



Roatan Charter Inc
PO Box 877
12251 Curley St
San Antonio, FL 33576
Reservation Number _____

Fax: 352-588-4258
Phone: 800-282-8932 Extension: _____

RC Agent: _____ Extension: _____ Email: ____@roatan.com

Dear Travel Partner,

Thank you for booking your group trip with Roatan Charter. As a commissioned agent, it is important that you understand your duties and responsibilities.

1. You are in charge of the reservation. You are the one contact person for the group. Your Roatan Charter agent cannot make changes for, or divulge information to, any individual member of your group.
2. Payment must be made by you. Roatan Charter cannot accept payment from individual members of your group, nor can we provide an accounting for individual members of your group.
3. If you choose to have Roatan Charter process your customer's credit cards for you, you must provide the attached signed authorization form for each cardholder. Be sure they understand that they are authorizing Roatan Charter to process their card for *reservation services only*. RC is not a hotel or end operator. Upon signing, they agree to take any grievances directly to the offending hotel or end operator and waive the option of disputing their credit card payment. Your commission for these transactions is 7% instead of 10%.
4. Timely payment is your responsibility. Read deposit requirements and cancellation penalties carefully and provide a copy for your customers.
5. Read all documents, vouchers, and itineraries carefully. Verify all dates, number of rooms, number of guests, charges, and flight information. Inform your RC agent of any errors immediately. Once accepted, errors are your responsibility.
6. Travel Insurance is recommended. A Travel Insurance brochure is included in with your confirmation packets. More are available upon request. It is your responsibility to provide your customers with the option of coverage.

Be sure to let us know what we can do to help you with you trip.

This and other documents are available online: www.roatan.com/forms/documents.htm

Credit Card Authorization Form

Reservation: _____ **Party** _____

RC Agent: _____ **Fax to: 352-588-4158**

Credit Card Payment Agreement: I authorize Roatan Charter to process my credit card in order to prepay hotels, tour operators, airlines and other end operators on my behalf. I understand that Roatan Charter's obligation and liability is limited to reservation services only, and that grievances against end operators for failure to provide contracted services must be made on site directly with the offending operator.

Name on credit card: _____

Card Number: _____ **Expiration:** _____

Signature _____ **Maximum Amount authorized:** _____ **Date:** _____

Grievance procedure: Do not wait until you get back from your trip to file a complaint. Complaints for non-performance must be made directly with the hotel or end operator at the time of the infraction. Refunds after the fact are often impossible to obtain. In the unusual event that satisfaction cannot be made on site, and you intend to file for a refund, do not continue using the services of the operator.

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PRINT PASSENGER NAMES AS THEY APPEAR ON PASSPORTS

Correct spelling is important! Name changes are subject to airline cancellation and change fees.

Reservation Number _____

Fax to: 352-588-4158

RC Agent: _____ Extension: _____ Group Leader: _____

Due Date: _____

Group Manifest

Room Type	Name 1	Name 2	*Comments or additional names
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

* Comments should include any additional information that you wish to incorporate into your reservation record and may include dietary requirements, smoker/non-smoker, handicapped, bed type preferences, or any information that may help the end operator create a more comfortable environment for your client.