



CALL US AT:  
**1-800-439-2015**



# RESERVATION FORM

CORPORATE TRANSPORTATION | AIRPORT SERVICES | WEDDINGS | NIGHT OUT ON THE TOWN | OVERNIGHT TRIPS



CALL US AT:  
**1-800-439-2015**

**ANDREW LAPONTI**  
1-800-439-2015 Ext. 800  
sales@ustourandtravel.com

## TO WHOM IT MAY CONCERN:

US Tour & Travel is a modern executive transportation management company providing the highest quality, most cost effective service for any transportation provided; including corporate functions, airport transfers, day trips, long distant trips, weddings and much more.

It goes without question that we intend to a stringent commitment to service our high clients by following and abiding by the rules and regulations of DOT, 19A, FAA, specialists. We insure our customers are provided with a well knowledgeable staff and most reliable transportation equipment that is of state of the art.

Why choose US Tour & Travel? Firstly, our area of expertise is providing clients with a transportation that is luxurious, desirable, and innovative in design and function. Furthermore, as a client you will receive unbeatable and incomparable services, such as safe, reliable, well maintained, late model motor coaches, professional and courteous representatives and uniformed drivers to mention a few.

At US Tour & Travel, we offer project management for all of our accounts, this service entails, billings, contract and itinerary changes, special request and establishes accountability and most importantly creates a sense of your very own private liaison in handling any and all vital logistics for your transportation event.

I am confident that our experience, resources and knowledge will aid in securing a mutually beneficial and long-term business relationships. We are reliable, competitively priced, and are eager to grow with you.

Grant us the opportunity to provide you with the ability to raise the level of your expectations for all of your transportation needs.

Genuinely Yours,

***Andrew Laponti***

Luxury Travel Consultant

*Personalized Service is my Specialty*



## All reservations are processed on a first come first serve basis.

*Your reservation will be confirmed once a charter number is provided to you by your sales representative.*

### RESERVATION FORM

ORGANIZATION	<input type="text"/>		
CONTACT	<input type="text"/>		
ADDRESS	<input type="text"/>		
CITY	<input type="text"/>	STATE	<input type="text"/>
		ZIP CODE:	<input type="text"/>
PHONE	<input type="text"/>	MOBILE PHONE	<input type="text"/>
FACSIMILE:	<input type="text"/>	EMAIL ADDRESS:	<input type="text"/>

ADDITIONAL CONTACT DETAILS NEEDED



## TRIP DETAILS

TRIP DATE:

TRIP TYPE:

PICK UP TIME:

NUMBER OF  
PASSENGERS:

TYPE OF VEHICLE:

PICKUP LOCATION:

ADDRESS / CITY / STATE / ZIP:

DESTINATION LOCATION:

ADDRESS / CITY / STATE / ZIP:

DEPARTURE - FROM - DESTINATION - DATE

TIME:

SPECIAL REQUEST:



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## CREDIT CARD AUTHORIZATION

ORGANIZATION:   
DATE OF CHARTER:  CLIENT PHONE NUMBER:

***\*ALL FIELDS IN THIS FORM MUST BE FILLED OUT***

PRICE YOU WERE QUOTED (must be included):   
TOTAL AMOUNT YOU WOULD LIKE TO BE CHARGED AT THIS TIME:

*A deposit must be made in order to secure a vehicle for your specified date. A 10% deposit is required at the time of booking and full payment is due thirty days prior to the trip date. We accept all major credit cards, check, money order, and wire transfer.*

## CREDIT CARD INFORMATION

NAME ON C.C.   
CREDIT CARD TYPE:  EXPIRATION DATE ON CARD:   
CARDHOLDER ADDRESS:   
CITY:  STATE:   
CREDIT CARD NUMBER:   
3-DIGIT SECURITY CODE:  4-DIGIT AMEX CODE:

I \_\_\_\_\_, authorize US Tour & Travel to charge my credit card according to the Payment Schedule above any additional overtime charges beyond the original services requested. I agree to all the provisions of this agreement including pages 1 thru 5, including the cancellation policy and the fuel surcharge policy.

**CARDHOLDER'S SIGNATURE:** \_\_\_\_\_

You will be authorizing US Tour & Travel, to charge your credit card for the fees listed above along with any overtime fees or damage fees.

(Please sign and email back to US Tour & Travel)  
Card Holder's Primary Contact #. All reservations are first come first serve.



