

BOOKING STATUS

Booking Number 24018138

Paid In Full

Booking Date 10/12/24

TRAVELER INFORMATION

Lead Traveler

Claudia Grantham (Adult) AA TP14N02

Phone - 8008057668

Passengers

JARED GANDY (Adult)

HUNTER SMALL (Adult)

Claudia Grantham (Adult) TP14N02

Victoria Aburto Ramirez (Adult)

Hunter Small (Adult)

Jared Gandy Jr (Adult)

AGENCY

American Airlines Vacations

1-800-321-2121

4333 Amon Carter Blvd.

Fort Worth, TX 76155 US

Main Contact Information

Matthew Loscialo

Vacation Trip

4228 Oak Run Lane

Tallahassee, FL 32317

US

Phone - 8134036007

Email - matthewloscialo@vacationtripguides.com

AGENT CALL-IN

Matthew Loscialo

AGENT ASSISTING

Lori AAV

YOUR ITINERARY

ROOM

Confirmation: 9053623320374

Volcano Lodge Hotel & Thermal Experience

7 Km West From La Fortuna
La Fortuna 50-4417
CR
Phone 506-24792800

Room description

2 Double Beds

452-sq-foot room, patio with garden views

Relax - In-room massage available

Internet - Free WiFi

Entertainment - LCD television with digital channels

Food & Drink - Refrigerator, coffee/tea maker, and room service (limited hours)

Sleep - Blackout drapes/curtains and bed sheets

Bathroom - Private bathroom, a hair dryer, and towels

Practical - Free international calls, safe, and desk; free cribs/infant beds available on request

Comfort - Air conditioning and daily housekeeping

Accessibility - Lever door handles

Need to Know - Toothbrush and toothpaste not available

Non-Smoking

Room type: Superior Room, 2 Double Beds

Claudia Grantham

Victoria Aburto Ramirez

Stay 3 nights and get the 3rd night free ,
Free breakfast ,
Free self parking ,
Free WiFi

[Policies](#)

Check-In: Monday 10/21/24 3:00PM
Check-Out: Thursday 10/24/24 12:00PM
Nights: 3
Occupants: 2 Adults

ROOM

Confirmation: 9043648623462

Volcano Lodge Hotel & Thermal Experience

7 Km West From La Fortuna
La Fortuna 50-4417
CR
Phone 506-24792800

Room description

2 Double Beds

452-sq-foot room, patio with garden views

Relax - In-room massage available

Internet - Free WiFi

Entertainment - LCD television with digital channels

Food & Drink - Refrigerator, coffee/tea maker, and room service (limited hours)

Sleep - Blackout drapes/curtains and bed sheets

Bathroom - Private bathroom, a hair dryer, and towels

Practical - Free international calls, safe, and desk; free cribs/infant beds available on request

Comfort - Air conditioning and daily housekeeping

Accessibility - Lever door handles

Need to Know - Toothbrush and toothpaste not available

Non-Smoking

Room type: Superior Room, 2 Double Beds

Hunter Small

Jared Gandy Jr

Stay 3 nights and get the 3rd night free ,
Free breakfast ,
Free parking ,
Free WiFi

[Policies](#)

Check-In: Monday 10/21/24 3:00PM
Check-Out: Thursday 10/24/24 12:00PM
Nights: 3
Occupants: 2 Adults

ROOM

Confirmation: 68-2496709

Wyndham Tamarindo

Check-In: Thursday 10/24/24 3:00PM
Check-Out: Sunday 10/27/24 11:00AM
Nights: 3
Occupants: 2 Adults

From Banco Nacional De Tamarindo 200 Mts Este
GUANACASTE, TAMARINDO 50309
CR
Phone 506 4700-4747
Room type: CONCEPT OCEAN VIEW 2 TWIN BEDS

Claudia Grantham

Victoria Aburto Ramirez

[Policies](#)

ROOM

Confirmation: 68-2496710

Wyndham Tamarindo

Check-In: Thursday 10/24/24 3:00PM
Check-Out: Sunday 10/27/24 11:00AM
Nights: 3
Occupants: 2 Adults

