



THE TRAVEL PROGRAM – PROCESS

Welcome to Aventura World. We are pleased you have decided to partner with us for your travel plans. All Aventura World team members are passionate travelers, enthusiastic about revealing the corners of the world to others and, as such, work together to present authentically rich experiences for our valued guests. The principles that Aventura World embodies shine in our exemplary client service, destination expertise, and our meticulously planned tour and travel packages. Please find below our comprehensive guide allowing you to glide through our operation process, reservation process, and terminologies.

MARKETING

At Aventura World we understand that a great travel offer needs to be communicated to your group members, friends, and members in the local community. Our marketing department is pleased to provide multi-channel support that can be easily integrated into your program to create a comprehensive marketing campaign. Aventura World offers the following support to you at no additional cost:

- Full-color professionally made e-brochures
- We will conduct an informative PowerPoint presentation or webinar. You should discuss with your Aventura World Sales Manager regarding potential dates for this.

PASSENGER HANDLING

You are fully responsible for communications with the passenger. This does not include invoicing. If you are unable to answer a question, contact your Aventura World Operations Manager or Sales Manager to get the correct answer in a timely fashion.

RESERVATIONS

Passengers make their reservations using the form provided by Aventura World. Ensure that all sections of the reservation form are completed accurately prior to submitting to Aventura World. Use the notes section for any supplemental information, such as air from another departure gateway, dietary needs, and/or family members/friends traveling together on the program. All reservations must be scanned and attached to an e-mail. This can be emailed to: reservations@aventuraworld.com

Mail the printed form to:

Aventura World
Attn: Operations Department Manager
250 Moonachie Road, Suite 308, Moonachie, NJ, 07074
Toll free: (888) 482-5887 • Fax: (201) 228-5270

For reservations via credit card: Only the scanned/e-mailed reservation form is required. For payment via check a scanned/e-mailed reservation form including a copy of the check should be sent to reservations@aventuraworld.com. The original reservation form and check should be mailed to the Aventura World main office (see above). Within 36 hours of receipt of a reservation, an e-mail will be sent confirming receipt of the reservation by the group leader/contact. If you do not gain a confirmation please contact Aventura World operations department at info@aventuraworld.com. When collecting reservation forms from passengers check for the following:

- The full name, passport information and e-mail is correct/complete
- The form of payment is checked and the credit card or other information is correct/complete
- If there is an optional extension, the payment is due at the time of the reservation as different air tickets need to be reserved for passengers on the main group
- If a passenger opts for optional day tours, payment for those is required at that time. The last time that optional day tours can be reserved is at final payment (90 days prior to departure).
- If a passenger selects YES for optional travel insurance on the reservation then payment is required to initiate the policy. Remember that the pre-existing conditions waiver can only be purchased at the time of initial payment.

- Ensure that the "I authorize \$____" amount is correct. It should be the deposit amount, plus insurance, extensions, and day tours in total.

ONLINE BOOKING ENGINE

Our Easy to Use – Online Booking Page has been designed to allow your traveling guests to book our programs online using their credit cards. With the introduction of this tool, all users will now be able to submit registrations, payments, passport copies, and many other documents through our secure website. Along with the above mentioned you will be able to review your organizations' complete brochure which contains Day-to-Day Itinerary, Tour Options, Tour Inclusions, pricing and many more.

In order to access these features, please follow the steps below:

1. Please visit www.aventuraworld.com/booking
2. Once you have arrived to said website, a box will appear then asking for the Group Booking Number.
Please enter booking number (Example: NLMOUH)
Please fill in the required fields (marked with *) to the best of your ability as you would on the standard-paper registration form. Please Note: Middle Names (If Applicable), Passport Information, Complete Addresses are essential for registration. Communicating, Invoicing, and Ticketing are all subject to this information.
Upon completion of ALL required fields, you will arrive to Review & Payment page
Please submit credit card payment information as requested. Upon completion, please press "Proceed with Payment" to complete the registration.
3. You (the group organizer) and the traveler will receive immediate notification of the reservation via email.
4. Once payment has been processed with our accounting department. Confirmation of Payment along with Confirmation of Invoice will be sent out via e-mail. (As provided)

CREDIT CARD PAYMENT

Upon receipt of the registration form, Aventura World will send a confirmation invoice via email directly to the passengers with the group representative in copy, or only to the group representative depending on the reservation level requested by the group. The invoice is sent once a booking has been entered into Aventura World's reservation system. Advise passengers to check their spam e-mail folders.

