



# Traveler Profile



Name on your Identification

Title

Company Name

Company Address

Company City/State/Zip

Work Phone Number

E-mail

Your Home or Mobile Phone (In Case Of Changes or Emergencies)

Travel Arranger's Name

Travel Arranger's Phone Number (If Different)

Travel Arranger's E-mail

Passport Number, Country & Expiry (Scan Data Page and Email High Res .jpg)

Date of Birth & Gender

TSA Pre or Global Entry #

**Airline Seat Preference:** ☐ Window ☐ Aisle

**Airline Special Services:** ☐ Assistance Required ☐ Special Meal

**Frequent Flyer Numbers:**

American	Other	Other
Delta	Other	Other
United	Other	Other

**Credit Card Purchases:**

Name on Card Nbr. Exp. Date / /

Signature Of Authorized Cardholder Date / / CVV No.

I hereby authorize Pothos to charge the above named credit card for any travel services that I specify.

CVV are the last 3 digits on back of card signature line  
For Amex Cardholders the CVV# is the 4 digit on the front of the card.

**Car Rental Preference:** \*Car Sizes: Economy, Compact, Intermediate, Full Size, Premium, Luxury, Mini Van, SUV/Full size.

Company Name	Personal "Express" ID#	Car Size Preferred*

**Hotel Preference:** ☐ King\* ☐ Double ☐ Low Floor ☐ High Floor ☐ Concierge Level\* ☐ Non Smoking ☐ Smoking

Hotel Chain/Property Personal Frequent Guest Number

\* Higher Room Rate May Apply.

# Booking Agreement Terms and Conditions

Hidden Door Travel (HDT) & POTHOS are licensed travel agencies in the State of California. We have a very experienced team of travel experts that is ready to help you and we look forward to serving you in our intimate style when you next explore the world.

By booking your travel arrangements with us, you are agreeing to be bound by the following terms and conditions and any additional terms and conditions of any supplier that are applicable to your travel arrangement. The Agreement describes what you are legally entitled to expect from us when you book your trip through us, in addition to important obligations you make as a guest that effect your legal rights. Therefore, it is important that you read the terms and conditions in their entirety. The guest making the booking assumes the responsibility of sharing these Terms and Conditions with each trip guest. The bookers are responsible to provide all guests with a copy of our terms and conditions. HDT or POTHOS or any affiliate company are not responsible for any guest's unawareness of the Terms and Conditions due to the failure of the lead guest to share this information with all other guests/guests. Any booking assumes your full agreement with these T&C

In this document the terms "we", "us" and "our", refers to "HDT or POTHOS". The term "you" or "guest" refers to the clients booking a reservation through us thru any channel.

Sometimes changes to our terms and conditions may become necessary. Changes will be made directly to this page and become effective immediately. Your continued use of our website or services following any changes will confirm your agreement to be bound to the new terms and conditions. Because of this, you agree to check this page from time to time to be aware of any changes.

## Bookings

We would be delighted to make your booking. All bookings start by contacting us at [travel@pothos.us](mailto:travel@pothos.us), [travel@hiddendoortravel.com](mailto:travel@hiddendoortravel.com) or 619-546-0621. Our Travel Experts will discuss your travel options and find the perfect itinerary for you. Planning travel takes time and effort and many costs are incurred before you ever depart therefore, we require a non-refundable service fee for the consulting process and sometimes a vendor deposit.

## Payment/Forms of Payments

Upon booking, we will provide you with instructions of payments and all due dates from the

travel supplier. You must make all payments in full and on time. Failure to make a payment may result in the cancellation of your travel. In such a case this would be considered a cancellation by you and the cancellation terms and fees as described below would be in effect. We reserve the right to refuse a booking without giving any reason and shall, in that event only, return any deposit received. Reservations are non-transferrable, except under the supplier terms & conditions.

We accept Visa, MasterCard, Discover, American Express. While we do accept major credit cards, you must provide to us a signed charge authorization. Your authorization is a binding agreement for us to charge your card and as such you waive any right to dispute the charge (unless for fraud) in the case of cancellation for any cause whatever, including a Force Majeure event, as defined herein, and agree to refund policies and procedures as outlined in these Terms and Conditions.

## **Rates**

Vendor set their own pricing. While we work on your behalf for the best values, we are unable to influence/change their decisions. We reserve the right to correct pricing errors, and prices are subject to change without notice.

