

PANAMA CANAL CREDIT UNION EDUCATIONAL CRUISE CONFERENCE

February 17 – 27, 2019 ♦ Aboard Holland America's *ms Zuiderdam*

PRESENTED BY CU CONFERENCES® – The Original Credit Union Educational Cruise Conference Providers



TERMS & CONDITIONS:

CANCELLATION POLICY:*

- ◆ Cancellations made on or before August 10, 2018 will receive a complete refund less a \$200.00 per person Administrative Fee.
- ◆ Cancellations made August 11 through September 10, 2018 will be assessed \$200 per person plus Administrative Fee and non-refundable insurance.
- ◆ Cancellations made September 11 through October 15, 2018 will be assessed \$600 per person plus Administrative Fee and non-refundable insurance.
- ◆ Cancellations made October 16 through November 6, 2018 will be assessed 50% of cruise per person including airfare, hotel and package charges plus Administrative Fee and non-refundable insurance.
- ◆ Cancellations made November 7 through November 27, 2018 will be assessed 75% of the total cost per person including airfare, hotel and package charges plus Administrative Fee and non-refundable insurance.
- ◆ Cancellations received after November 27, 2018 will be assessed a 100% cancellation fee per person including airfare, hotel, and package charges. This also applies to “no shows.”

***All Cancellations Must Be Received By Email
To: Jilldonati@altairtravel.com**

**Please Note: Most airline tickets are non-refundable
fares from the date of purchase**

CHANGE CHARGES: Any changes made after November 7, 2018 will be subject to fees imposed by Holland America, airlines and hotels involved in your package. **Note about Name Changes:** It is at the discretion of the cruise line if name changes will be allowed. Changes will be charged a change fee determined by the cruise line plus additional fees for ticketing and mailing. Name changes may result in recalculation of fare at current rates. Name changes are not allowed on airline tickets once issued.

CONFERENCE RATE: The conference rate includes the cruise and conference fees. These rates are not combinable with any other promotional offer, certificate, voucher or past passenger specials offered by the cruise line. **All cruise conferences MUST be booked through Altair Travel & Cruises as they are negotiated contracted rates.**

TRAVEL INSURANCE: Travel insurance is now mandatory for Credit Union Conferences' cruises and must be paid with deposit. Traveler offers the most comprehensive package which includes coverage for Trip Cancellation and Interruption for Select Covered Reasons; Missed Connection; Travel Delay; Baggage Delay; Emergency Medical Transportation plus Medical Expenses, plus other coverage as offered by the insurance company. Details on the complete insurance package will be mailed to you with your documents. Insurance premiums are non-refundable/non-transferable and are included in the required deposit. The insurance premium is dependent on total trip cost (*cruise, air, taxes, etc.*). Therefore the premium may increase if optional land packages, cabin upgrades or other items affecting total package price are added. Airfare is covered by the mandatory insurance as long as it is booked through Altair Travel. However, if you purchase your own airfare, you may submit your airfare invoice to Altair Travel and they will adjust the insurance cost to include your airfare.

AIR: Airfare is not included as part of the package, however Altair Travel can make flight arrangements for you and add it to your package. Altair Travel will charge a service fee for all airline tickets they issue. Airfares are based on capacity controls and fares can be discontinued at any time, therefore airfares cannot be guaranteed until ticketed. Payment is required at time of ticketing. Most airfares are non-refundable with penalties involved for changes. Name changes are not allowed once tickets are issued. Due to flight schedules and/or availability, it may be necessary for passengers to stay overnight either before or after the cruise. Hotel accommodations and transfers will be at the passenger's expense.

AIRPORT/SHIP TRANSFERS:**

- **Transfers from Ft. Lauderdale Airport to Pier** are \$19 per person.
Please Note: If you are flying in the day of sailing please arrive into Ft. Lauderdale no later than 1:30 p.m. on February 17, 2019. On February 27, 2019 you can book a flight for 11:30 a.m. or later out of Ft. Lauderdale.
- **Transfers to and from Miami Airport to Pier** are \$30 per person.
Please Note: If you are flying into Miami Airport please make sure your flight arrives no later than 12:30 p.m. on February 17, 2019. On February 27, 2019 you can book a flight for 1 p.m. or later.

**** Airport To Port Transfers Valid On Days Of Sailing ONLY**

DEPOSIT: A \$1200.00 PER PERSON Deposit Is Required

A completed registration form with the required deposit must be sent in order to register. Faxed registration forms are not accepted. The non-refundable insurance premium is included in the deposit.

DOCUMENTS: All documentation including invoices and documents will be sent to your credit union. Requests to have documents mailed directly to your home must be emailed with current home address to Jilldonati@altairtravel.com.

FINAL PAYMENT: Final Payment Is Due November 7, 2018

Port charges, government taxes, and fees are \$395.00 per person and will be added to your final invoice. All taxes and fees are subject to increase.

PROOF OF CITIZENSHIP: U.S. and Canadian Citizens MUST Carry A Valid Passport With A Validity Date Of 6 Months Beyond Travel Date.

Please ensure that the full name given on the conference registration form is your legal name (no nicknames or abbreviations) as your cruise and air ticket must match passport.

**PASSPORT
REQUIRED**

DISCLAIMER OF LIABILITY: Credit Union Conferences and Altair Travel hereafter referred to as the Sponsor and the Agent, act as a mere agent for suppliers in selling travel related services, that are not directly supplied by the Sponsor or the Agent. Therefore, they shall not be responsible for breach of contract or any actions or omissions on part of such suppliers, which result in any loss, damage, delay or injury to you or your travel companions or group members. Sponsor and Agent do not guarantee any such suppliers rates, bookings, reservations, connections, scheduling, or handling of personal effects. Sponsor and Agent shall not be responsible for any injuries, damages, or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climatic conditions, criminal acts or abnormal conditions or developments, or any other actions, omissions, or any other conditions outside the Sponsor or Agent's control including cancellations or delays caused by invalid passports, visas or other required travel documents.

The responsibility of Holland America Cruise Line is governed by the passenger contract on your cruise ticket.

Holland America
A Signature of Excellence

Payment of cost constitutes an automatic consent to the above and all clauses.

Special Notes:

- ◆ Any special requests will be forwarded on to the cruise line; however these are requests only and cannot be guaranteed.
- ◆ Credit cards are **NOT** accepted for payment.
- ◆ Registration can **NOT** be confirmed until deposit is received. All Cruise Conferences **MUST** be booked through Altair Travel



exclusively
Educating The Credit Union Community Since 1979