



Updated: May 3, 2026

## DEPOSITS AND PAYMENT

Any deposits from you are non-refundable, unless otherwise specified. Please contact us for up-to-date prices if a deposit has not already been made. Payment of a deposit enables us to hold a reservation. We will advise you of the date that full payment is required.

Upon your provision of your payment information, you are authorizing us to make the payment arrangements with the corresponding Suppliers.

We reserve the right to refuse personal checks as a method of payment. After full payment, the conditions of the contract with your Supplier may permit them to increase the cost of your arrangements. If we are acting as your Booking Agent, we will pass on any such increase to you as we become aware of such increase.

If we have arranged a package, changes in transportation costs including the cost of fuel, taxes, fees, and exchange rates mean that the price of your travel arrangements may change after you have paid in full.

Billing Statements will be sent on the 28th of every month unless otherwise indicated.

Deposit amounts collected to hold your booking(s) will be charged the day the booking is made.

Statements and credit card authorizations will be delivered via email. Sender: Newmar Travel Agency, LLC from email address: [info@newmartravel.com](mailto:info@newmartravel.com).

If you would like to pay a different amount other than the statement amount, please contact your travel advisor or email [accounting@newmartravel.com](mailto:accounting@newmartravel.com).

Additionally, payments can be made at any time prior to the due date by contacting your travel advisor. Once an authorization is received you agree that no prior notification will be provided unless the amount or date changes, in which case you will be notified from us at least 10 days prior to the payment being collected.

Please note that any payment amounts charged for services are determined by the travel partner through which the trip is booked. Newmar Travel Agency, LLC does not collect or hold any money associated with these transactions. We act solely as intermediaries facilitating bookings and do not have control over pricing or payment processes established by our travel partners.

## PAYMENT TERMS

Credit Card payments will be taken at time of booking and may incur merchant fees. You authorize us to

charge all fees incurred by you in relation to the services provided to the card designated by you. If payment is not received from the card issuer or its agents for any reason, you agree to pay us all amounts due immediately on demand. You indemnify us against any loss that may be experienced by us due to any fraudulent use or otherwise of that credit card.

Please note that in some circumstances we will require a photograph or facsimile of the front and back of the card along with a driver's license or other government identification of the person named on the card and a signed authorization.

### AMENDMENT AND CANCELLATION FEES

At Newmar Travel Agency, we understand that sometimes plans change unexpectedly. However, we kindly request that clients adhere to our cancellation policy outlined below:

#### Cancellation Fees:

- Clients may cancel their trip reservation at any time, but cancellation fees may apply.
- Cancellation fees are determined based on the timing of the cancellation in relation to the final payment date and are subject to the policies of our travel partners.
- Clients will be responsible for any cancellation fees imposed by our travel partners, which may include charges for accommodations, transportation, tours, or other services booked through Newmar Travel Agency.
  - These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced
- A fee of \$25 per person will be incurred for cancellations before the final payment date. If cancellation of a reservation is after the final payment date a fee of \$75 per person will be incurred. These fees will be collected in addition to the suppliers cancellation fee(s).

#### Commission Earned:

- In the event of a cancellation after the final payment date, Newmar Travel Agency reserves the right to retain and or collect any commission earned on the booking from the primary on the trip.
- Commission earned represents the compensation received by Newmar Travel Agency for facilitating the booking and providing services to the client.
- Retaining and or collecting commission in such instances helps cover administrative costs incurred by Newmar Travel Agency in managing the booking and processing cancellations.

#### Communication:

- Clients are encouraged to communicate any changes or cancellations to their travel plans as soon as possible.
- Prompt communication allows Newmar Travel Agency to assist clients in navigating the cancellation process and potentially minimizing cancellation fees.

#### Exceptions:

- Exceptions to the cancellation policy may be considered on a case-by-case basis, particularly in circumstances beyond the client's control.



- Clients are encouraged to reach out to Newmar Travel Agency directly to discuss their situation and explore potential options for resolution.

By engaging our services and making a reservation through Newmar Travel Agency, clients acknowledge and agree to abide by the terms of our cancellation policy. We appreciate your understanding and cooperation in helping us provide the best possible service to all our clients. Your contract with your Suppliers may allow them to cancel or amend bookings. If we are your Booking Agent, we will ensure that you are promptly notified of any significant changes once we become aware of such change if there is time before your departure, but we accept no liability for any changes or costs incurred that may result. Subject to the Supplier's terms and conditions, you will then have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements if one is made available by the Supplier, or canceling your booked arrangements and receiving any applicable refunds.

We do not guarantee that any refunds will apply.

If you have booked a flight and we are alerted to a significant schedule change by your airline before you leave the United States, we will contact you by email to advise you of this.

Please ensure that you have given your contact email address to us and that you regularly check for messages before you leave. We have no control over airline schedule changes and accept no liability for costs which may arise due to a result of such changes.

If you have booked a cruise and we are alerted to a significant schedule or port change by your cruise line before you leave the United States, we will contact you by email to advise you of this. We have no control over cruise line schedule changes and accept no liability for costs which may arise due to a result of such changes.

If you have purchased a return flight, multi-stop or round the world flight and you do not check in on a confirmed flight, the airline will register you as a 'no show' and your tickets on your subsequent flights will be canceled. Please contact us as soon as possible if you do not intend to check-in for a confirmed reservation in these circumstances.

If your travel is outside of the United States, it is your responsibility to check with the airline that any onward flights you have confirmed are operating as booked. We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this. Please note that for some airlines it is mandatory to confirm with them your intention to fly.