If you purchase airfare; airline taxes, fuel surcharges and government-imposed fees are included; baggage check, seat assignments, food & beverage, wifi, entertainment and other offerings from airline may cost extra. For information on baggage and additional fee's, please check the airline's website. Flight schedules, aircraft, and seats (even purchased seats) may change without notice. TSA PRE and Online check-in are at the discretion of the airline and the TSA and cannot be guaranteed.

## **Guest Information**

Names provided to secure reservations must match guests' ID; Real ID or passport. Middle names are not required to appear on airline tickets. Date of birth (and complete passport details if booking international flights) are required. Any minor name corrections advised after airline tickets have been issued will incur fees and are subject to airline approval. Not all name corrections will be permitted by airlines and may require the purchase of a new ticket. It is your responsibility to check you e-tickets for accuracy of all information. If you report an error within 12 hours, we are likely about to update without cost.

## **Cancellations & Changes**

A minimum \$65 fee will be charged for any change made to your itinerary. Since changes

are considered canceled services, additional cancellation penalties may apply. Changes are subject to additional airline or hotel charges based on availability and may incur additional fees.

## **Force Majeure**

We recommend travel insurance!

HDT and POTHOS assumes no liability for, any loss, damage, delay, or cancellation resulting in whole or in part from an Act of God or any other force majeure condition, including, without limitation: fire, volcanic eruption, environmental pollution or contamination, inclement weather, earthquake, low or high water levels, flood, water or power shortages or failures, tropical storms or hurricanes, riots or civil commissions or disturbances, and any other acts of a similar nature, sabotage, arrests, strikes or labor disruptions, restraint of rulers or peoples, expropriations, acts of terrorism, war, insurrection, quarantine restrictions, government health advisories, epidemics, pandemics, or warnings or alerts of any kind of nature, government seizures, refusal or cancellation or suspension or delay of any government authority or any license, permit or authorization, damages to its facilities or the travel supplier and its facilities, or any other unforeseen circumstances or any other factors unforeseen by HDT and POTHOS that impacts negatively on, or hampers, its ability to fulfill any of its contractual conditions. In the event that any of these conditions apply, HDT and POTHOS shall be excused, discharged, and released from performance to the extent such performance is so limited or prevented, without liability of any kind including liability to make any refund. In a Force Majeure occurrence, HDT and POTHOS will work with applicable travel suppliers to issue a credit or money-back refund, applicable to a future HDT and POTHOS journey. You must work directly with the travel insurance carrier as HDT and POTHOS is not the claimant.

## **Travel Protection Plan**

HDT and POTHOS offers a Travel Protection Plan that provides protection for your travel arrangements, your belongings and most importantly, you! We strongly encourage all guests to purchase a Travel Protection Plan. Details can be provided upon request.

Such plan should cover Trip Cancellation or Interruption, Medical Expense, Emergency Medical Evacuation, and Baggage. Travel protection plans can help protect you in the event of loss of non-refundable trip deposits and payments that result from cancellation or trip interruption (due to a covered reason such as injury or illness before or during the trip). It also helps with reimbursement for medical emergency costs (including very costly medical evacuation costs), missed connections and baggage loss.

HDT and POTHOS is not qualified to answer technical questions about the benefits, exclusions, and conditions of travel protection plans. We will communicate the carrier's information. HDT and POTHOS cannot evaluate the adequacy of the prospective insured's existing insurance coverage. If you have any questions about your travel protection, call your insurer or insurance agent or broker.

Certain countries have a requirement for foreign visitors to have valid medical insurance on entry. HDT and POTHOS cannot be held responsible for denied entry if a guest is unable to provide details to authorities of insurance or denial of entry for any reason. Declining travel protection plan coverage could result in the loss of your travel cost and/or require more money to correct the situation. You acknowledge that without this coverage, there may be no way to recoup any losses, costs or expenses incurred. **If you choose to travel without adequate coverage, we will not be liable for any of your losses howsoever arising, for which trip protection plan coverage would otherwise have been available.**

## **Travel**

Travel to many parts of the world may involve the risk of a variety of hazards to health and/or safety, including but not limited to disease, crime, terrorism, and warfare. Because each guest's risk tolerance is different, HDT and POTHOS is not in a position to advise or recommend whether travel to any particular place at any particular time should take place. It is recommended that the guest should refer to objective third-party sources of travel information, such as that maintained by the U.S. Department of State ([travel.state.gov](http://travel.state.gov)). In addition, you should consult with government websites to ensure that you are in compliance with all requirements for admittance into that country as well as understanding local laws that govern travel within a country, such as medical tests and tracking. Should you choose to travel to a country that has been issued a travel warning or advisory, HDT and POTHOS will not be liable for damages or losses that result from travel to such destinations.