CHECK PAYMENT

Upon receipt of the check and registration form, Aventura World will send a confirmation invoice via email directly to the passengers with the group representative in copy, or only to the group representative depending on the reservation level requested by the group. The invoice is sent once a booking has been entered into Aventura World's reservation system. Advise passengers to check their spam e-mail folders. *Note: This process can take more time than a credit card payment because the check must be deposited prior to sending the invoice.

PAYMENT FOR THE PROGRAM

Initial deposit and final payment can be made by the passenger by credit card or check only. If paying by check, it must be mailed to Aventura World at 250 Moonachie Road, Suite 308, Moonachie, NJ 07074, or by credit card the authorization charge form with the confirmation invoice (for final payment) must be used and either mailed or emailed to reservations@aventuraworld.com. Aventura World accepts Visa, MasterCard and Discover. Please note that deposit/final payment cannot be made via the telephone to the Aventura World office. Once the deposit/payment is received by Aventura World we will take over the invoicing process and collection of all monies. We recommend that you send out a reminder that final payment is due to Aventura World 90 days prior to departure (unless otherwise agreed upon).

QUESTIONS REGARDING THE PROGRAM

It is the group's responsibility to answer questions directly with your passengers. However, you may call/e-mail regarding questions that you cannot answer to your Aventura World Operations Manager. They will reply within 48 hours. If this does not happen in a timely manner please contact your Sales Manager.

OPTIONAL CSA TRAVEL PROTECTION

Aventura World offers an optional Travel Protection Plan which must be paid with your initial deposit or within 15 days of your initial deposit/payment for your trip. Due to policy rules our insurance cannot be purchased after 15 days. Aventura World strongly recommends protecting your investment with our optional Travel Protection Plan. See Insurance page at <http://www.aventuraworld.com/files/Travel-Protection.pdf> for further details. Insurance premiums are nonrefundable.

MEMBER/NON-MEMBER PRICE

Indicate on the reservation form if a passenger is an entity member or non-member (if applicable/offered).

SINGLE/SHARE ROOM RESERVATIONS

Submitting a reservation form to Aventura World without a roommate (passenger 2) will result in our reservation system only confirming/invoicing the one passenger for single occupancy with the single supplement. Once the passenger provides a roommate then the invoice will be changed to double occupancy (airline/hotel space willing).

AIR TAX AND FUEL SURCHARGE GUARANTEE

Payment in full guarantees that airline fuel surcharges/fees and air departure taxes/fees will not increase prior to departure.

AIR SCHEDULES

Air schedules are subject to change by the airline. No schedule will be confirmed as final until 30 days prior to departure, in hopes that this schedule/route will not change.

AIRFARES/TICKETS

Aventura World's contracted airfares are mostly non-refundable. In all instances, regardless of the airfare used, "no show passengers" are nonrefundable including fuel surcharges and any airport or government taxes and fees. Aventura World optional Travel Protection Plan is strongly recommended.

Aventura World cannot be held responsible for the cancellation fees of air ticket(s) issued by companies other than Aventura World, even in the case when Aventura World may cancel a departure for any reason.

EXTENDING ON A PROGRAM

The airfare used in connection with our packages usually permits a total stay of 30 to 60 days depending on the airline. There will be a \$150 per person deviation charge to break away from our group fare, plus any fare increase, if applicable. Should a passenger choose to extend their stay after the program, all arrangements and costs incurred therein shall be their responsibility (extra days at hotel, transfers to airport, weekend surcharges, etc.). Any air deviation, gateway change or personal air arrangement must be submitted to the Aventura World reservations department, in writing (email/letter/reservation form) prior to the final payment due date. Any passenger requesting a different gateway (gateway change) from the group will not incur an air supplement but will be subject to air rate increases or reductions per Aventura World's pricing. All air deviations must be made in writing no later than 120 days prior to departure.

