI Us 33  
CHEQUING ACCOUNT # 203851100
- Once Credit has been established all invoices must be paid within 30 days. If for any reason they are not paid, credit will be suspended, and all new reservations will be accepted only if prepaid.

### Claims and adjustments

- For unused services, the claim must be made within 30 days, and accompanied by full documentation. Claim will be subject to a \$25.00 administration charge per service.
- No Shows for hotels and services will be charged at full price.
- Any or all claims must be presented to Aloha with a maximum of 60 days from the time the clients had finalized their services.
- Aloha Incentive Usa & Travel will not accept any claim without the proper documentation necessary to sustain said claim.

- Any pending existing claim cannot be utilized to stop or deduct any payment due to Aloha for other client invoices.
- **Aloha Incentive USA Responsibility**
- Aloha reserves the right to substitute hotels of an equal or superior grade from those mentioned.
- Aloha acts only as an agent and does not manage or control or operate any supplier of services
- Aloha therefore assumes no liability for any loss, injury, damage, accident, delay or irregularity which may be caused by reason of any defect through any acts of default of any company or person engaged in carrying out any arrangements.
- All such losses or expenses will be the responsibility of the tour member, as the rates provided are for arrangements only stated at the time.
- Aloha cannot be responsible for inconveniences or charges incurred by the lack of vouchers or by incorrect issued vouchers.



## *ALOHA Incentive USA*

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