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## WIRE TRANSFER AUTHORIZATION

PLEASE SELECT THIS BOX IF YOU ARE INTERESED IN PAYING BY WIRE TRANSFER:

### Wire Transfer Information

Bank of America  
Account# 483061540126  
Routing #: 021000322  
Address: 3881 Richmond Ave., Staten Island, NY 10312

## PAYMENT BY CHECK

PLEASE SELECT THIS BOX IF YOU ARE INTERESED IN PAYING BY CHECK:

Please mail your check to the following address:

Isa Nick Tours, LLC  
22 Vanessa Lane  
Staten Island, NY 10312

# TERMS AND CONDITIONS

Thank you for choosing Isa Nick Tours, LLC dba US Tour & Travel for your transportation needs. To provide you with quality service you will be assigned a project manager within 48 hours after this reservation form is received. Email is the most efficient way to communicate with us before you are assigned a project manager. Please allow 24 hours for assistance. By signing this agreement, regardless of whether service is actually provided, the customer ("Client"), his, her or its agents, heirs and assigns, agrees to accept these terms and conditions and to be bound by the same.

## US Tour & Travel Payment Policy

US Tour & Travel requires a valid credit card to hold and secure your reservation. Once you have agreed to the terms and conditions even without a deposit you are still liable for charter cost based on our cancellation policy. US Tour & Travel requires card holders signature or reservation will not be processed. Your credit card will be charged for deposits and balances (deposit 10% due upon receipt of confirmation - full balance due 30 days prior to departure date) US Tour & Travel also accepts wire transfers, ACH payments, certified checks, business checks, personal checks and money orders. US Tour & Travel is not responsible for any overdrawn bank fees. Customers paying by check authorize US Tour & Travel to authorize your credit card to secure the full amount of the charter. The client agrees if check is not received within payment due date that US Tour & Travel will charge your credit card for the full charter cost. If the reservation is made within 15 days of charter date a certified check wire transfer or ACH Payment must be received. No exceptions. Parking fees are the responsibility of the chartering party and not included in the charter cost. Client is responsible to pay parking permits upon arrival to NATIONAL AND STATE PARKS AS REQUIRED.

Any change that incurs additional fees, those fees are due when change is confirmed.

## First Come First Serve

Charters are reserved on a first come, first serve basis. US Tour & Travel reserves the right to cancel this reservation if your requested vehicle is unavailable, has mechanical fault, or if client is late on their payments. If your requested vehicle is unavailable you may approve US Tour & Travel to continue to seek other alternative vehicles to accommodate your travel needs. Authorizing US Tour & Travel to seek another vehicle may change your charter cost rate. You may decide at that point if you would like to proceed with the new vehicle and new charter rate.

## Sign Your Final Confirmation

Once your reservation is processed US Tour & Travel will send you a charter confirmation that will include a charter number. Client agrees to review the confirmation and or modify the confirmation within 48 hours of receipt After 48 hours US Tour & Travel is not responsible for errors including but not limited to incorrect pick up times, locations, and vehicles. In this event, change fees as detailed below may apply.

## Cancellation Policy:

The Cancellation Policy applies to all clients including those clients that reserve vehicle less than 30 days of departure. US Tour & Travel must receive all cancellation requests in writing stating the charter number, departure date and reason for cancellation via email at [sales@ustourandtravel.com](mailto:sales@ustourandtravel.com) or your sales rep directly. Verbal cancellation requests will not be accepted as valid. To be valid a cancellation must be made by the person whose name appears on the contract. Charters are subject to cancellation by US Tour & Travel if payments are not made by due date.

Cancellations made 30 to 14 days prior to the departure date are subject to the larger of the loss of deposit or 30% of total charter cost. Cancellations made 13 to 8 days are subject to the loss of 50% of the total charter cost. Cancellations made 7 days to 72 hours are subject to the loss of 75% of the total charter cost. Cancellations made within 72 hours are subject to the loss of 100% of total charter cost. A \$100.00 cancellation processing fee will be assessed on all cancellations, regardless of the time of cancellation. Any charter over \$5,000 cancelled more than 30 days before the trip will result in a \$250 cancellation processing fee per vehicle. Refunds can take up to 45 days to process.