From Banco Nacional De Tamarindo 200 Mts Este
GUANACASTE, TAMARINDO 50309
CR
Phone 506 4700-4747
Room type: CONCEPT OCEAN VIEW 2 TWIN BEDS

Hunter Small

Jared Gandy Jr

[Policies](#)

ROOM

Confirmation: 9048624172765

Hotel Mango

Check-In: Sunday 10/27/24 2:00PM
Check-Out: Monday 10/28/24 11:00AM
Nights: 1
Occupants: 2 Adults

500 m east from Juan Santamaría Airport
Rio Segundo
CR
Phone 506-24431200

Room description

2 Double Beds

178-sq-foot individually decorated room with a deck/patio

Internet - Free WiFi

Entertainment - Flat-screen TV with premium channels

Sleep - Hypo-allergenic bedding, a down duvet, and bed sheets

Bathroom - Private bathroom, shower, free toiletries, and towels

Practical - Yard, phone, and iron/ironing board (on request)

Comfort - Air conditioning and daily housekeeping

Accessibility - Doorbell and phone notification

Non-Smoking

Room is accessed via exterior corridors and room/bed type depends on availability at check-in

Room type: Standard Room, 2 Double Beds

Claudia Grantham

Victoria Aburto Ramirez

Save 16% ,
Free breakfast ,
Free self parking ,
Free WiFi

[Policies](#)

ROOM

Confirmation: 9048624174016

Hotel Mango

Check-In: Sunday 10/27/24 2:00PM
Check-Out: Monday 10/28/24 11:00AM
Nights: 1
Occupants: 2 Adults

500 m east from Juan Santamaría Airport
Rio Segundo
CR
Phone 506-24431200

Room description

2 Double Beds

178-sq-foot individually decorated room with a deck/patio

Internet - Free WiFi

Entertainment - Flat-screen TV with premium channels

Sleep - Hypo-allergenic bedding, a down duvet, and bed sheets

Bathroom - Private bathroom, shower, free toiletries, and towels

Practical - Yard, phone, and iron/ironing board (on request)

Comfort - Air conditioning and daily housekeeping

Accessibility - Doorbell and phone notification

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Room is accessed via exterior corridors and room/bed type depends on availability at check-in

Room type: Standard Room, 2 Double Beds

Hunter Small

Jared Gandy Jr

Save16% ,
Free breakfast ,
Free self parking ,
Free WiFi

[Policies](#)

FLIGHTS 1 STOPS:

FROM TALLAHASSEE MUNICIPAL - (TLH), TALLAHASSEE, FL, UNITED STATES
TO SAN JOSE SANTAMARIA - (SJO), SAN JOSE, COSTA RICA

Confirmation: OHZRQX | ENVOY AIR AS AMERICAN EAGLE - OHZRQX,AMERICAN AIRLINES - OHZRQX

American Airlines AA3858 *Operated By ENVOY AIR AS AMERICAN EAGLE Economy(N) Plane: E75	Tallahassee Municipal - Depart: (TLH)		Monday 10/21/24 6:10AM
	Miami Intl - (MIA)	Arrive:	Monday 10/21/24 7:31AM
		Duration:	1 hr 21 min
American Airlines AA413 *Operated By American Airlines Economy(N) Plane: 738	Miami Intl - (MIA)	Depart:	Monday 10/21/24 10:29AM
	San Jose Santamaria - Arrive: (SJO)		Monday 10/21/24 11:39AM
		Duration:	3 hr 10 min

CLAUDIA A GRANTHAM (Adult) 20F 32F

JARED L GANDY (Adult) 20D 32E

HUNTER JAY SMALL (Adult) 20C 32D

FLIGHTS 1 STOPS:

FROM SAN JOSE SANTAMARIA - (SJO), SAN JOSE, COSTA RICA
TO TALLAHASSEE MUNICIPAL - (TLH), TALLAHASSEE, FL, UNITED STATES

Confirmation: OHZRQX | ENVOY AIR AS AMERICAN EAGLE - OHZRQX,AMERICAN AIRLINES - OHZRQX

American Airlines AA946 *Operated By American Airlines Economy(Q) Plane: 738	San Jose Santamaria - Depart: (SJO)		Monday 10/28/24 2:25PM
	Miami Intl - (MIA)	Arrive:	Monday 10/28/24 7:25PM
		Duration:	3 hr 0 min
American Airlines AA3451 *Operated By ENVOY AIR AS AMERICAN EAGLE Economy(Q) Plane: E75	Miami Intl - (MIA)	Depart:	Monday 10/28/24 10:34PM
	Tallahassee Municipal - Arrive: (TLH)		Tuesday 10/29/24 12:06AM (+1 day)
		Duration:	1 hr 32 min

CLAUDIA A GRANTHAM (Adult) 29C 19F

JARED L GANDY (Adult) 29B 19D

HUNTER JAY SMALL (Adult) 29A 19C

CAR - THE RENTAL CAR DRIVER MUST BE THE PRIMARY TRAVELER AND AT LEAST 25 YEARS OLD.

Confirmation: 11832874US4

Avis

Car type: Intermediate SUV Group I - Nissan Qashqai or similar

Rate Includes: Intermediate, SUV, Automatic Transmission, Unspecified Drive, Air Conditioning, Unspecified Fuel UNLIMITED KILOMETERS

Car code: IFAR

Days: 8

Pickup: Monday 10/21/24 12:00PM

Pickup location: San Jose Intl Airport Alajuela Centro, Juan Santa Maria Intl Apo, Alajuela CR Terminal

Pickup Phone: (506) 2509 5950

Drop-Off: Monday 10/28/24 1:00PM

PRICE SUMMARY

Package Subtotal

\$3,595.69

Price exclusions: For car rental, additional taxes and fees apply. For itineraries that include flights, checked baggage fees may apply. For hotel stays, resort fees, incidental fees and parking fees may apply.

Tax Exemptions: For some international destinations you may qualify for a refund of a portion of the air taxes after you've finished booking. To claim an exemption, you may be asked to show proof of residency / citizenship at the airport.

[Tax exemptions and refund information.](#)

Additional Baggage Fee Detail:

[Baggage & Optional Service Charges](#)

Taxes and Carrier Imposed Fees

\$600.97

Payments Received

\$4,196.66

Package Price

\$4,196.66

Balance Due

Paid In Full

BAGGAGE ALLOWANCES AND FEES

BAG ALLOWANCE - TLHSJO-NIL/AA

1STCHECKED BAG FEE-TLHSJO-USD35.00/AA/UP TO 50 POUNDS/23 KILOGR
AMS AND UP TO 62 LINEAR INCHES/158 LINEAR CENTIMETERS**

2NDCHECKED BAG FEE-TLHSJO-USD45.00/AA/UP TO 50 POUNDS/23 KILOGR
AMS AND UP TO 62 LINEAR INCHES/158 LINEAR CENTIMETERS**

BAG ALLOWANCE - SJOTLH-NIL/AA

1STCHECKED BAG FEE-SJOTLH-USD35.00/AA/UP TO 50 POUNDS/23 KILOGR
AMS AND UP TO 62 LINEAR INCHES/158 LINEAR CENTIMETERS**

2NDCHECKED BAG FEE-SJOTLH-USD45.00/AA/UP TO 50 POUNDS/23 KILOGR
AMS AND UP TO 62 LINEAR INCHES/158 LINEAR CENTIMETERS**

**BAG FEES APPLY AT EACH CHECK IN LOCATION

CARRY ON ALLOWANCE

TLHMIA MIASJO SJOMIA MIATLH-02P/AA

01/UP TO 40 LINEAR INCHES/101 LINEAR CENTIMETERS

01/UP TO 45 LINEAR INCHES/115 LINEAR CENTIMETERS

ADDITIONAL ALLOWANCES AND/OR DISCOUNTS MAY APPLY

EMBARGOES-APPLY TO EACH PASSENGER

TLHMIA MIASJO SJOMIA MIATLH-AA

OVER 100 POUNDS/45 KILOGRAMS NOT PERMITTED

Please contact the airline or visit the airline's website for more information on baggage allowance and fees.

