

Failure to provide this information will not prevent you from obtaining a registration certificate provided that you otherwise provide all of the information which is mandatory. However, please be advised that the Act does require these disclosures and the failure to provide them to your customers may result in civil or criminal penalties.

All sellers of travel are asked to provide to the Seller of Travel Program a copy of a printed invoice, brochure, or other sales document that illustrates the disclosures that you, the Seller of Travel, make to passengers, as required by Section 17550.13 of the Seller of Travel Act. Your disclosure statements to customers must include the following disclosures:

1. Your business name, business address, and business telephone number.
2. The total amount to be paid by or on behalf of the passenger.
3. The name of the provider of the air or sea transportation, 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. You must provide any universal or standard terms of your transportation or travel service suppliers, and indicate in detail how and where you, the Seller of Travel, will include individualized or customized terms of sale to the passenger.
5. A clear and conspicuous statement that upon cancellation of the transportation or travel services, all sums paid to you, the Seller of Travel, 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.
- 6a. Whether or not you, the Seller of Travel, are required by the Seller of Travel Program to have a trust account or to have a surety bond. If you, the Seller of Travel, are required to have such 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}."
- 6b. If you, the Seller of Travel, are not required to have either a trust account or a surety bond because you, the Seller of Travel, are a participant in a Consumer Protection Deposit plan that has been 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. OR
- 6c. If you, the Seller of Travel, are not required to have either a trust account or a surety bond because you, the Seller of Travel, are a participant in a Consumer Protection Escrow plan that has been 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.

7a. Whether or not you, the Seller of Travel, are a participant in the Travel Consumer Restitution Fund (TCRF). If you, the Seller of Travel, are a participant in the 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.

Also, if you, the Seller of Travel, have your principal place of business within the state of California and **the passenger** is located **outside** of California, you, the Seller of Travel, must make a clear and conspicuous disclosure that the transaction is NOT covered by the Travel Consumer Restitution Fund. That disclosure must be made both orally and in writing.

7b. If you, the Seller of Travel, are NOT a participant in the Travel Consumer Restitution Fund (TCRF) you must make a clear and conspicuous disclosure that you are NOT a participant in the Travel Consumer Restitution Fund. The disclosure about participation in the TCRF must be made both orally and in writing.

8. If you sell or distribute “travel certificates,” you must obtain written acknowledgment from the passenger for any part of a payment that is nonrefundable, whether it is to acquire or use the travel certificate.

For Model Disclosure Language, please review the document prepared by the Seller of Travel Program which accompanies this application. If you do not have it, you may request the document by fax from the Seller of Travel Program: 213-897-8846.