## Change Policy

Changes to itinerary including times and locations must be submitted to US Tour & Travel at least seven (7) business days prior to Charter departure date. No change or modification of this confirmation shall be valid unless and until approved by US Tour & Travel. Changes are based on availability. Sometimes due to conflicting times, location and schedules we may have to rotate our schedule to accommodate you. There is no change fee for the first itinerary change unless changes to your itinerary impact time, stops or distance. Thereafter, each change that does not impact time stops or distance will result in a \$75.00 change fee. Last minute changes that do not impact time, stops or distance made within 5 days of the departure date are \$100 each.

Any changes (1st or final) to your itinerary that impact time, stops or distance may affect your charter rate. We calculate time, mileage, additional pick-ups or drop offs as follows:

49 passenger and higher	\$175.00 per hr	\$6.00 per mile
24 to 48 passenger	\$110.00 per hr	\$5.00 per mile
24 passenger party bus	\$275.00 per hr	\$6.00 per mile
40 passenger party bus	\$350.00 per hr	\$6.00 per mile
4 to 20 passenger limousines	\$275.00 per hr	\$6.00 per mile

*\*Time is rounded to full hours and mileage is on a round trip basis.*

Changes to travel dates made more than 30 days prior to the departure date are subject to a \$350 change of date fee and are subject to vehicle availability. Changes to travel dates made less than 30 days prior to departure are considered a cancellation (as defined above) and

require rebooking. If you cancel the new change of date charter, cancellation fee is going to be based on the original departure date. The cost for the rebooked charter may differ significantly.

US Tour & Travel reserves the right to charge different rates based on current market conditions.

### **Overtime**

Overtime time is available at the drivers and company's discretion. Your cost is based on the services detailed in your final confirmation and is subject to change in accordance with the actual itinerary. Overtime will be incurred if your final dropoff time is later than your contracted final drop off time, and/or if you depart late from you initial pick up and/or final destination. Overtime charges for 24 to 56 passenger coaches are \$95 per half hour; Limo Buses and Exotic Limo's \$225 per half hour. Overtime charges for Vans and School Buses are \$145 per half hour. For any specialty vehicles such as Maybach, & Rolls Royce Phantom the overtime rate is \$455.00 per half hour.

### **Fuel Surcharge**

If the national average for diesel fuel rises above \$4.00 per gallon an additional 10% surcharge will be added to this price. For every 25 cents fuel cost rise, an additional 2.5% will be added to this price.

### **Food and Alcohol Policy**

It is the chartering party's responsibility to notify US Tour & Travel in advance of an intention to bring food or beverages on board the coach. US Tour & Travel will specifically advise the customer if this request is acceptable and whether a security deposit is required. No smoking, drugs, sexual activity or illegal substances are allowed in the vehicle at any time. No alcohol may be consumed by any persons unless all passengers are twenty-one (21) years of age. We reserve the right to refuse such service to any person who, in our judgment, is incapable of taking care of themselves or whose conduct violates these policies, is object able, or presents a hazard to other persons, chauffeur, or vehicle. Upon such determination, US Tour & Travel shall be deemed to have completed its obligations to client under the Charter and may terminate its service to client under Charter by dropping client off at the client's home, nearest police station, or any other point mutually agreed to by US Tour & Travel and the client. No glass containers or kegs are allowed on the coach at any time. If during or after the transportations service, US Tour & Travel is required to expend a greater than normal amount of time and material to clean the equipment properly due to the acts of the passengers, US Tour & Travel will charge the chartering party's credit card for additional costs to cover such time and materials. The cleaning of vomit is a health and safety issue for subsequent passengers and Clients will incur a \$250.00 service charge per occurrence. For spillage of alcoholic beverages a \$200.00 service charge will be incurred per occurrence. The cost of repairing damage to vehicle from acts of the members of the chartering party to interior and exterior shall be charged to chartering party and is payable as soon as such cost is determined.

### **Special Requests**

US Tour & Travel will do its best to accommodate special requests including but not limited to WiFi, power outlets, TV, Video, address systems, bathroom or other facilities and equipment. However, not all vehicles are equipped with every amenity. The failure of a vehicle to be equipped with specific amenities shall not be deemed an event of default by US Tour & Travel. This exemption shall not apply to specific requests for ADA accessible vehicles.