TRAVEL INSURANCE

Protect your travel plans and purchase Trip Protector ([Post Departure protection](#)) from [Allianz Global Assistance](#) which can provide protection for your trip expenses, your health and your belongings.

Find the latest travel requirements for your trip [HERE](#)

AMERICAN AIRLINES VACATIONS

TRAVEL PACKAGE TERMS AND CONDITIONS

These terms and conditions will become binding when you book an American Airlines Vacations travel package (hereafter referred to as a "package"). These terms and conditions and other terms and conditions referenced herein, together with any terms set forth in a package confirmation email and in any other related emails sent to you in connection with a package, are in addition to and supplement any other terms and conditions between you and American Airlines, Inc., or American Airlines, Inc. through American Airlines Vacations (hereafter referred to as "American Airlines Vacations") (including any additional agreements that are binding on travel agents booking a package hereunder).

You, as the authorized travel agent or planner of a package, as applicable, will be the point of contact between American Airlines Vacations and all persons traveling under such package (hereafter referred to as a "package participant"). You agree that American Airlines Vacations will be entitled to rely upon your instructions relating to package participants, and that American Airlines Vacations may refer any inquiries from such package participants to you, including payment or refund inquiries. You acknowledge and further agree that all payment obligations will be remitted by you to American Airlines Vacations in accordance with these terms and conditions and the booking confirmation email.

By booking a package, you hereby represent and warrant to American Airlines Vacations that: (1) you have the express

authorization from all package participants to make such booking and speak on their behalf, (2) to the extent that any disclosures to or approvals from any such package participants are required by applicable law so as to allow American Airlines Vacations to collect and process their personal information for the purpose of providing the services and related benefits under the applicable package, you have made such disclosures or obtained such approvals to the same extent that American Airlines Vacations does so under its website, and (3) you have made any other disclosures and obtained any other approvals required by applicable law in connection with adding such package participants to a package and designating them to receive the services and related benefits from American Airlines Vacations. For more information about the collection and processing of personal information by American Airlines, please read our privacy policy (available online at [AA Privacy Policy](#)).

Reservations Policies

1. Flights

a. All flights operated by American Airlines, Envoy Air, PSA Airlines and Piedmont Airlines and marketed under the American Airlines code that are booked as a component of a package are subject to American Airlines' applicable [conditions of carriage](#) and all applicable fare rules and restrictions.

b. Some discounted fares may not be eligible for: (i) upgrades to another class of service, or (ii) American Airlines AAdvantage® miles. Eligible fare classes of an air component of a package may change at any time without notice prior to the time of booking.

2. Intended Use

You understand that all rates for air travel, hotel rooms, rental cars and all other components offered by American Airlines Vacations as a component of a package are exclusively for personal leisure travel (i.e., vacation travel). Packages are not intended for business use, including, but not limited to, conventions and meetings. All packages are non-transferable and cannot be used by any persons other than package participants.

3. Minimum Hotel Stays

When booking air travel and hotel stays together under a package, the booked hotel stay must: (a) match the itinerary dates of the booked air travel or (b) include a minimum of 1 night. Such booked hotel must be located in the package destination, as determined by American Airlines Vacations in its sole discretion.

4. Terms and Conditions of Third-Party Vendors

Certain components of packages booked hereunder may also be subject to the terms and conditions of third-party independent vendors, including, but not limited to, airlines, hotels, rental car companies, transportation companies, suppliers, tourist facilities and excursion operators (hereafter referred to collectively as "third-party vendors"), which may change from time to time without notice.

