



HOLA SAFETY RING PLAN

PRICE: \$50.00 per person (02-74 years old)

EFFECTIVE FEBRUARY 01, 2019

- The Hola Safety Ring Plan allows you to cancel your trip with a refund up to 3 days before departure (land only clients 3 days before check in)
- The Hola Safety Ring Plan also permits change(s) to your reservation
- The Hola Safety Ring Plan may be purchased at time of booking, valid for new reservations
- The Hola Safety Ring Plan cost is **\$50.00P/P** (02- 74years) **and 100% non-refundable**
- Applicable to Hola Sun Holidays **Packages, Air Only and Land Only**
- Hola Safety Ring Plan credit may be used only when rebooking a Hola Sun Holidays vacation packages, land only or flight only
- Hola Safety Ring Plan credit is valid for 11 months from the time of cancellation
- It is not refundable and non-transferable (issued only in the name of the passenger who cancelled and may not be redeemed for cash)
- The Hola Safety Ring Plan cannot be purchased for last minute reservations or up to 5 days prior to departure (land only clients 5 days before arrival)

CHANGES

- Name changes can be made up to 21 days prior departure
- Changes to travel dates are subject to inventory availability
- Changes to departure date and destination can be made up to **72** hours before departure
- No changes permitted within the same departure date, same destination and duration
- If the number of individuals occupying a room decreases, the remaining travelers will be responsible for any additional cost incurred as a result of a change in the per person occupancy rate
- Multiple changes can be made, but only at the same time. Clients can make one set of changes without penalty (Ex. Name change, change of destination and modification of departure date)
- If the price for the new travel product is higher than the original paid amount, then the client must pay the difference
- Should the price for the new product/package/air has a lower rate than original booked; no refund will be provided for the difference on the rate
- Hola Safety Plan, can be repurchased (only once) when the new eligible package is booked

CANCELLATION

- If you cancel your trip; Hola Sun will refund the total or some of the amount in future travel voucher, depending on when you cancel your trip (see below Cancellation Procedures)
- In case of a cancellation; clients must wait a period of 15 days before rebooking a new travel product/package. Restrictions may apply
- If the price for the new travel product is higher than the original paid amount, then the client must pay the difference
- Should the price for the new product/package/air has a lower rate than original booked; no refund will be provided for the difference on the rate
- If Cancellation by one or more persons alters the room category, the remaining passengers will be held liable for the difference in cost.
- Please see below cancellation table for details

CANCELLATION PROCEDURES FOR HOLA SAFETY RING

46 days or more prior departure:

The amount of deposit/any payment made up to \$250.00 will be credited with Hola Sun future travel vouchers. The remaining balance will be refunded in the same method of payment (excluding the safety ring fee of \$50.00p/p).

45 to 22 days prior to departure:

50% (fifty percent) of the total price of the package/air will be credited with hola Sun future travel vouchers. The remaining balance will be refunded in the same method of payment (excluding the safety ring fee of \$50.00p/p)

21days to 72 hours prior to departure:

100% (One hundred percent) of the total price of the package/air will be credited with Hola Sun future travel voucher (Excluding the safety ring of \$50.00p/p)

The travel agent should be notified immediately of any changes on your file. All of the above options could only be modified by the original agent/agency that booked the file. Passenger cannot alter/rebook/change travel consultant to take advantage of the Hola Safety Ring Plan. The Hola Safety Ring Plan is not intended to be used as a price drop guarantee program.