### **Mechanical Issues**

The below is our suggested refund guideline. US Tour & Travel does not guarantee refunds for service issues and retains the right not to provide refunds. In the event that the vehicle supplied by US Tour & Travel sustains mechanical, electrical or other problems to render it inoperable, US Tour & Travel shall, at its sole option and discretion provide another vehicle (color may vary), quality and cost to complete the Charter obligation and that such replacement vehicle will satisfy US Tour & Travel responsibility under this agreement. There will be no refund if an alternate vehicle(s) is supplied. In the event that one or more electrical systems (such as Air Conditioning, Heat, Restroom, Radio, Television or Problems with Directions) shall malfunction, US Tour & Travel sole liability in such an instance shall be limited to five percent (5%) of the Charter cost, regardless of the number of mechanical or electrical problems encountered. Should US Tour & Travel be responsible for response time or time delay due to its own fault, (defined solely by a dispatch error on US Tour & Travel's part, and not the customer) US Tour & Travel's sole liability in such an instance shall be the following: 1) For any Day Trip, the liability of US Tour & Travel shall be limited to five percent (5%) of the Charter cost for a specific vehicle for each 30 minute period in which that vehicle is late after the first 30minutes after pick up time, not to exceed twenty percent

(20%) of the total Charter cost; 2) For any Over Night Trip, the liability of US Tour & Travel shall be limited to five percent (5%) of the total Charter cost for a specific vehicle divided by the number of days set forth under Client's fully executed final confirmation for each 30 minute period in which that vehicle is late after the first 30 minutes after pick up time, not to exceed twenty percent (20%) of the total Charter cost divided by the number of days set forth under Client's fully executed final confirmation.

### **Refund Policy & Post Charter Concerns**

Please contact customer service at 1-800-439-2015 and you can also email us at [sales@ustourandtravel.com](mailto:sales@ustourandtravel.com) for a quicker response. Your request for a refund must be consistent with the terms and conditions set forth in this this agreement and submitted in writing. Please use your charter # as your reference #. In the event of any dispute, claim, question, or disagreement arising from or relating to this agreement or the breach thereof the parties hereto shall use their best efforts to settle the dispute, claim, question or disagreement. To this effect, they shall consult and negotiate with each other in good faith and recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. If they do not reach such solution within a period of 60 days, then upon the expiration of such 60 day period, and upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by the American Arbitration Association ("AAA") in accordance with the provisions of its Commercial Arbitration Rules, and the Supplementary Procedures for Consumer-Related Disputes. The party filing the request for arbitration shall be solely responsible for the first \$500.00 in costs assessed for such



Arbitration by the AAA. Any party who fails to follow this dispute resolution mechanism shall be liable for the reasonable attorney fees of the other party in defending this resolution.

Refunds on cancelled charters can take up to 45 days after date cancelled. Refunds are returned back to the form of payment method used to pay for charter. Any credits towards a future charter expire one year after original charter date.

#### **Non-Disparagement Clause**

The reputation of US Tour & Travel and its affiliates is of the utmost importance. In consideration of entering into this contract, and as a condition of this contract, you agree not to publish, disseminate or distribute any information that is defamatory negative or adverse to this company, its activities or harmful to its reputation. If, in the opinion of company, you violate this clause, you will be given a 72-hour notice to retract or correct such information. If you fail to do so for any reason, you agree that you will be responsible for a Disparagement Fee in the amount of \$3,500.00 as well as any legal fees and actual damages incurred by this company.

#### **General Policies**

US Tour & Travel reserves the right to lease equipment from other companies to fulfill this agreement. Party bus seating capacity is measured thigh to thigh at an estimated 18-20 inches per seat. If a passenger is bigger or takes up more space, then that then US Tour & Travel cannot guarantee the actual seating capacity. Client is responsible to make any and all reservations that may be needed for buses in order for services to be provided including but not limited to overnight accommodations for divers, special event permits, ferry service, onboard catering or meals enroute. In the event that US Tour & Travel for reasons of beyond its control, is unable to perform under this contract, and unable to provide replacement transportation, which US Tour & Travel shall select at its sole discretion, US Tour & Travel liability shall be limited to a refund of any monies paid by the customer hereunder, without regards to incidental, consequential or special damages, whether foreseeable or not.

US Tour & Travel has the right to upgrade a vehicle at our discretion without notice. If there is a problem with a charter in progress, client must contact us at 1-800-439-2015 and make them aware of the situation. Failure to contact the Dispatch Department while problem is occurring will absolve US Tour & Travel from responsibility arising from such issues. If a bus arrives at the scheduled pick up location and no passenger's board vehicle within 1 hour after scheduled pick up time, US Tour & Travel has the right to cancel services on the spot and is not obligated to go to the destination. Client will not be refunded.

