



Best Single Travel
877 848-7477

Trip Name: _____

Trip Date: _____

Customer Agreement

This Customer Agreement ("agreement") is made between the Tour Operator (as described below) and the Traveler (herein referred to as "Customer", "I", "you", or "your"). After reading this entire customer agreement, you must indicate your acceptance of the terms and conditions set forth in this agreement by sending a signed copy to our office by mail or fax (877-848-7488) for your reservation to be complete.

Tour Operator:

All packages and related components have been arranged by Tours Are Us Company, Inc dba Best Single Travel, registered with the State of Florida as a Seller of Travel. Registration No, ST37980, the State of California Registration No. 2104660-40, an AZ Corporation located at 6510 E Ashler Hills, Phoenix, AZ 85331 is responsible for making travel arrangements through independent vendors and suppliers and does not own or operate any airline, hotel, establishment, car/coach rental, insurance, tour, or company or provider that may be included in its offerings.

Reservations and Payments:

Reservations and payments may be made online at www.bestsingletravel.com, by phone at 1-877-848-7477, or by email to travel@bestsingletravel.com. Deposits and final payments are due in our office by the due date associated therewith. **Payment due dates vary according to your Vacation Package. Please refer to your invoice for exact payment due dates or contact our office.** Failure to make on-time payments may result in cancellation of reservation, loss of first choice hotel, flight, car rental, chauffeur services, cruise and/or other transportation, reservation suspension, assessment of a late payment fee or reinstatement fee, and/or removal of all price discounts/adjustments and booking incentives previously applied to your account.

Credit Cards and Checks:

Payments may be made by Visa, Mastercard, American Express, or Discover credit/debit card on our secure website or by phone and cardholder must agree to the terms and conditions contained herein. Customers paying by credit card must agree to these terms and conditions contained herein and, by doing so, has agreed to waive all chargeback rights. Personal checks will be accepted in, although reservation is not considered complete and tickets will not be issued until check has cleared and monies have been received by issuing bank.

Package Inclusions:

All package inclusions are listed on your invoice and are subject to terms and conditions contained herein. Air and transportation providers, hotel accommodations, and events and locations are subject to change. In the event of a hotel change, equal or upgraded accommodations will be provided.

Changes to Reservation:

Any change made to a reservation once payment has been received must be requested in writing by emailing travel@bestsingletravel.com In most circumstances, Best Single Travel is subject to the rules and fees of third party suppliers and therefore change requests are not guaranteed. If the change is possible, any fees incurred by the supplier, as well as an administration fee will be added to the reservation.

Proof of Citizenship Required for Travel:

For all international travel, travelers are required to provide proper identification for customs and immigration. US citizens must have a valid passport for travel outside the United States. ALL RESERVATIONS MUST BE MADE IN YOUR NAME AS IT APPEARS ON YOUR PASSPORT. Non-US citizens must consult their consulate for ID or visa requirements. IT IS YOUR SOLE RESPONSIBILITY TO OBTAIN PROPER IDENTIFICATION/PROOF OF CITIZENSHIP FOR TRAVEL OUTSIDE THE US. Passengers who are denied boarding or entry for improper documentation will not be eligible for a refund of any amount.

Initials _____

Cancellation and Refund Policy:

In the event that the traveler wishes to cancel his/her reservation, requests must be made in writing by email to travel@bestsingletravel.com. The following cancellation/refund policy will be followed, unless the optional Travel Protection Plan has been purchased (See paragraph titled "Travel Protection Insurance Plan"):

Days Prior to Departure	Amount of Refund
61+ Days	Full refund minus \$100 cancellation fee
30 – 60 Days	\$250 cancellation fee plus nonrefundable tour operator costs. Confirmed airfare is nonrefundable and ticket belongs to you.
Within 30 Days of Departure	\$400 cancellation fee plus nonrefundable tour operator costs. Confirmed airfare is nonrefundable and ticket belongs to you.

Air Transportation:

Fuel-related fees charged by individual airlines and government departure taxes/fees are passed to the tour traveler and are subject to change at any time. Any change in these fees will be adjusted accordingly on your account no later than 10 days prior to departure and, in the event of an increase, must be paid in full regardless of whether account was previously paid in full.

Hotel Accommodations:

All hotel accommodations have been arranged by Best Single Travel. Hotels are based on availability and may vary by destination, city, and week of travel. Best Single Travel reserves the right to substitute hotel accommodations of similar quality at any time. Check-in/check-out times, amenities, and hotel policies vary.