## **Visa & Passport Information**

Your passport must be valid for 6 months after your return to the U.S. It is each guest's responsibility to obtain any required visas. We are not responsible for delayed processing of visas and passports by Consular offices and normal cancellation charges will apply.

For up-to-date visa requirements US citizens should visit [www.travel.state.gov](http://www.travel.state.gov). It is your sole responsibility to secure and/or pay for any and all visas reciprocity fees, affidavits, immunizations, etc. that are required to be permitted entry into each destination. In some countries you may be subject to entry (reciprocity) fees and/or departure taxes/ exit fees which will be collected at the airports upon entry/departure by local government

authorities. Please note that entry to any country may be refused even if the required information and travel documents are complete. HDT and POTHOS bears no responsibility for advising and/or obtaining required travel documentation for you (unless we tell you otherwise), or for any delays, damages, and/or losses including missed portions of your vacation related to improper documentation or government decisions about entry. Visas and entry requirements can change without notice, so it is important that you check the U.S. State Department website well in advance of your travel date to ensure you procure the proper documentation for your travel.

Health: Recommended inoculations for travel may change and you should consult your practitioner for current recommendations before you depart. It is your responsibility to ensure that you meet all health entry requirements, obtain the recommended inoculations, take all recommended medication, and follow all medical advice in relation to your trip. Inoculation requirements can be found on the Center for Disease Control website at <https://www.cdc.gov/>.

Disinfection: Most countries reserve the right to disinfect aircraft if there is a perceived threat to public health, agriculture, or environment. While this is not a common practice, we want you to be aware that it is a possibility. This process includes the following: (1) spray the aircraft cabin with an aerosolized insecticide while passengers are on board or (2) treat the aircraft's interior surfaces with a residual insecticide while passengers are not on board. For more information you can visit the U.S. Department of transportation website at: <https://www.transportation.gov/airconsumer/spray>.

## **Flights and Transfers**

Guests should reconfirm flights directly with the air carrier prior to departure. The terms of the air carrier apply to your travel.

## **Hotels**

Guests should be aware that hotel room sizes, standards and facilities can vary regionally and are often different from standards in the United States. This can include difference in bed sizes and room sizes, bathroom amenities, amenities such as air-conditioning and compliance with other standards such as ADA and wheelchair accessibility. One of the joys of international travel is experiencing different cultures and different ways of life so we hope that you will accept these differences with grace and a sense of adventure.

While we exercise due diligence in the selection of our partners, hotel and other

accommodation profiles are based on information provided to us by the supplier. This includes images and descriptions of the properties and rooms. Additionally, guests should be aware that star ratings or similar systems are based on country classifications and therefore can differ. While HDT and POTHOS does its best to maintain current and accurate information regarding these suppliers, we cannot be held responsible for any inaccuracies in supplier descriptions, amenities, or images.

## **On Tour**

There is no smoking on any transportation nor indoor or outdoor facilities subject to local law and customs.

Physical limitations requiring special attention and/or equipment must be reported when making reservations. We will make reasonable attempts to accommodate special needs but cannot provide individual assistance. Should you require assistance, you must tell us at the time of booking of the name of your non-discounted travel companion who will be responsible for assisting you. Please note that accommodations outside of the USA may not be in compliance with the Americans with Disabilities Act and may not have wheelchair accessibility. Tours require walking over many uneven surfaces and you assume responsibility for your personal safety. Should issues become apparent on tour that impact other guests, we may require individual assistance be obtained or require the guest to return home early at the guest's expense.

Special diets should be requested at the time of booking; however, it may not be possible for special diets to be catered to in some of the destinations. For safety and liability reasons, HDT and POTHOS and its representatives cannot be responsible for directly accommodating any food allergies, or dietary requirements and restrictions, and is not responsible for any issues or problems associated with the same. We will advise the hotels and airlines of your request but we cannot guarantee their availability.

## **Your Conduct**

In the sole discretion of our Suppliers, they may require any guest to leave the tour if it is reasonably believed that the guest has engaged in, is engaged in, or is threatening to engage in, behavior that may adversely affect the safety, security, comfort, enjoyment, or well-being of other guests or our Suppliers, including, but not limited to, behavior that is disruptive, verbally abusive, physically abusive, obnoxious, harassing, discriminatory, or obscene; or has failed or refused, or is failing or refusing, to follow supplier or local laws, rules and procedures. In the event a guest is removed, such guest may be left at any city without any liability to HDT and POTHOS or its representatives or Suppliers. HDT and



POTHOS shall not be required to refund any portion of the price paid by any guest who is removed under the terms of this paragraph, nor shall HDT and POTHOS be responsible for expenses for lodging, medical care, meals, transportation, or any other expenses incurred by the guest.

