



Terms of Use

UNIVERSAL PARKS & RESORTS VACATIONS™ TERMS AND CONDITIONS

Please review the following information carefully from time to time as it is subject to change. Revised 7/10/2014

General Conditions:

The information provided below is intended to inform you of the various taxes, governmental fees and other charges on any travel-related transactions, fees and charges you may pay when you book your travel arrangements with Universal Parks & Resorts Vacations™. All prices shown are in U.S. Dollars (\$) and include applicable taxes, fees and charges, except as otherwise noted. Packages and rates are subject to change without notice. Prices are subject to change based upon your choice of travel dates, number of travelers, departure city, and your choice of flight, hotels or other items, and may require a minimum nights' stay. Package prices are guaranteed upon full payment received by Universal Parks & Resorts Vacations™, and solely subject to change due to imposition of taxes or other charges by government authorities. Package inclusions and options subject to change without notice. All persons on the same reservation must purchase the same package.

Please remember that you may incur other charges while traveling that are not included in the quoted package price payable to Universal Parks & Resorts Vacations™, such as hotel extra-person or extra-bed charges, resort fees, gratuities, hotel energy and/or telecommunications surcharges, parking fees, telephone fees, room service, movies, mini-bar, or rental car insurance, gasoline, and other incidentals.

Air Travel:

Once booked, airline tickets are non-refundable. In the event you make changes or rebook your vacation package, the original airfare paid may be applied toward a new ticket, subject to the airlines' rules and regulations, as well as the payment of a re-ticketing fee and any differences in airfare amounts. In the event you cancel and do not rebook your vacation package, you will need to make any changes to future travel directly with the airline, subject to its rules and regulations, as well as payment of a re-ticketing fee and any differences in airfare amounts. Your air transactions will be fulfilled using electronic ticketing. Paper tickets are not available.

Airlines may cancel duplicate reservations without notice. Universal Parks & Resorts Vacations™ shall not be responsible for any airline schedule changes, delays, cancellations, or any airline's failure to perform for any reason including, but not limited to, strike, inclement weather, or bankruptcy.

Guests are encouraged to reconfirm all flights directly with the airline since flight schedules are subject to change and are not guaranteed. Guests are responsible for any additional fees that may be charged by the airline (such as extra baggage or heavy baggage, beverages, movies, etc.). Any seat selection made at the time of booking is not guaranteed. If seat selection is unavailable through Universal Parks & Resorts Vacations™, seats will be assigned at airport check in. Guests age 17 and younger must fly with an adult on the same itinerary and reservation. If you are travelling with minors under the age of 18, please contact the airline directly for any safety regulations or other requirements. Please remember to bring a government-issued photo identification which is required for all air passengers 18 years and older. It is the responsibility of guests to provide full, legal names of all passengers, including the children's ages at the time of booking.

Of course, all air fares may be subject to additional restrictions, may not be available on all flights, and may change without notice.

Taxes and fees are charged per ticket and include, without limitation:

Surcharges - various airline surcharges from \$1.50 to over \$50 may apply.

Federal Excise Tax - 7.5% of base fare (may be pro-rated for flights from US to Hawaii, Alaska and international destinations). A Travel Facilities Tax of up to \$15.00 per roundtrip for domestic flights beginning or ending in Alaska or Hawaii may apply.

Passenger Facility Charges - up to \$18.00, depending on the itinerary.

Federal Segment Fees - \$3.40 per U.S. flight segment.

September 11th Security Fee - \$2.50 per flight segment with a maximum of \$10.00 per ticket.

Hotel Accommodations:

Hotel check-in is generally 4 p.m. Two double beds are standard in the room unless otherwise stated. Charges for in-room safes, rollaway beds and cribs, plus applicable taxes, are not included in the package price and are payable directly to the hotel. Gratuities, resort fees, parking fees, laundry, telephone calls, meals, beverages, sightseeing or any other incidentals at the hotel are the responsibility of the guest. Adjacent rooms and/or connecting rooms, room locations, types of bedding and smoking preferences are on a request-only basis and subject to availability at the time of check-in. Please advise us of any special needs at the time of booking.

Revision Fees:

Once deposit and/or full payment is received, a \$50 revision fee per transaction, plus any applicable services fees or price increases, will be assessed for any changes made to the reservation including, but not limited to, dates, air carrier, hotel, and ground transportation. If your vacation includes airline reservations, air change fees apply, plus a \$50 per reservation revision fee and any other fees or price increases imposed by the airline will be charged. Fees are non-refundable. Certain types of airline reservation changes, including name changes, are prohibited based upon restrictions imposed by the carrier.

