Greetings!

I would like to thank you for booking with Horizon Travel Agency (HTA).  I am extremely grateful for your business and for trusting me with your vacation plans.

During the next several months, you will receive emails from me asking for additional details, monthly payment reminders, and vital information needed for your upcoming trip.  Please save all incoming emails from [info@horizontravelagency.club](mailto:info@horizontravelagency.club).  Also, do remember to frequently check your inbox for updates.

**REFUND POLICY**

Funds are NON-REFUNDABLE and NON-TRANSFERRABLE after booking – no exceptions. Terms and conditions will be sent separately.

**HTA RESPONSIBILITIES**

HTA acts as a travel agent only. HTA sells various travel related products on behalf of numerous transport Service Providers including but not limited to, airlines, coach, rail, ground transportation, hotels, etc. HTA is independent of these Service Providers and is not liable for their acts or omissions. ***HTA’s only responsibility to you is to make travel bookings on your behalf, negotiate and arrange contracts between the group and the Service Providers.*** HTA is not responsible for the Service Providers or their services, nor do we have the authority to make any warranty or representation regarding their standards.

**ROOMMATES**

Please ensure your roommate completes their reservation within 30 days of you completing yours. Remember, remind your roommate to list you on their reservation so that I can match-up the two of you in one room.

**TRAVEL INSURANCE**

Please consider purchasing travel insurance immediately after your booking your reservation.  For transparency, purchasing Cancel For Any Reason (CFAR)travel insurance, requires the traveler to purchase a policy within 14-21 days of booking (depends on the company you use).  HTA highly recommends TravelSafe because they offer CFAR, although selecting an insurer is ultimately your choice. We also recommend TravelEx and Allianz as reputable travel insurance companies.

**GROUP TRIPS**

With a group trip, there is one standard package created (to include airfare, hotels, excursions) and offered to everyone for one price.  A block of rooms and airline seats are secured for the dates selected by HTA and we are allowed to make**interest-free** payments towards those bookings.   Within those blocks, all airlines seats are **economy** and **upgrades are not** allowed.   If you're interested in an upgraded seat, please consider purchasing airfare through the airline’s website.

**MONTHLY PAYMENTS/FINAL PAYMENT**

You must make monthly payment to keep your reservation active.  Please adhere to the final payment due date for your trip.  You must make minimum, per person payment each month.  Understandably, HTA cannot continue to hold rooms/airline seats for clients who do not make the minimum monthly payments.

After three consecutive months of non-payment, your reservation will be cancelled, unless you are making larger payments (ex:  $600 every three months).  If your reservation is being considered for cancellation, your roommate must be notified because the cancellation affects them as well.  Please have regular conversations with your roommate regarding his/her payments to keep all parties accountable and avoid unpleasant surprises.

If your roommate’s reservation is cancelled, you will have the opportunity to:  1) Find a new roommate; 2) pay the single occupancy rate; 3) Cancel your reservation, with the understanding there are no refunds.

As a friendly reminder, ***deposits/payments are non-refundable and non-transferrable***.  Your deposits/payments are forwarded to the suppliers as part of my contractual agreement.  Your deposits/payments are held by the vendors to "HOLD" your hotel and seats for the flights.  As such, if you cancel your reservation or it has been cancelled, your deposit and subsequent payments are forfeited.

**INVOICES**

Once your deposit and reservation has been accepted, within 48 hours, you will receive an electronic version of your invoice at the email address you provided.  If you have not received one, please let me know.  (PLEASE CHECK YOUR JUNK/SPAM FOLDER).

**Once you receive your email from Square, click on the link to open the new page.**

**METHODS OF PAYMENT**

There are three methods of payments:

**Money Orders**:

Checks payable to **Horizon Travel Agency LLC** and mailed to:

**7806 Vaughn Rd.**

**Suite 1006**

**Montgomery Al 36116**

**ZELLE:**

The email address is:  [info@horizontravelagency.club](mailto:info@horizontravelagency.club). Please include your invoice

**CREDIT/DEBIT CARD PAYMENT:**

To use a credit or debit card, you must complete the Credit Authorization Form.  Your payment will be process by Horizon TravelAgency and you will incur **a 5% fee for each transaction** - to be applied to your invoice.  For example, if you have a payment for $300, a $15 dollar card fee will be added to your invoice.  If you prefer to use a credit/debit card, please let me know, I will send you the credit authorization form for your particular vacation package.

**PASSPORTS**

Everyone must have a valid U.S. passport and/or be eligible to receive one.  If you do not have a U.S. passport or are ineligible (ex. you are not a US citizen), please let me know. I can only accept US Passports.

Four months prior to departure, everyone will receive an EMAIL request to submit a copy of their valid passport.  Your passport must be valid for six months beyond your departure date.  This is a State Department requirement. **Please do not wait too late to obtain/renew your passport.** You could delay the official ticketing of your airfare.

Please visit our Facebook page (Horizon Travel Agency OR Horizon Travel by Tiffany) and the EVENTS page for your vacation package.  We sometime announce certain promotions to clients who are currently booked.

Again, thank you for your business and I look forward to traveling with you.

**Tiffany**

**Horizon Travel**

334-715-0011