

CLIENT AGREEMENT — DISCLOSURE AND CONSENT

Thank you for choosing Lake Shore Travel. In order for us to begin your travel planning, please review and sign the following:

- Client Agreement/Disclosure and Consent (this three-page doc)
- General Client Credit Card Authorization Form

With each trip design the Lake Shore Travel Advisor will need your review and signature on the following:

- Travel Protection/Insurance Waiver (to be signed upon insurance options review with advisor)
- Travel Disruption Waiver

Our fees are designed to reimburse the amount of time expected to provide travel support, depending on your type of trip and travel services. These fees are non-refundable, and the exact fee will be quoted once the travel request is known and discussed with the Lake Shore Travel Advisor.

LAKE SHORE TRAVEL SERVICE FEE SCHEDULE	
DESIGN FEES	
Custom Trip Design	\$250 - \$500+
Group Trips/Multiple Family Trips	\$1,000 - \$1,500+
Concierge Services	Hourly fee of \$150
AIRLINE TICKETING FEES	
Domestic Ticket	\$50 per ticket
International Ticket	\$100 per ticket
Air Change Fee	\$50 per ticket
EXPEDITED / CHANGE FEES	
Expedited Trip Design <i>(for travel less than 30 days from date of engagement)</i>	\$300 + Design Fee
Change Fee <i>(for a deposited itinerary that requires reservation or itinerary changes)</i>	Hourly fee of \$150, in addition to any penalty incurred from suppliers
PLEASE NOTE	
<ul style="list-style-type: none"> • Fees of \$150 per hour will be charged for services performed in addition to those listed above, and/or if the scope of travel services increases beyond the original plan and amount estimated. • After-hours airline ticket support is available with an additional fee, based on services required, and not included in the ticketing fees above. Initial contact with our contracted after-hours support starts at \$55. 	

I HAVE READ, UNDERSTAND, AND ACCEPT THE FOLLOWING:

- Lake Shore Travel will make every effort to honor the price as originally quoted, however, under certain circumstances additional costs by a supplier or government may be imposed due to an increase in the cost for one or more of the travel components.
- Availability and price quotes are applicable to the date and time at which they are requested and cannot be guaranteed until payment is made.
- Unless otherwise noted, all deposits received are non-refundable. Final payment is due 60 days prior to trip operation and is also non-refundable if trip is cancelled less than 60 days prior to departure.
- Flight confirmation is subject to availability and prices are subject to change after the date of deposit, including price increases in the price of a seat, price for baggage, applicable fuel surcharges, or an increase in a government-imposed fee or tax.
- Passport copies are required to confirm international air reservations.
- Once purchased, US air transaction prices will not increase, except for potential charges resulting from government-imposed taxes or fees. I consent to pay for such charges and authorize Lake Shore Travel to charge my credit card for such additional amounts. This consent applies to all travel arranged by Lake Shore Travel at my request, that includes US scheduled air transportation, and may be revoked at any time with respect to future travel for which I have not yet made payment. Five (5) years following the date of execution, this consent expires.
- I understand that additional air amenities, including but not limited to, upgraded seating, baggage fees, and seat assignment fees, made at my request, are in addition to quoted fare. I consent to pay for such charges and authorize Lake Shore Travel to charge my credit card for such additional amounts.
- Certain suppliers reserve the right to increase prices to cover increased costs, fuel surcharges, tariffs, and taxes, and to reflect fluctuations in foreign exchange markets.
- I have reviewed and accept Lake Shore Travel's Service Fee Schedule on behalf of myself (or anyone in my party).

CANCELLATIONS

I acknowledge and accept that cruise lines, tour operators, and other third-party suppliers of travel services have their own contracts, change fees, cancellation penalties that apply to my travel plans and services, which have been provided to me in writing. I agree to all such cancellation policies, change fees, and penalties, and understand unused portions of travel vouchers are non-refundable

TRAVEL DISRUPTION

I acknowledge and accept that Agency is acting only as a consultant and travel designer, and not as a Supplier. Therefore, in the event of a Disruption the applicable Supplier's own cancellation, rebooking, and refund policies, subject to applicable law that is now or hereafter in effect, will govern my rights and remedies, including any right I may have to receive a refund as a result of any such Disruption.

TRAVEL PROTECTION/INSURANCE

Lake Shore Travel offers many optional products and services to enhance every travel experience. Options such as travel protection/insurance help protect passengers and their investment but are NOT automatically included in the cost of an itinerary to protect against third party default, delay, trip interruption, trip cancellation, emergency medical expenses, emergency medical evacuation/repatriation, baggage loss, baggage delay, and more.

IMPORTANT: Travel Protection/Insurance is offered and recommended for everyone. If I do not elect to accept travel insurance, I understand that I am responsible for all charges (including, but not limited to, loss of trip costs, additional cancellation fees/penalties, trip interruption costs, lost baggage costs and medical expenses incurred during travel) regardless of the reason a trip is not taken. You are advised that you need to take the appropriate protection/insurance within a certain number of days from the deposit being paid in order to avoid waiving any pre-existing medical condition. The timeframe is imposed by the travel insurance company and is typically 7 to 14 days. **It is my responsibility for advising my advisor if there is a pre-existing condition for myself or anyone in the travel party for each trip booked.**

UNACCOMPANIED MINORS

Minors under 18 years of age may be able to travel to another country without either one of their parents. They may however require a notarized written consent letter from both parents. Minors interested in traveling without their parents should contact the embassy to address admissibility questions. https://help.cbp.gov/s/article/Article-449?language=en_US A list of embassies and entry requirements can be obtained at the Department of State (<https://www.usembassy.gov>) website, or call the particular embassy by phone. Check each airline and every other transportation provider for individual policies, additional fees and requirements.

