

TERMS AND CONDITIONS

- **Change of passenger names is not permitted.**
- **Charges may appear on your credit card under the name of our agency, the airline, one of the airline's representatives, or one of our airfare consolidators.**
- **Charges from the airline may in some cases be itemized per passenger.**
- **Processing/Automation Fees may be charged separately and are NON-REFUNDABLE.**

Additional terms that are important for you to read and agree to are detailed below:

Change/Cancellation/Refund

Penalty charges may vary with different carriers. In addition to any penalty or fare differences charged by the carrier, we might levy service fee for any changes, cancellations, or refunds made to a reservation after the ticket has been issued.

Review of Itinerary:

You are responsible for double-checking that your itinerary is correct. Make sure that the dates displayed are the dates you wanted to search for. In some cases, there may be an overnight stay between flights. Please look at the departure dates for all legs of your itinerary just to be sure. It is also important to look closely at the airport code that is shown, in case you need to transfer between airports to make a connection. This can happen at certain large cities that have multiple airports. For example, your itinerary may have you flying into London-Heathrow and then flying out of London-Gatwick. This is a valid route and what you will need to do is take a shuttle from one airport to the next. Again, double-check the passenger names that you have entered because they cannot be changed later. The passenger names you enter MUST match the names on the passports or other form of identification you will be using for travel. Tickets are NON-TRANSFERABLE.

Fares not Guaranteed until Ticketed:

The fare displayed on the website is not guaranteed until your credit card has been charged for the transaction and ticket(s) are fulfilled with the ticketing deadline period stated. For example, if your credit card is declined the first time you try to book and you try again later, the fare may be changed in that time by the airline. Your booking will be deleted and your credit card will not be charged. Fare quotes subject to change without notice. Availability, holiday blackouts and other restrictions apply.

Double Bookings:

If you make a mistake in a booking, do not make a second booking before you inquire about canceling the first booking. You will be charged processing fees for any booking you place, no matter if it is eventually changed or cancelled.

Website Functionality:

In the rare case that there is a technical error when you are submitting your credit card information, it is your responsibility to contact us to find out if your booking was successful or not. If you are unsure whether or not your booking went through, do not create another booking before calling us to find out if the first one went through.

Confirmation of Booking:

You will receive an email from us once your booking is confirmed. If you do not receive an email it may be that you entered your email address incorrectly or your email service blocked the email. It is very important for you to make sure that you are receiving emails from us because we may need to communicate important information regarding your booking. We will not be held responsible for any issues arising due to your inability to be contacted.

International Flights:

International travel may require the need for valid travel documents such as: passport, travel visa, re-entry permit, health certificate, inoculation record, a ticket for the return journey or continuance of your trip, or ANY combination thereof. The responsibility for the proper documentation rests with the individual passengers. Remember that the passenger names you enter when booking must match the names on the travel documents you will be using.

Changes Made by Airlines:

Airlines reserve the right to cancel or change schedules without notice. Schedules shown are based on expected flying times as indicated by the airlines. Because weather, war, world virus outbreaks, natural disasters and other factors may cause airlines to cancel or reschedule flights, flights cannot be guaranteed.



artisan travel

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**CREDIT CARD CHARGE AUTHORIZATION FORM/
STATEMENT OF UNDERSTANDING**

(Third party credit cards are not accepted)

Itinerary: _____

Booking Number: _____ **Record Locator:** _____ **Airline:** _____

Passenger Name(s): 1. _____
2. _____
3. _____
4. _____

Credit Card Number: _____ **Exp (MM/YY):** _____
(circle) **Visa Mastercard AMEX Discover**

CVV2: _____ **Authorized Amount to Charge: \$** _____

Cardholder Name: _____
(as it appears on credit card)

Cardholder's Billing Address: _____

City: _____ **State:** _____ **ZIP:** _____

Primary Phone Number: _____ **Email Address:** _____

Email address: _____

IMPORTANT: IDENTIFICATION IS REQUIRED. PLEASE PROVIDE A FRONT/BACK COPY OF CREDIT CARD AND A COPY OF PASSPORT OR DRIVER'S LICENSE WITH THIS FORM

Signature of Cardholder

Date

By signing this form, I authorize artisan travel and/or the airline to charge my credit card for the amount stated above for air and/or travel arrangements booked with artisan travel. Payment in full to be made when billed or in partial payments in accordance with standard policy of credit card issuing company. I acknowledge that I have been informed of the cancellation and refund policies and agree to the terms and conditions. I waive my right to dispute these charges.

**PLEASE FAX INFORMATION TO (415) 362-2233 OR SCAN AND
SEND BY EMAIL TO trips@artisantravel.com**