



31 09 Newtown Avenue, Long Island City, N.Y. 11102

Tel: 718 721- 3808 Toll Free:800 223 7880 Fax:718 795-4356 e-mail: [info@cloudtours.com](mailto:info@cloudtours.com)

**CREDIT CARD LETTER OF RESPONSIBILITY / TERMS AND CONDITIONS  
(Total pages including cover:)**

I, \_\_\_\_\_ hereby authorize Cloud Tours Inc. to make charges specified below to credit card listed.

Passenger Name(s): \_\_\_\_\_ Credit Card  
(Circle One): American Express / Discover / Mastercard / Visa Credit Card Number: \_\_\_\_\_  
Expiration Date: \_\_\_\_\_

Security -Code: \_\_\_\_\_

Card Holders Name: \_\_\_\_\_ as printed on the card.

**Mailing Address for Credit Card:** \_\_\_\_\_

Card holders phone number: \_\_\_\_\_

Authorized sales amount: \$ \_\_\_\_\_ USD

Cancellation Policy: All cancellation and refund requests must be received in writing by Cloud Tours. All cancellations are subject to an administration fee of \$150 per person if received 60 days or more prior to departure or sailing date, \$250 per person if received between 59 and 30 days, 75 % of your tour if received 29-10 days and non-refundable if 9 days or less. Additionally, any cancellation fees imposed by the respective hotels, airlines, tour companies and cruise lines will be charged. No-shows may be assessed full penalty. Travel insurance is non-refundable and non-transferable. Your signature below acts as an acknowledgment that you have read and agree to Cloud Tours' terms and conditions found on page 2-4 of this fax.

Card holder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

**❖ PLEASE RETURN FRONT AND BACK COPIES OF THE CREDIT CARD ALONG ❖  
❖ WITH THE COPY OF DRIVER'S LICENSE. THANK YOU ❖**

Agency Name: \_\_\_\_\_  
IATA #: \_\_\_\_\_  
Address: \_\_\_\_\_  
Signature: \_\_\_\_\_

Any charge backs will be debited to your agency



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## TERMS AND CONDITIONS

**Air Transportation:** If air transportation is included, it will be specified in the confirmation. Any air fares quoted are subject to change until ticketed. Holding a reservation does not guarantee an air rate if it is not paid and ticketed. Any changes made by the passenger is subject to a cancellation fee and any fare difference and is the responsibility of the passenger.

Certain restrictions apply.

**Rates:** Tour rates quoted in U.S. dollars are based on tariffs in effect at time of your original and first confirmation and are subject to change in the event of currency fluctuations or increase in costs. Inclusive tour rates are per person in double occupancy. Single and triple occupancy rates available on request. In case of computer or human billing errors, we reserve

the right to re invoice clients with corrected billing.

**Hotels:** Rates are based on standard entry level rooms in all hotels unless specified otherwise, or similar, with private facilities including service and taxes, continental breakfasts and any

other meals specified in itineraries.

**Cruises:** All cruise cabins have private facilities. All tours are based on minimum inside cabin category IB with two lower beds. Supplements for higher category cabins are available. Port charges and gratuities are additional. Shore excursions are additional and can be pre purchased. Cruise lines reserved the right to substitute one vessel for another at any given time based on decisions made by their senior management. Itinerary changes may be implemented the last minute due to weather or traffic conditions by the cruise line. Cloud Tours Inc cannot

accept any responsibility for such changes.

**Transfers:** Transfers are included as specified in your confirmation and / or Tour Includes for each tour package.

**Excursions and Sightseeing:** All excursions are specified in respective tour packages and will be provided with deluxe motor coaches and local English speaking guides. Most entrance fees to places visited are included.

**Reservations:** Deposits and Payments: a deposit of \$250 per person is required at the time of reservation. Additional deposit required for cruise tours of \$100 may be required. The balance is due at least 60 days prior to sailing or departure date. Payment in full is necessary when reservations are made within 45 days prior to sailing or departure date. For reservations received 45 days or less before departure, payment must also include a \$50 late booking fee per person.

**Changes:** Any changes made on confirmed itineraries are subject to a \$25 service charge per change, per person plus any fees imposed by the suppliers. No refunds will be made on any unused portion of tour packages.

**Baggage:** One baggage per person and a carry on is allowed. Restrictions or additional fees may apply depending on airline and the fare.