AIR SEATING

Group seat assignments are beyond Aventura World control. They are managed by the airline. Seats for passengers traveling with a group are assigned at the airport upon check-in on a first come/first served basis. Most airlines offer an in advance seat selection service through their web sites at a fee which varies amongst airlines. Specific seat selection can be handled by the airline only after the airline (group) tickets have been issued, approximately 30 days prior to departure. For in advance seat selection, passengers must contact the airline directly. We strongly encourage you to check the appropriate airline website on the respective seat selection policy.

OPTIONAL DAY TOURS

All optional day tours must be reserved and submitted to Aventura World using the reservation form no later than 90 days prior to departure. No tour can be confirmed without payment.

OPTIONAL POST-TRIP EXTENSIONS

All optional post-trip extensions must be booked at the time of reservation. Different air tickets need to be reserved from passengers on the main group. No extension can be confirmed without payment.

COMPLIMENTARY PLACES

Aventura World understands and appreciates the importance of growing the program and working with your travelers. Refer to the confirmation letter for the number of participants required per complimentary place.

EXTENSIONS TO A PROGRAM NOT PLANNED BY AVENTURA WORLD

Any passenger may plan their own extensions separate from Aventura World programs. However, Aventura World cannot schedule hotel or transportation arrangements for such personal travel extensions. In addition, the passenger would need to change as necessary their air package or book land only. The passenger is solely responsible for any costs associated with this.

LAND-ONLY PRICE

Refer to your confirmation letter for the land-only reduction. *Note: all land-only passengers are responsible for transportation to and from the airport and first/last hotel.

TRIPLE RATES

Triple rate reductions are \$30 per person (reductions from the double rate). Refer to the group confirmation letter for this. Triple rates are only for existing two bedded rooms. Triple rates do not include a third rollaway bed. Room configurations vary internationally and Aventura World is not responsible.

BAGGAGE ALLOWANCE

Aventura World programs allow one bag, per person to be checked in plus a small carry-on. Excess baggage charges are the sole responsibility of the passenger and are issued by the airline. Passengers should check with the appropriate airline for current allowance sizes, weight and excess baggage fees. Porterage is included at hotels on Aventura World's escorted/hosted tours, and includes handling of one normal-sized suitcase per person. Wheeled carry-on cases are considered a normal piece of luggage. It is important that passengers adhere to the one-bag rule as issues regarding storage capacity may occur on the motor coach if more than one checked bag is taken.

PASSPORT/PROOF OF CITIZENSHIP

Passports are now required for all trips leaving the United States. Generally, a passport must be valid for six (6) month after the program completion date. Passports and Visas are the responsibility of the individual passenger, but Aventura World is happy to provide passengers with information on how to obtain these documents from the appropriate authorities. Passports are required for entry into Mexico, Canada, and for Ocean cruises. Proof of Citizenship is no longer solely acceptable. Dates of birth (DOB's) are required with reservation for air travel and train/cruise ticketing. Additional forms may be necessary based on the destination.

FINAL DEPOSIT DATE

Every program has limited space, so Aventura World recommends avoiding passenger disappointment by encouraging passengers to reserve their place as soon as possible. There are no specific dates to when reservations fill/close. However, 120 days prior to the departure Aventura World is required to release all unsold seats back to the airline. Do not stop selling after 120 days (unless informed to), as we can often get additional space back. *This is not a guarantee and the program price could be higher.

FINAL DOCUMENTS

Final documents consist of e-tickets, final day-to-day plan, destination/program information, luggage tags, ticket wallet, etc. and will be sent directly to the entity no later than 21 days prior to departure. Please coordinate with your Aventura World Operations Manager to arrange direct delivery to passengers and any out-of-town passengers.

CANCELLATIONS AND CANCELLATION FEES

All Cancellations must be submitted to Aventura World in writing, via email, fax or phone call by the group contact within 24 hours of the reason for cancellation. They are subject to the fees noted on the trip flyer. Date of cancellation is the date the Aventura World Main Office is informed.

Send to:

Aventura World
Attn: Operations Department
250 Moonachie Road, Suite 308
Moonachie, NJ, 07074
Toll Free: (888) 482-5887
Fax: (201) 228-5270

INVOICING FOR NON-DUES REVENUE

Submit an invoice to Aventura World at least 21 days prior to the program departure based on your passenger counts. Indicate double, single, and member/non-members (if applicable) when submitting. All payments will be paid out no later than 14 days after the program returns.