5. Payment

a. Full payment is required at the time of booking a package. Prior to full payment, prices, travel dates, availability of hotel rooms, car rentals, flight seats and other package components are not guaranteed. American Airlines Vacations reserves the right to treat a booking as cancelled if the balance due is not paid on time. All package prices are in U.S. dollars, and all airfares include required government taxes, segment fees, airport passenger facility charges (PFC's), September 11th Security Fees and federal segment fees.

b. Adjustments to package pricing will not be made after full payment is received, and rate reductions subsequent to booking will not be retroactively applied. American Airlines Vacations reserves the right to correct any payment errors. Government taxes and fees are subject to change after purchase.

c. American Airlines Vacations is not responsible for package components that are provided to you free of charge by third-party vendors. Such free components have no cash value.

6. Children's Rates and Certain Domestic Travel Requirements

Special children's rates may be available and quoted with the total package price. Additional charges for cribs, rollaway beds, infant car seats and similar special request items will be the responsibility of the package participant(s) and must be paid directly to the third-party vendor, as applicable. Age restrictions imposed by third-party vendors may apply (e.g., some hotels may require that at least one guest be 21 years of age or older).

7. Exclusions

American Airlines Vacations prices and rates do not include extra charges imposed by the airlines. Resort fees, meals, shows, tours, tips, energy surcharges, telephone surcharges, telephone calls, liquor, taxes, room service, laundry, parking fees, pet fees or other items not otherwise specified in the quoted rates are excluded from the package price.

8. Pre-Departure Protection (PDP)

a. Pre-Departure Protection ("PDP") is an optional plan that allows you to: (i) change your booking up to and including the 8th day prior to the departure date and (ii) cancel your booking entirely at any time prior to your originally scheduled departure time, in each case without incurring any change fees or cancellation penalties (except as set forth herein). Changes to your booking may be possible within 7 days prior to the departure date; provided, however, that fees may apply. Please call reservations at 800-321-2121 for more information.

b. PDP coverage is subject to the following restrictions:

- i. PDP does not cover any increase to the price of a package component as a result of a change.
- ii. PDP does not cover changes to flight schedules.
- iii. PDP does not cover basic economy fares, certain promotional tours, specific hotel room categories and activities that are identified in the booking path as non-refundable, advance purchase or restrictive.
- iv. Bookings at Sandals Resorts, Beaches Resorts and Grand Pineapple Resorts become non-refundable on the 45th day prior to the departure date. PDP does not cover changes or cancellations after such date.
- v. PDP does not cover changes or cancellations to a package after commencement of travel.
- vi. PDP does not eliminate charges or cancellation fees for no-shows.
- vii. PDP charges are non-refundable.
- viii. PDP may only be purchased for a package as a whole (i.e., PDP coverage for some package participants and not others is not permitted).
- ix. PDP may only be purchased when a package is booked and may not be added at any point thereafter.
- x. PDP is non-transferable.
- xi. PDP does not apply during embargo periods that American Airlines Vacations may, in its sole discretion, implement from time to time.

9. Cancellations and Cancellation Penalties

a. A package is considered confirmed once payment is received by American Airlines Vacations. Cancellation of a package must be made by phone by calling 800-321-2121. Cancellations will be effective immediately and subject to the penalties set forth below.

- i. All cancellations of packages that are not covered by PDP will be subject to the following:
Cancelled 15 days or more prior to departure: \$200 per person + any non-refundable components + any applicable third-party vendor fees** + basic economy fare (if purchased). Balance will be credited toward future travel
Cancelled 14 days or less prior to departure: Non-refundable
- ii. All cancellations of packages that are covered by PDP will be subject to the following:
Cancelled prior to scheduled departure*: Cost of PDP + any non-refundable components + certain third-party vendor fees**
After departure: Non-refundable
*For PDP coverage to apply, cancellation of hotel packages (i.e., packages with only a hotel component) must be requested by 10:29 PM (Central Time) on the day before check-in. After 10:29 PM the day before check-in, the full hotel package becomes non-refundable. ** All bookings with Sandals Resorts, Beaches Resorts and Grand Pineapple Resorts become non-refundable on the 45th day prior to travel and will not be covered by PDP thereafter.
iii. In addition to the cancellation penalties described above, travel during special events and holiday periods (e.g., Thanksgiving, Christmas or New Year's Day) may be subject to additional restrictions. Contact American Airlines Vacations at 800-321-2121 for more information.