TRAVEL DOCUMENTS

Travel documents, including passports, visas, and health/vaccination certificates required are my responsibility – **Valid Passports are absolutely required for all international destinations** and the expiration date should be at least 6 months following the return date of my trip. Some countries require that your passport have two to four blank visa/stamp pages. Some airlines will not allow you to board if this requirement is not met. For more information, see: <https://travel.state.gov/content/passports/en/passports/FAQs.html>

TRAVEL SECURITY

When traveling domestically or internationally, the U.S. Transportation Security Administration (TSA) and U.S. Department of Homeland Security (DHS) advise that everyone carry at least two forms of acceptable identification in order to board a flight found <http://www.tsa.gov/traveler-information/acceptable-ids>. Examples: DHS-designated enhanced driver's license, USA Passport, a foreign government passport. The name, date of birth and gender that appears on the identification card must exactly match the same such data that is listed on airline ticket(s) and booking

records. **Additionally, a visa and vaccinations may be required.** Please note that even when a visa is issued, a traveler may be denied entry since each country's local immigration officials make the final entry decision. Several factors including past criminal record may contribute to the decision of the local immigration official(s). Should a visa not be issued, Lake Shore Travel is not responsible for lost payments made toward the contemplated trip. If traveling to or through Canada, travelers with a Driving While Intoxicated (DWI) or other conviction record, should always check whether current rules exclude admission, and potential waivers. Lake Shore Travel feels it is an invasion of privacy to make such an inquiry. The final decision of entry rests with the immigration or border services officer. For more information see:

<http://www.cic.gc.ca/english/information/faq/inadmissibility/index.asp> and <http://www.immigrationfacts.ca/enter-canada-with-dui-or-dwi/>

Visit the USA State Department Web site <http://travel.state.gov> on a regular basis for information regarding incidence of disease, terrorism, safety issues, crime, the need for travel documentation (such as passports, visas, proof of health/vaccination certificates), health hazards, and other restrictions regarding travel to your domestic and/or international destination(s), and re-entry into the United States. Required or advised inoculations you decide to obtain upon the advice of your personal physician, may need to be administered in a series of doses months ahead of your planned departure, and such time element should be taken into account by you, when making deposits and/or nonrefundable final payments. Visit the Web sites of the USA Centers for Disease Control, <http://www.cdc.gov> and the International Society of Travel Medicine, www.istm.org. Travel to certain destinations may involve greater risk than others. Lake Shore Travel urges clients to remain informed on a daily basis as to current news, as well as to review travel prohibitions, warnings, announcements and advisories issued by the United States Government prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found at: <http://www.state.gov>, <http://www.tsa.gov>, <http://www.dot.gov>, <http://www.faa.gov>, <http://www.cdc.gov>, and <http://www.cbp.gov>.

The Smart Traveler Enrollment Program (STEP) is a free service provided by the U.S. Government to U.S. citizens who are traveling to, or living in, a foreign country. STEP allows you to enter information about your upcoming trip abroad so that the Department of State can better assist you in an emergency. Registration is recommended and provided by going to <https://step.state.gov/step/>

CREDIT CARD AUTHORIZATION

I hereby authorize Lake Shore Travel and/or its approved suppliers of travel services to charge my credit card provided via secure link for travel services for me and my traveling party. I acknowledge and agree to pay for all travel services, including non-refundable Design Fees, Airline Ticketing Fees, Expedited/Change Fees, deposits, payment in full for airline tickets, cruise, tour, ground, and changes or cancellations. This authorization shall remain in full force and effect until terminated by myself in writing, such termination to be effective only with respect to travel services occurring after the time that the written termination is delivered to Lake Shore Travel.

If for any reason my credit card charges are later declined, reversed, or Lake Shore Travel is unable to receive payment for the travel plans and services, I acknowledge that this is a binding contract between myself and Lake Shore Travel, and Lake Shore Travel shall be entitled to recovery, including reasonable attorneys' fees in connection with collection.

Credit card processing fees may apply.

BY OFFERING TRAVEL FOR SALE TO PARTICULAR DESTINATIONS, LAKE SHORE TRAVEL DOES NOT REPRESENT OR WARRANT THAT TRAVEL TO SUCH POINTS IS ADVISABLE OR WITHOUT RISK, AND SHALL NOT BE LIABLE FOR COSTS, DAMAGES, OR LOSSES THAT MAY RESULT FROM TRAVEL TO SUCH DESTINATIONS. PARTICIPATION CONSTITUTES ACCEPTANCE OF SUCH EVENTS AT EACH TRAVELER'S OWN RISK. THIS AGREEMENT INCLUDING TERMS AND CONDITIONS SHALL BE INTERPRETED AND ENFORCED IN ACCORDANCE WITH THE LAW OF THE STATE OF ILLINOIS WITHOUT REGARD TO ANY CONFLICTS OR CHOICE OF LAW PRINCIPLES AND SHALL BE AS BROAD AND INCLUSIVE AS PERMITTED BY SUCH LAWS. IF ANY PROVISION OF THIS CONTRACT IS HELD UNENFORCEABLE BY A COURT, SUCH UNENFORCEABILITY SHALL NOT AFFECT ANY OTHER PROVISION.

On behalf of myself and my traveling party, signature constitutes agreement to the provisions above, and to having read and accepted the Lake Shore Travel Terms and Conditions set forth at (<https://lakeshoretravel.com/terms-and-conditions/>) and all of my questions have been answered to my satisfaction.

Client Name

Date

Client Signature