**Travel Documents:** To ensure proper delivery of documents, a \$25 courier charge is additional.

**Claims:** All claims must be received within 30 days after scheduled return date.

**Cancellations:** All cancellation and refund requests must be received in writing by Cloud Tours. All cancellations are subject to an administration fee of \$150 per person if received 60 days or more prior to departure or sailing date, \$250 per person if received between 59 to 30 days, 75 % of tour price if received 29 – 10 days and non-refundable if 9 days or less. Additionally, any cancellation fees imposed by the respective hotels, airlines, tour companies and cruise lines will be charged. No-shows may be assessed full penalty. Travel Insurance is non-refundable and non-transferable. Unused tours and services are non refundable.

**Gratuities:** Tipping to guides, drivers, transfer personnel, and hotel staff is left to the discretion of the participants and is not included. Gratuities for cruise staff is pooled and is pre-paid with your tour.

**Insurance:** Tour participants are strongly recommended to purchase insurance for trip cancellation, trip interruption, cruises involving disembarkation on a Greek Island such as Santorini, Mykonos or Crete, accident, sickness and/or loss of baggage and personal effects.

**Dispute Resolution:** The sole and exclusive method of resolving any dispute which might rise under this agreement, and any agreement between Cloud Tours Inc., and another party (ies), the brochure or website and deemed to arise in the United States of America, shall be by arbitration before the American Arbitration Association in New York City pursuant to the Association's rules then in effect. Any such arbitration must take place in N.Y.C., N.Y. In any such arbitration, the substantive law of N.Y. will apply. In the event a tour participant should find a service or hotel unacceptable, it should be reported immediately to the local representative and to Cloud Tours Inc. upon the immediate return. No claim shall be deemed legitimate if not reported to the local representative and if reported after the scheduled service or after departure from the hotel.

**Responsibility:** Cloud Tours, Inc. of 31-09 Newtown Ave, Long Island City, N.Y. acts solely in its capacity as marketing agent on behalf of its suppliers such as air carriers, ground operator, taxi suppliers, motor coach suppliers, excursions or tour companies, cruise lines and hotels identified on documents supplied in connection with purchase of the tours. Cloud Tours, Inc. shall not be held responsible for any wrongful or negligent acts or omissions by any supplier or other party not directly owned or exclusively controlled by Cloud Tours, Inc., or by the failure of any equipment operated by any such supplier or other party. Cloud Tours, Inc., shall not be liable for any loss, injury or damage to person, property or otherwise, in connection with any accommodations, transportation, or other services, resulting directly or indirectly from any acts of God, dangerous incident to the sea, fire, breakdown of machinery or equipment, acts of government or other authorities, wars whether or not declared, hostilities, civil disturbances, strikes, riots, thefts, pilferages, epidemics, quarantines, medical or customs regulations, defaults, delays or cancellations of or changes to itineraries or schedules, or from any causes resulting from insufficient or improperly issued passports, visas, or other documents. Neither Cloud Tours or any of its affiliates or subsidiaries shall be or become liable or responsible for any additional expenses or liability sustained or incurred by the tour member as a result of any of the aforementioned causes. Tour participant agrees that any claim against Cloud Tours Inc., is subject only to the jurisdiction of the courts of the country in which the cause of action arose. The right is reserved to substitute hotels and to alter itineraries. The right is also reserved to cancel the tour prior to departure. If any tour is cancelled prior to departure, Cloud Tours Inc, will be responsible only up to the amount of monies Cloud received less any cancellation fee applied by a supplier as defined above. Travel Insurance is recommended. Cloud Tours, Inc. is not responsible or liable for defaults of those not directly under the control of Cloud Tours, Inc. All tickets and vouchers issued for transportation and services are subject to the terms and conditions under which such transportation and services are provided to the participant by the owners or contractors. The traveler assumes

full responsibility for, and hereby releases Cloud Tours, Inc. from any duty of checking and verifying any and all passport, visa, vaccination or other entry requirements for each destination, and all safety and security conditions during the length of the proposed travel. American citizens require visas to enter Turkey, Egypt & Jordan. Should any clause contained here-in be determined void by any court of law, such a finding shall not affect the other clauses contained herein: each clause is a covenant which stand on its own. The receipt of your deposit and/or final payment will indicate that you have read these Terms and Conditions, and that you have agreed to them. Prices are subject to change.

**Cloud Tours, Inc.**

**Newtown Plaza, 31-09 Newtown Ave, 3rd Floor, L.I.C., N.Y. 11102**

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**CST #2026040-40**