



Custom Trip Planning Form

707-A Fourth Street, Santa Rosa, CA 95404

P: 707-526-2922 F: 707-526-9147

Agent: _____

Client Name _____

Address _____ Phone _____

Travel Dates _____ Destination _____

Food & Wine Trails' "Customized Trip Planning" uses our worldwide contacts to plan the perfect itinerary. The advantage is that you receive an individualized vacation that uses hotels and suppliers that you can count on, at frequently less expensive prices than buying a similar trip on your own or through a prearranged tour. Customized trip research and planning is billed at \$100 per hour, with a required \$200 retainer and cost minimum. We will itemize and bill additional for any required currency conversion and credit card fees, and long distance phone, fax and overnight courier costs. The F&WT trip counselor will provide an advance estimate of the time needed to organize the trip, give periodic progress reports and will gain your approval if the planning process exceeds their original cost or time estimate. We view this process as a collaborative effort and want to gain your input. We need to note however that adding or changing the original itinerary will increase the time and cost necessary to plan the trip.

For payment of the above deposit, and to procure our trip planning services "I approve the \$200 retainer and the \$100.00 hourly rate for an trip planning time estimate of _____ hours. I understand the terms of the Customized Vacation and (if a credit card number is provided below) I approve the use of my credit card."

Signature _____ Date _____

PLEASE FAX THIS FORM BACK TO 707 526-9147

_____ / _____ / _____ , credit card expiration date and the security code.

CANCELLATIONS: Cancellation outside of 60 days results in loss of the \$200 non-refundable retainer, plus any documented, related supplier costs. Cancellations made within 60 days carry an additional 30% cancellation penalty. There is no refund for cancellations made within 30 days of booking. Because payments are always made in local currencies, any amount returned may differ from that sent as all refunds will be processed back into U.S. Dollars, based on the current rates of exchange at time of submission to the bank. There is no refund for unused services, arrangements cancelled once travel has begun or for any "no show". WE HIGHLY RECOMMEND TRIP CANCELLATION INSURANCE as protection against loss.

GENERAL RESPONSIBILITY: HMS Travel Group / F&WT is an acting agent for wineries, hotels, cruise lines, restaurants, sightseeing, tour and transportation companies. HMS Travel Group / F&WT cannot be held responsible or liable for any injury, loss, damage or delay arising out of, or in connection with any act, omission, neglect, accident, error or default of any such persons or entities providing these services. HMS Travel Group / F&WT cannot be held responsible for any alteration of the group's itinerary, if such alterations become advisable or necessary for the safety and/or well being of the passenger(s). HMS Travel Group / F&WT cannot be held responsible for costs or other liabilities associated with any act of terrorism, war, accident, weather or any act of God if offered facilities or services become unavailable for any reasons beyond our control. We also reserve the right to substitute comparable facilities or services. By signing this form, the traveler accepts these terms and the noted terms of the program cancellation penalties.

DISPUTES. Any controversy, dispute or claim of whatever nature arising out of, in connection with or relating to this contract or the interpretation, meaning, performance, breach or enforcement thereof, shall be resolved, at the request of either party to this contract, first by mediation in Santa Rosa, California and if meditation is unsuccessful by final and binding arbitration conducted before one neutral arbitrator at a location determined by the arbitrator in Santa Rosa, California, in accordance with the rules of California Code of Civil Procedure Section 1280 et. seq. All decisions of the arbitrator shall be final, binding, and conclusive on all parties. Judgment may be entered upon any such decision in accordance with applicable law in any court having jurisdiction thereof. This contract inures to the benefit of, and is binding on the parties and their respective heirs, representatives and assigns. This contract shall be governed by, construed and enforced in accordance with the laws of the State of California.

We strongly recommend all passengers obtain travel insurance, which can reimburse you for medical expenses, medical evacuation, travel delay, trip cancellation and loss.