10. Changes

a. Changes to a booked package are subject to the change fees described herein and cannot be made 8 days or fewer prior to departure. Notwithstanding the foregoing, some packages or package components, including, but not limited to, basic

economy fare tickets, certain promotional tours, specific room categories and activities that are identified in the booking path as non-refundable, advance purchase or restrictive cannot be changed. Certain name changes, as American Airlines Vacations may determine in its sole discretion, may be permitted without a fee. If a change to a package component involves a change in the corresponding package component rate, such package component will be repriced at the applicable rate then in effect, and full payment will be required at the time of such change. Such package components include, but are not limited to, a change in flight origin and destination, departure date, and hotel room category and/or configuration.

- i. All changes to packages that are not covered by PDP will be subject to the following:
 - A. if 9 days or more prior to the departure date: \$50.00 per person change fee plus third party vendor fees plus change in package price; and
 - B. if 8 days or fewer prior to the departure date: changes are not permitted.
- ii. The applicable change fee may be waived in the following circumstances:
 - A. PDP was purchased with the package (see Section 8);
 - B. the change results in a higher price for the non-air components of the package; and
 - C. an upgrade from main cabin to a premium cabin is purchased by a package participant.
- iii. American Airlines Vacations will not be liable for cancellations or changes to a package that are due to events beyond its control.

11. Refunds

a. Within 24 hours of booking, air travel booked as a component of a package (whether refundable or non-refundable) may be cancelled, and a full refund may be issued for the price paid for the corresponding tickets in accordance with the following rules and restrictions:

- i. You must call 800-321-2121 within 24 hours of purchase to cancel the booked air travel and request a refund for the air travel ticket.
- ii. Refunds may be issued only for air travel tickets booked on aavacations.com.
- iii. Refunds may be issued only to the original form of payment or in accordance with the then-current policy of American Airlines Vacations.
- iv. Such package must have been purchased at least 2 days prior to the scheduled departure date.
- v. This refund policy does not apply to hotel or other non-air travel components of a package, which are subject to third-party vendor policies.

b. Packages are refundable only if permitted under Section 9 above, and such package refunds will be subject to applicable cancellation penalties. Except as permitted by Section 11(a), American Airlines Vacations will only issue refunds for entire packages and not for individual package components. No refunds will be issued or exchanges made for any missed or unused package components including, but not limited to, unused hotel nights and rental car periods.

c. All refunds hereunder are subject to the terms and conditions outlined above governing cancellations and changes, and are further subject to any such fees or other charges imposed by third-party vendors. Your acceptance of a refund constitutes a waiver of all rights and remedies under applicable laws other than the amount of the refund.

12. Cancellation for Convenience or Cause

a. American Airlines Vacations reserves the right to cancel a package without penalty for any reason upon 30 days' prior written notice to you.

b. American Airlines Vacations may immediately cancel a package for cause, in whole or in part, upon the occurrence of any of the following events:

- i. The package or any component thereof is used for any purpose other than personal leisure travel.
- ii. The package or any component thereof is transferred or attempted to be transferred.
- iii. You, as the authorized travel agent or planner of a package, as applicable, or any package participant:

A. breach any provision of these terms and conditions or any other applicable terms and conditions; or B. engage or attempt to engage, as American Airlines Vacations may determine in its sole discretion, in any other activity that constitutes ticketing abuse or violates or is otherwise contrary to these terms and conditions or any other applicable terms and conditions.

13. Special Travel Requests

Third-party vendors may not have the appropriate equipment or provide the services necessary to accommodate package participants with disabilities or special needs. Please advise American Airlines Vacations of any special requests at the time of booking by calling 800-321-2121 at least 15 days prior to the departure date. American Airlines Vacations will thereafter forward such special requests to the appropriate third-party vendors. Additional fees and charges necessary to accommodate special requests may apply. American Airlines Vacations does not guarantee that any special requests will be accommodated.

