**Name of Agency:**

**Advisor Contact:**

**Address/Suite #:**

**City State and Zip Code:**

**Phone:**       **Fax:**

**Advisor Email:**

|  |  |  |  |
| --- | --- | --- | --- |
| Full Amount of Payment to Pacific Delight Tours | $       | How much are you claiming?$ | Type of Payment: check one[ ]  Check [ ]  Credit Card [ ]  Wire |
| Date of Departure (MM/DD/YY) |       | Booking Number       |  |
| Name of Tour |       |

**Required Documents – No claims will be processed without these documents.**

1) Check payments: Front AND back copies of all checks related to this booking must accompany this form.

2) Credit Cards Accepted Only in two cases:

 a) Credit card processor refuses chargeback. Copy of refusal letter and original credit card receipt must be attached.

 b) Credit cards used to complete tour already in progress if credit card processor has refused chargeback.

Passenger(s) Names – Please attach a separate sheet for additional names

My client has authorized that the refund check be issued to: [ ]  My agency [ ]  the client – if the client, please complete the information below:

**Name of Payee**

 Check will be made payable to and mailed to this person only

**Address/Suite #**

**City:**       **State/Zip:**

Have you or your client applied for any refunds, credit card chargebacks, or travel credits for all or any part of your payment or deposit to Pacific Delight Tours from any other tour operator, insurance company or credit card company: [ ]  Yes [ ]  No

If yes, please give details (use additional sheet if necessary):

By submitting this Claim, I hereby assign to United States Tour Operators Association Inc. Tour Depositors Trust, it’s successors or assigns, all rights of recovery I now or hereafter may have against Pacific Delight Tours and/or its affiliates or assigns to the extent and only to the extent of any payment received by me from United States Tour Operators Association Inc. Tour Depositors Trust on account of the payments or deposits described above.

**Signature of person completing this form:**

**Please print the name of person completing this form:**

**Date:**

##### Submit all claims by certified mail, receipt requested to: USTOA Travelers Assistance Program, 345 Seventh Ave, Suite 1801, New York, NY 10001 and be sure that it is post marked no later by May 1, 2020. Do not send claim forms by email. They will not be accepted.

**INFORMATION, INSTRUCTIONS AND ELIGIBILITY FOR FILING CLAIMS**

February 3, 2020

Effective February 3, 2020, Pacific Delight Tours suspended its tour operator business and is no longer a USTOA Active Member.

Travel advisors and consumers should be aware that partial or full reimbursement of lost payments and/or deposits for Pacific Delight Tours made prior to February 3, 2020, may be protected under the **USTOA $1 Million Travelers Assistance Program.** Passenger deposits and payments made after February 3, 2020 will not be covered by the USTOA Program.

Please note that passengers who are entitled to reimbursement from other sources such as credit card chargebacks and travel insurance are not eligible for a reimbursement from the USTOA $1 Million Travelers Assistance Program.

USTOA advises Pacific Delight Tours’ passengers who have lost a payment or deposit made prior to February 3, 2020 to take the following steps before submitting a claim for reimbursement from the USTOA $1 Million Travelers Assistance Program:

1. If payment was made by credit card, a claim should be placed immediately with the card issuer. See below for more information about credit card payments.
2. If third party travel insurance was obtained, a claim should be placed immediately with the insurer.

To the extent, you are **not entitled** to reimbursement of your deposit or payment from any of the above sources, and the payment was made by cash, wire or check, and you have no travel insurance, you should then submit a claim for reimbursement from the USTOA $1 Million Travelers Assistance Program. In all events, claim forms for the USTOA Program must be received by USTOA, postmarked no later than **May 1, 2020.**

Consumers who qualify for refunds of lost deposits and payments (and travel advisors filing a claim on behalf of their clients) must complete and timely file a claim form (Consumer or Travel Advisor) for reimbursement from the USTOA $1 Million Travelers Assistance Program.  Claim forms can be obtained on the USTOA website – <https://ustoa.com/travelers-assistance/pacific-delight-tours>. We will cross check information on claim forms with passenger data information we receive from Pacific Delight Tours.

The $1 Million proceeds of the USTOA $1 Million Travelers Assistance Program will be distributed pro rata among eligible claimants. There is *no* *first come first served policy* for reimbursement. The USTOA $1 Million Travelers Assistance Program does not cover travel advisor commission.

* All claims must be made on the appropriate form and backup receipts and documentation must accompany the form. Do not email your claim form as they will not be accepted. Please mail hard copies by certified mail, return receipt requested to:

USTOA Travelers Assistance Program

345 Seventh Avenue, Suite 1801

New York, NY 10001

* **Due date: May 1, 2020.** No late claims will be considered.
* Once all claims submitted by May 1, 2020 have been verified, eligible claimants will be reimbursed on a pro rata basis.

**Credit Cards**

For those consumers who used a credit card to purchase their travel, you may be entitled to a chargeback from your credit card company under applicable law, and should pursue your rights to this remedy. To the extent a consumer is entitled to a credit card chargeback under Federal Law, he/she is not eligible for reimbursement under the USTOA $1 Million Travelers Assistance Program. If for any reason you believe that your credit card processor may deny a chargeback, you should file a timely claim with the USTOA Program and then provide the refusal letter later, if and when received. If you fail to timely file a claim with USTOA by May 3, 2020 and your credit card processor later denies your chargeback, you will not be eligible for reimbursement under the USTOA $1 Million Travelers Assistance Program.

Please email ustoaclaims@ustoa.com with any questions. Please note we will not accept any claim forms by email.