



Vayama Fare Rules and Policies

- Prices are shown in U.S. Dollars unless specifically indicated otherwise and are inclusive of all taxes and fees. Please check the currency code next to the displayed prices carefully.
- Airfares and reservations are not guaranteed until all funds are collected, clarifications if any are resolved, fares are reconfirmed, and tickets are issued.
- From the time of booking until the latest of 24 hours or the time ticket is issued, sufficient funds must be available on the credit card used for purchase to successfully charge and issue the ticket(s). If there are problems processing the credit card, be it for lack of funds or restrictions, Vayama will not guarantee the price quoted at the time of original booking or subsequent booking(s). Following a decline of credit card usage the customer attempting the charge is responsible for resolving the credit card issue(s) timely and expeditiously. Following a credit card decline, Vayama, at its discretion, may reprice, rebook and issue the ticket(s). If following the reprice and or rebook there are changes, Vayama will advise the customer and request approval. Tickets will not be issued until customer approval is provided. It is the customer's responsibility, not that of Vayama, to review and verify all credit card information at the time of making the reservation online and during any subsequent interactions.
- First name and last name of each traveler must be entered into the reservation exactly as it appears on your Government issued Identification, be it your passport, or other acceptable forms of identification as may be required. The inclusion of a Middle initial is optional. If a name correction is requested by phone within the same date as the booking was created, Vayama will make every effort to cancel the booking and create a new reservation by charging a booking cancellation fee of **\$50 USD per booking**. If booking cancellation is not possible, all costs associated with making name corrections will be the responsibility of the customer. **NOTE: Name changes are NOT allowed.**
- Tickets are nontransferable.
- In general, wholly unused tickets lose all value and usability one year following the date of original ticket issuance. Partially used tickets may have a shorter validity period based on the applicable fare rules. If the fare rules require changes to be made in advance of the original departure date and changes are not made within that time frame, all ticket value will be lost.
- If you experience an issue or problem which negatively impacts your ability to travel using your ticket(s) as issued, you must **FIRST** call Vayama for assistance. We will make every effort to find a solution. If you do not call Vayama first, any costs and/or added expenses you incur will not be refunded/reimbursed by Vayama.
- When applicable you may accrue miles subject to the airline rules and policies. Vayama is not responsible for mileage credits and Upgrades. Upgrades, if allowed, are purely at the discretion of the airline. Check directly with the airline for additional information.
- Fares quoted may include a non-refundable Vayama fee which, when applicable, will be billed separately on the purchaser's credit card statement.
- **Ticket modifications processed by Vayama may incur a processing fee of up to \$100 per ticket.**
- Total charges for the booking may include one or more charge on the credit card by Vayama, the ticketing airline and/or other partners such as the travel insurance provider.
- Customers who purchase trip insurance are responsible to contact Travel Guard directly for any changes, cancellations, clarifications and/or claims.
- All customers traveling internationally should ensure they meet the passport, visa, affidavit, health and other requirements of the countries to be visited and those that may be transited (even if it is for a plane change). **Traveler is responsible for the review of travel restrictions to determine and obtain all required travel documentation, visas, and health requirements ahead of the originating travel date as may be necessary.** Neither Vayama nor its agents are responsible for providing answers to specific questions related to travel documentation requirements.
- Many countries require that the passport be valid for a period of (a minimum) six months beyond the booked return date. Obtaining passports and visas may require lengthy processing times and entry to another country may be refused even if your required information and travel documents are complete. Vayama accepts no responsibility if the traveler should be denied boarding or deported for any reason including age.



- A ticket loses all value if/when the passenger associated with the ticket during any part of the travel does not show up at the check-in counter or cancel the booking at least two hours before scheduled departure or as required by specific airline rules. Customers desiring to make last minute changes (within one business day of scheduled departure) must contact the airline directly for assistance.

Cancellations

- Booking cancellation requests must be made by phone and received on the same date as the booking is completed. If cancellation is possible a \$50/person fee will apply. For cancellation requests received AFTER the date the booking is completed, all associated fare rules will apply.

Changes

- Changes to tickets may be possible following ticket issuance. If changes are allowed, **all changes must be completed in advance of the original date of departure.**
- If changes are allowed and applied, **Vayama will charge a change processing fee of \$100.00/person.** This fee is in addition to the applicable Airline Change Penalty and any difference in fare.
- For consideration, all change requests must be received by Vayama at least 48hrs in advance of the scheduled departure of the original flight.
- To request a change use the Vayama online change request form by [clicking here](#). Following a review, an email will be sent providing a quote for the cost of the change or denying the request if the fare rules do not allow changes.

Refunds

- Tickets are non-refundable.

Airline Penalties

- Vayama has no control over airline penalties associated with changes which can be as much as \$500 per ticket.
- When applicable, if more than one set of fare rules are associated with the ticket being changed, the most restrictive rules will apply to the entire ticket.
- In cases where changes are allowed and the total fare of the new ticket is more than the total fare of the original ticket, Vayama must collect the additional difference when issuing the new ticket.

Vayama and Airline Terms of Use

- Please review the Vayama.com [Terms of Service](#) and Vayama.com [Privacy Policy](#).
- Please read important information regarding the Warsaw Convention and [airline liability limitations](#).
- Prices do not include baggage fees or other fees which may be charged directly by the airline. For detailed information on the baggage policy and fees for most airlines, [click here](#).
- Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person.