14. Responsibility

a. American Airlines Vacations is not an agent of the person booking a package or of any third-party vendors. American Airlines Vacations arranges goods, services and accommodations (e.g., excursions and tours) provided through a package by third-party vendors (hereafter referred to individually as a "package activity"). American Airlines Vacations is not responsible for the quality or delivery of any package activity, and American Airlines Vacations does not accept and expressly disclaims any liability for the actions or omissions of a third-party vendor providing a package activity. Further, your booking of a package activity while on your trip will not create a contract between you and American Airlines Vacations. Any such contract is between you and the third-party vendor providing such package activity. American Airlines Vacations will not be responsible for the provision of any package activity or for any act or omission during the course of its provision by the third-party vendor regardless of whether a member of the American Airlines Vacations staff accompanies the relevant package activity.

b. All documents issued by third-party vendors for package activities (e.g., vouchers, tickets and passes) are issued subject to the terms and conditions specified by such third-party vendors. Neither American Airlines Vacations nor its parent(s), subsidiaries, affiliates, divisions, advertising and promotional agencies, wholesalers and retailers, employees, officers, directors, shareholders and agents (collectively the "Released Parties") will be held liable for, and by accepting these terms you waive any and all claims against all Released Parties for: (i) any loss of or damage to property or injury to any person caused by reason of a defect, negligence or other wrongful act or omission of or any failure of performance of any kind by any third-party vendor or other damage caused by factors outside of American Airlines Vacations' control; (ii) any inconvenience, loss of enjoyment, mental distress or other similar matter; (iii) any delayed departure, airline turbulence, transportation accidents or missed connections, substitutions of accommodations, termination of service or changes in fares and rates or other unforeseen circumstances; and (iv) any cancellation or double-bookings under any package beyond the control of American Airlines Vacations.

c. In no event will American Airlines Vacations be responsible for any amount other than the price paid for a package. American Airlines Vacations reserves the right to remove any package participant from a package at any time.

d. American Airlines Vacations' liability will also be limited in accordance with any relevant international conventions in relation to the provision of travel or accommodation services which are hereby incorporated into and form part of the agreement between you (including each package participant) and American Airlines Vacations. American Airlines Vacations will be regarded as having all the benefits of any limitation of compensation or liability contained in any such international conventions.

e. These terms and conditions are governed by and to be interpreted in accordance with the laws of the State of Texas. You and each package participant consent to the courts of the State of Texas, being the sole venue of any action related to these terms and conditions, to the exclusion of the courts in any other state or country. You and each package participant hereby waive your right to a jury trial.

15. Links to Third-Party Websites

Our website may contain links to websites owned and operated by third parties. Such links are provided for convenience and reference only. American Airlines Vacations does not own, operate or control the content of such third-party websites. American Airlines Vacations' inclusion of any such links is not an endorsement of the material or content therein.

16. Inquiries

a. Inquiries regarding packages, including payment inquiries or submission of compliments or complaints, but not including refund requests, which must be made by phone at 800-321-2121, can be made to American Airlines Vacations by mail or

email at the following addresses:

- i. For American Airlines Vacations inquiries:

American Airlines Vacations Customer Relations
4000 E. Sky Harbor Blvd.
PHX RWB
Phoenix, AZ 85034
Email: aav.customer.relations@aa.com

- ii. For Department of Transportation compliments/complaints:

Department of Transportation (DOT)
Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

17. Other Information

a. American Airlines Vacations will not be responsible for rate changes, errors or omissions in connection with a package. Subject to the terms and conditions herein, all prices and features described in American Airlines Vacations' promotional materials and website(s) are subject to change without notice.

b. American Airlines Vacations programs and the website aavacations.com are operated by American Airlines Vacations, 1 Skyview Drive, MD 8B-100, TX 76155 USA, Phone: 800-321-2121.

The foregoing terms and conditions are subject to change without notice.

If you have any questions, please call American Airlines Vacations at 800-321-2121.