Refunds:

Please allow 2-3 weeks for processing refunds.

Car Rental Transactions:

If your client keeps a rental car longer than the original reservation, they must pay additional amounts, including taxes, governmental fees and other charges, directly to the car rental agency when they return the rental car. Any additional products or services that are offered to the client by the car rental company at the time of pick-up, must be paid directly by the client to the car rental company.

Cancellation Fee for Bookings:

DAYS PRIOR TO ARRIVAL - PENALTIES

46 days or more - Full refund*

45-0 days - \$200 fee per reservation, plus fees imposed by hotel, airline and/or other components

*Additional Terms and Conditions apply regarding transactions including Travel Protection Options, air travel, Halloween Horror Nights, Blue Man Group, VIP Tours and Discovery Cove. Celebration Vacation package requires full payment at time of booking and there are no refunds.

Attraction Ticket Purchases and Features:

Attraction tickets are non-refundable once purchased. Discovery Cove requires a 14-day notice to avoid additional cancellation fees. Additional terms and conditions apply regarding transactions including Blue Man Group show admission. Purchase of attraction tickets only must be paid in full at time of booking and are non-refundable. Additional restrictions may apply. Theme parks, restaurants, shows, attractions, rides, entertainment and other services and features are subject to change without notice and may be closed temporarily due to renovation, capacity, inclement weather, special events, or may otherwise be discontinued or changes without notice and without liability to Universal Parks & Resorts Vacations™.

Deposits/Payments:

We accept American Express®, MasterCard®, Discover® Card and Visa®. For final payment we also accept personal checks, travel agency checks, money orders and cashiers checks. We will not accept third-party checks. Payments must be made in US (\$) dollars. Reservations booked within 45 days must be paid with a credit card.

The credit card used for deposit will automatically be charged the remaining balance on the final payment due date (45 days prior to arrival). If you prefer to pay the balance using an alternate form of payment, please contact our office (800-407-4275) at least 46 days prior to arrival or the credit card used for deposit will be charged the remaining balance.

For reservations that include air travel, the total price of airline tickets are due at the time of booking and must be paid in full, in addition to a deposit of per reservation as described below:

DAYS PRIOR TO ARRIVAL - PAYMENT

46 days or more - \$50 per person deposit, plus cost of Airfare, Travel Protection Options and select add-ons due at time of reservation*

45-0 days - Full payment due at time of reservation. Packages booked with a deposit will be automatically charged full payment (restrictions apply).

*Celebration Vacation package requires full payment at time of booking and there are no refunds.

Travel Protection Options

Pre-departure Cancel for Any Reason provided by Universal Parks & Resorts Vacations™ is non-refundable. Post-departure Travel Protection Plan provided by Travelex Insurance Services is refundable within 10-days of purchase if you have not departed on your trip or filed a claim.

IMPORTANT:

Travel Protection Plan covers many emergency and unexpected situations during your vacation. The protection plan includes trip interruption, medical expenses up to \$15,000, emergency medical transport up to \$25,000, travel delay, baggage delay and loss up to \$25,000 accidental death and dismemberment.

For a summary of details on coverage, benefits, limitations and exclusion of the insurance plan; please refer to the Description of Coverage. Travel insurance is underwritten by Transamerica Casualty Insurance Company, Columbus, Ohio, NAIC 10952.01.15 1066001.

Applicable Law and Responsibility:

It is agreed by and between you and Universal Parks & Resorts Vacations™, that all claims, disputes and matters whatsoever arising under or in connection with your booking and these policies and procedures shall be governed by the laws of the State of Florida (without regard to conflict of laws) and shall be litigated, if at all, in and before a court located in Orange County, Florida, USA, to the exclusion of the courts of any other state or country. Universal Parks & Resorts Vacations™ is not responsible for any error or omission. Universal Parks & Resorts Vacations™ is an independent wholesaler, and the services described are provided by independent contractors. Universal Parks & Resorts Vacations™ shall not be responsible or liable in any way for any loss, injury (including personal injury), or any damage caused or arising in connection with customer's travel or other services or products provided through Universal Parks & Resorts Vacations™, including but not limited to, any transportation, accommodations, attractions, meals, or other services, due to any acts of God, weather, strikes, acts of Government or other authorities, wars, civil disturbances, hijacks, thefts, or any other circumstances beyond our control. The terms and conditions of the transportation providers (including all applicable tariffs) shall apply to all transportation services.

Universal Parks & Resorts Vacations™ is registered with the State of Florida as a seller of travel. Registration number: ST-24215.