Transportation and Transfers:

The type of transportation provided by Best Single Travel varies by package type, week of travel, and group size. Private transfers are used for escorted tours when possible, but scheduled service routes may be utilized at times for small groups. In the event that you miss the scheduled departure for any event or transfer, it is your responsibility to arrange transportation to the next arrival/departure point or hotel to begin or rejoin the scheduled tour/itinerary. No refunds will be issued for missed transportation. Hotel/airport transfers are only included on the day the tour begins and the last day of the trip. It is understood that Best Single Travel reserves these services through other suppliers and is not responsible for additional standard fees applied by the supplier, or fees that may be charged due to a change in the original reservation or itinerary.

Tours and Excursions:

Best Single Travel has made arrangements with various suppliers to offer a variety of tours and excursions, in which coupons/vouchers/tickets may be given to you. It is your responsibility to retain all coupons/vouchers/tickets. No refunds will be given for lost, stolen, or unused coupons/vouchers/ tickets

Photography & Testimonial

Any likeness or image of you secured or taken on any of our holidays may be used by the Company without charge in all media (whether now existing or in the future invented) for bona fide promotional or marketing purposes, including without limitation promotional materials of any kind such as brochures, slides, video shows or the internet. Any written feedback supplied to the company may also be used for promotional purposes as detailed above.

Unused Tour Arrangements:

No refunds or credits will be provided to traveler by Best Single Travel for any unused accommodations, flights, services, or other package features unless agreed to in writing by both parties. **Best Single Travel strongly recommends that travelers purchase Travel Protection Insurance.**

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Tour Cancellation by Best Single Travel:

In the unlikely event that a cancellation of the scheduled tour/vacation becomes necessary, Best Single Travel will notify the traveler at the earliest possible time and will provide an alternative option at no additional charge. If the alternative option is not accepted by the traveler, Best Single Travel will provide a full refund of all monies paid to Best Single Travel, provided the option is declined in writing within 7 days of receipt of cancellation notification. Best Single Travel is not responsible for cancellations due to circumstances beyond their control, or force majeure (including or similar to political/civil unrest, war or threat of war, riots, closure of airports, or ports, industrial disputes, terrorist activity, natural and nuclear disasters, fire, epidemic or health risk, Acts of God, sickness, breakdown, customs regulations, strikes, hotel overbookings, or adverse weather).

Responsibility:

By agreeing to and signing this customer agreement (including a digital signature), the traveler hereby agrees to accept and be legally bound by all of the terms and conditions contained herein with no exceptions. I understand that Tours Are Us Company, Inc. d/b/a Best Single Travel does not own or operate any entity which provides goods or services for my trip including, but not limited to, air carriers, hotels, ground operators, boat or bus companies, restaurants and other establishments, and sightseeing/side excursion tours, nor is Best Single Travel responsible for any personal injury, property damage, or other loss a passenger incurs on any portion of the tour arising from acts or omissions by said suppliers.

Severability:

The invalidity or unenforceability of any part of this Agreement, or the invalidity of its application to a specific situation or circumstance, shall not affect the validity of the remainder of this Agreement, or its application to other situations or circumstances. Any provision of this Agreement held invalid or unenforceable only in part or degree will remain in full force and effect to the extent not held invalid or unenforceable.

Claims or Disputes/Arbitration:

In the event of a dispute or claim made by traveler concerning, relating or referring to this Agreement, promotion of tour, tour inclusions, performance of Best Single Travel, or any claim made against Best Single Travel, BST will make every effort to resolve said dispute or claim between the individual parties involved. If the dispute or claim can not be resolved between the traveler and Best Single Travel, the traveler agrees that any dispute or claim shall be resolved exclusively by binding arbitration according to the then existing rules of the American Arbitration Association in an arbitration conducted in, and governed by the laws of, Arizona, USA. In connection with any action or legal proceeding arising out of this agreement, the parties hereby specifically and knowingly waive any rights that either party might have to demand a jury trial.

Acknowledgement:

By signing below I indicate that I have, on the date shown, read and understood this document and acknowledge that it affects my legal rights and agree to be bound by its terms. By accepting this agreement, it further signifies my intention to relieve and indemnify Best Single Travel, its owners, officers, directors, employees, agents, contractors, and subcontractors from any liability for personal injury, property damage, or wrongful death which I might suffer during my travels in the scheduled tour package. Please sign and return to our offices by fax (877 848-7488), email bestsingletravel@hotmail.com or by mail to:

Best Single Travel
4115 NW 58 Lane - Boca Raton, FL 33496

Agreed by Traveler:

Signature: _____ Trip: _____

Printed Name: _____ Date: _____

INSURANCE Notification: By initialing below, you have been notified of Best Single Travel's recommendation to purchase Travel Insurance.

Initials _____