US Tour & Travel shall not be liable for items left on the vehicle, loss of time to due to mechanical failure, inclement weather, or road conditions (road repair, accidents) or other acts which US Tour & Travel has no control. If an event is cancelled due to inclement weather (only if the venue closes) US Tour & Travel has the right to charge the client up to a \$500.00 cancellation fee. If the client cancels because of inclement weather but venue is open US Tour & Travel reserve the right to charge 100% of charter cost.

Client understands and acknowledges that the trip type set forth in their final confirmation, incorporated herein by reference, shall be fully binding and the liability of

US Tour & Travel, as described under this Paragraph, shall be limited in accordance with same. US Tour & Travel liability hereunder is limited to the amount stipulated in the conformation. US Tour & Travel is not liable to client for any and all consequential damages, including, but not limited to, the costs of hiring substitute and/or additional transportation, spoiled catering, food and/or beverages, concert, theater, sports and/or other event tickets, admissions cost, reservations, plane or train tickets, and/or any and all other losses related to late pickup or no-show of requested transportation. Any and all credits issued by US Tour & Travel expire within 1 year of credit date. We cannot guarantee the assignment of any requested drivers, vehicles or amenities.

Any trip over 14 hours the driver must have 8 hours off duty. US Tour & Travel shall not be liable for any incidental, consequential, or special damages, whether foreseeable or not, as a result of such delay. Any reasonable and unavoidable special fees or charges incurred will be in additions to all Charter rates as published. Security agreements are as follows: Any damages to the vehicle caused by the client or his/her guest will be charged at full cost (including down time) to the client. Any excessive interior clean-up required (i.e. spills, vomiting etc.) will be charged to the client at a minimum of two hundred dollars (\$200.00) per occurrence. All passengers are legally and financially responsible for any and all interior and exterior damages caused to the vehicle during the trip by the passengers. The undersigned also agrees that any charges that may arise may be charged to the credit card used for the reservation. US Tour & Travel requires a copy of the front and back of the credit card being used for payment and a copy of the driver's license of the card holder for charters \$10,000 and more.

US Tour & Travel is not responsible for any depots that are put out of service due to safety or insurance reasons per the Federal Motor Carriers Safety Administrations (FMCSA). We cannot be held responsible for cancellation of charter due to a depot being put out of service.

No waiver of any provision of this contract shall be valid unless in writing and signed by the person against whom it is sought to be enforced. The failure of any party at any time to insist upon strict performance of any condition, promise, agreement or understanding set forth in this Contract shall not be constructed as a waiver or relinquishment of the right to insist upon strict performance at future time. All refunds will be reviewed by management. This Request for refunds must be given no later than 30 days after your trip. US Tour & Travel appreciates your business and will work diligently to resolve any concerns you may have. Party agrees that this agreement was made and/or to be performed in the state of New York and, therefore, shall be governed by, and construed in accordance with, the laws of the state of New York. This contract may be executed in counterparts, each of which shall be deemed to be original but all of which together shall constitute one and the same agreement. The invalidity or unenforceability of any particular provision of this Agreement shall not affect any other provisions, and this Agreement shall be construed in all respects as if such invalid of unenforceable provision was omitted.

The parties further agree that any and all disputes or claims arising out of or in connection with this agreement shall be resolved in the Superior Court of New York, County of Richmond in Staten Island. Each of the parties consent to the jurisdiction in the foregoing court.

In the event US Tour & Travel is forced to incur collection costs to recover past due fees of any kind contracted for by Client, Client hereby agrees to compensate

US Tour & Travel for any and all costs associated with such collection efforts, including the filing of a lawsuit and including attorney's fees and costs for collection of such fees.

Customer specifically acknowledges US Tour & Travel is not liable for any and all consequential damages, including, but not limited to, the costs of hiring substitute and/or additional transportation, spoiled catering, food and/or beverages, concert, theater, sports and/or other event tickets, admissions cost, reservations, plane or train tickets, and/or any and all other losses related to cancellation, mechanical failure, traffic delay, late pickup or no-show of requested transportation.

By Signing Below, you agree to the Terms and Conditions of this Reservation Form.

Signature: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Date: \_\_\_\_\_