When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss (reasonably estimated if not precisely known) must be paid direct at the time to the accommodation owner or manager or other supplier. You must indemnify us for the full amount of any claim (also including legal costs) made against us.

### **Acknowledgement/Assumption of Risk**

Additional risks and dangers may arise including, but not limited to, hazards of travel by train, automobile, motor coach, aircraft, balloon, ship and other means of conveyance, animal interactions, forces of nature, political unrest, other unrest, risks associated with water, food, plants, insects and differing animal regulation, and acts of national and local governments and unrest and acts of others against governments. These risks are not an exhaustive list but are examples of many kinds of risks. You are voluntarily participating in these activities with the knowledge that there are significant dangers involved, and you hereby agree to accept any and all risks. As lawful consideration for the agreement with HDT and POTHOS to participate in such trips and activities you agree you will not make a claim against HDT and POTHOS, its related companies or its personnel or sue for bodily injury, emotional trauma, death, property loss or damage or other loss, cost or expense, however caused, as a result of or related to your contracting for, traveling to or from, or in any and every other way participating in the trip. You release HDT and POTHOS, its related companies and its personnel from any and all claims, known or unknown, arising from contracting for, traveling to or from, and in any and every way participating in a trip. This release of liability and assumption of risk agreement is entered into on behalf of you and all members of your family and party, also including minors. This agreement also binds your heirs, legal representatives and assigns.

### **Complaint/Guest Service**

Should you have any complaints about an aspect of your trip arrangements when traveling, you must inform the local representative or supplier involved immediately. Most problems can easily be dealt with on the spot. Please note if you do not report a problem or complaint which, if it had been reported at the time it occurred could have been resolved there and then, we cannot accept any liability in respect of that problem or complaint. It is sensible to



expect a guest traveling to be reasonably resourceful if things go wrong.

### **Jurisdiction and Applicable Law**

All matters concerning our agency shall be governed by the laws of the State of California. Legal proceedings against HDT and POTHOS may be instituted only in a state or federal court within the State of California, and any claim involved in such proceedings shall be decided in accordance with the laws of the State of California. Any claim against HDT and POTHOS must be commenced in writing and within 30 days of travel completion. Neither HDT and POTHOS nor any affiliate shall in any case be liable for other than compensatory damages, and your payment of travel means that you agree to these conditions of sale and expressly waive any right to punitive damages.

### **Severability**

If any provision of these terms and conditions shall be held unenforceable, such provision shall be struck and the remainder shall remain enforceable.

Effective date of these Terms is May 2022  
CST:

# Credit Card Authorization Form



dba Hidden Door Travel Agency & POTHOS

If you are using a credit card to purchase travel or services, please complete, sign and return this form.

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Cardholder Name (name as it appears on the card) \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Ph (H) \_\_\_\_\_ Ph (W) \_\_\_\_\_ Fax \_\_\_\_\_

Name of client if other than Cardholder \_\_\_\_\_

Credit Card Type (circle one): ☐ VISA ☐ MASTERCARD ☐ AMEX ☐ OTHER \_\_\_\_\_

Credit Card Number \_\_\_\_\_ / CVV \_\_\_\_\_ Exp. Date \_\_\_\_\_

Description of Services Being Purchased \_\_\_\_\_

Amount: \$ \_\_\_\_\_

Notes: \_\_\_\_\_

I am a client of Eragon Holdings, Inc.. I authorize Eragon Holdings, Inc. to charge these purchases, as indicated above, to my credit card. Furthermore, I authorize Eragon Holdings, Inc. to obligate any travel supplier credit authorizations on my behalf, and intend such signature to bind me the same as if I had personally signed, and charge those purchase to my credit card account upon my instruction. I agree that I will pay for such purchases.

**Electronic Signatures.** The parties acknowledge and agree that this Authorization may be executed by electronic signature, which shall be considered as an original signature for all purposes and shall have the same force and effect as an original signature. Without limitation, "electronic signature" shall include faxed versions of an original signature or electronically scanned and transmitted versions (e.g., via pdf) of an original signature.

**Please print your name and sign below.**

## CARDHOLDER

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

Please return authorization form with copy of front and back of the credit card and identification of cardholder.