

DISCLOSURES FROM SELLERS OF TRAVEL

All sellers of travel are required to provide disclosures on the itinerary or receipt to customers. The following disclosures to customers must include the following information:

1. Your business name, business address, and business telephone number.
2. The total amount to be paid by or on behalf of the passenger and an itemized statement of any balance due.
3. The name of the provider of the air or sea transportation, or travel services and the date, time and place of each departure, or the conditions under which the date, time, and place of departure will be determined.
4. All terms and conditions that relate to the air or sea transportation or travel services being purchased by the passenger, including any penalties or cancellation conditions.
5. A clear and conspicuous statement that upon cancellation of the transportation or travel services, all sums paid to you for services not provided to the passenger, will be promptly paid to the passenger, when the passenger is not at fault and had not canceled in violation of any terms previously clearly and conspicuously disclosed to and agreed to by the passenger, and unless the passenger otherwise advises the seller of travel in writing, upon cancellation.
6. If you are required to have a trust account or surety bond, a clear and conspicuous disclosure, filling in the correct, pertinent information, stating, "California law requires certain sellers of travel to have a trust account or bond. This business has [a trust account]/ [a bond issued by {company name}] in the amount of {\$x}."
7. If you are a participant in a Consumer Protection Deposit plan or a Consumer Protection Escrow Plan approved by the Attorney General, you must make a clear and conspicuous disclosure that the passenger has a right to make a claim on the plan. That notice shall include a description of the losses covered, the method for making a claim, the time limit within which the claim shall be made, and the amount which may be claimed.
8. If you are a participant in the Travel Consumer Restitution Fund (TCRF), you must make a clear and conspicuous disclosure that the passenger has a right to make a claim on the fund. That notice shall include a description of the losses covered, the method for making a claim, the time limit within which the claim shall be made, and the amount which may be claimed. If you are doing business in California with persons outside of the state, you must make a clear and conspicuous disclosure both orally and in writing that the transaction is not covered by the TCRF.
9. If you are not a TCRF participant, and doing business with persons in California, you must make a clear and conspicuous disclosure both orally and in writing that you are not a TCRF participant.

For more information regarding model disclosure language, visit the Seller of Travel Program's website: <https://oag.ca.gov/sites/all/files/agweb/pdfs/travel/disclosure.pdf>. For registration updates and details, visit the Seller of Travel Program website: <https://oag.ca.gov/travel>.