



Building Bridges *and* Transforming Lives *through the* Power of Music

June 10-17, 2023

Lisbon Choral Festival

PREPARED ESPECIALLY FOR:

Ms. Lauren Diez, Choral Music Director
Los Altos High School Choir



DR. JEFFREY BENSON
Artistic Director

DR. MICHAEL HANAWALT
Artistic Director



June 10-17, 2023

The Lisbon Sings! Choral Festival

Tour Itinerary

Day 1 – Saturday, June 10, 2023 - USA to SEVILLE

You will begin your journey to Spain by boarding an international flight to Seville, famous for its historic churches, palaces, Moorish buildings, flamenco dancing, and more. Meals and snacks will be served on the plane.

Day 2 – Sunday, June 11, 2023 - ARRIVE SEVILLE

Upon arrival in Seville, meet your Tour Manager and Driver and enjoy a panoramic sightseeing tour of the city en route to the hotel. Dinner and overnight in Seville.

Day 3 – Monday, June 12, 2023 - SEVILLE

Today after breakfast at the hotel you'll take a morning guided tour of Seville. Among the sites you may see the Giralda Tower, the Plaza de Espana, Seville Cathedral, or the Parque Maria Luisa. You may also see Alcazar, the oldest royal palace still in use. It was originally a Moorish fort. The afternoon will be free for you to explore the city on your own. Perform an evening concert at Iglesia de la Anunciacion (or similar) with the San Jose State University Chorals and other choral friends. Dinner and overnight in Seville.

Day 4 – Tuesday, June 13, 2023 - SEVILLE / LISBON

Your tour will continue today to Lisbon, Portugal. En route you will stop in Faro, located on the southernmost tip of Portugal on the Gulf of Cardiz, for some guided sightseeing with your Tour Manager. You'll visit Faro Cathedral, a 13th century Roman Catholic cathedral on the city square and perform an impromptu recital there (subject to service times). Upon arrival in Lisbon, have dinner with the other festival choirs. Overnight in Lisbon.

Day 5 – Wednesday, June 14, 2023 - LISBON

After breakfast, you'll have a morning rehearsal with the other festival choirs in Lisbon. In the afternoon, enjoy a sightseeing tour of Lisbon. The tour will include Belem Tower and St. Jeronimo's Monastery. St. Jeronimo is a church built in the 1500's as part of a magnificent monastery. Its cloisters are considered among the most beautiful in the world and it is the resting place of explorer Vasco da Gama. Dinner will be followed by an evening rehearsal and overnight in Lisbon.

Day 6 – Thursday, June 15, 2023 - CASCAIS & ESTORIL EXCURSION

Take an excursion today to visit the coastal towns of Cascais and Estoril. Cascais is a fishing town that historically was a favorite with nobility and elite. Today it is an elegant blend of grand 19th century architecture and traditional Portuguese charm. Estoril is famed as a luxury entertainment destination on the Portuguese Riviera. Traveling between the two you will see many of this area's best beaches along with the sea walls, shops and historical buildings. Return to Lisbon for an afternoon of leisure before an evening rehearsal. Dinner and overnight in Lisbon.

Day 7 – Friday, June 16, 2023 - LISBON

This morning will be free for choirs to explore on their own. Dress rehearsal this afternoon. You will perform the Gala Concert tonight in Lisbon at Igreja de Santa Catrina (or similar). Dinner and overnight in Lisbon.

Day 8 – Saturday, June 17, 2023 - LISBON / USA

After breakfast go to the Lisbon airport to begin your journey back to the USA. You will take with you lifelong memories of exploring and performing in Spain and Portugal, sharing your own culture, and encountering the rich artistic culture of these countries.

Financials



Included

- Round trip airfare from San Francisco airport, economy class
- Airport taxes & fuel surcharges up to \$400
- Professional bilingual Tour Manager throughout the tour
- Superior Tourist class hotel accommodations in double occupancy
- Breakfast and dinner daily
- Motor coach as per the itinerary
- All scheduled sightseeing and entrance fees: Seville Cathedral, Faro Cathedral, Belem Tower + Jeronimo's Monastery
- Concerts: Formal evening concert in Seville with San Jose State University Choraliers and others, 3 rehearsals and gala concert in Lisbon

**We recommend travel insurance to help cover trip cancellation/interruption, travel delay, emergency medical, baggage delay and accidental death coverage.*

Not Included

- Single Room Supplement: \$425
- Airport taxes & fuel surcharges in excess of \$400
- Personal services and portorage
- Drinks with meals (tap water is included with dinners)
- Gratuities for tour guides and drivers: \$70
- Travel insurance
- Piano or organ for pre-tour concerts
- Registration and respective fee for the European Travel Information and Authorization System (ETIAS)
- Excess baggage fees assessed by the airlines incl. charges for oversized/overweight items such as choir robe cases, etc.
- Luggage truck for any bags that cannot be accommodated on the motor coach. Tour buses can hold 1 standard size suitcase + 1 small carry-on such as a backpack or purse per person
- 4% surcharge for payments made by credit and debit cards
- Cost of COVID-19 tests if required in the U.S. prior to departure from Europe prior to returning to the U.S.
- Any items not specifically mentioned in the Included section of this Brochure

Financial Facts

COST PER PERSON* = \$3,620

*Pricing based on 40 paying passengers in double occupancy
Reduction for land-only = \$1,400

TOUR DATES: JUNE 10-17, 2023

While it is not expected, should airfare increase more than 3% of projected price, the increase will be passed on to the group. Pricing is based on currently prevailing exchange rates (exchange rate of 1 EUR = 1.10 USD). Adjustments will be made if the exchange rate varies more than 3% at 120 days prior to departure.

PAYMENT SCHEDULE

Deposit due November 15, 2022	\$300 per person*
2nd payment due December 15, 2022	\$500 per person
3rd payment due January 15, 2023	\$500 per person
4th payment due February 15, 2023	\$500 per person
5th payment due March 15, 2023	\$500 per person
April 10, 2023	Balance Due

*(non-refundable)

Payments by credit and debit cards will incur a 4% surcharge.

BOOKINGS

To sign up for this extraordinary opportunity to perform in Spain and Portugal please [CLICK HERE](#) or type the following URL into your browser: <https://bit.ly/3DCC8wn>

Travel Protection

In today's changing travel environment, it's important to protect your travel investment so you can relax and enjoy your trip. Unforeseen events such as flight delays, baggage loss or even a sudden sickness or injury could impact your travel plans. For your convenience, we offer a Travelex Insurance Services protection plan to help protect you and your travel investment against the unexpected. For more information on the available plans [click here](#) or contact Travelex Insurance 800-228-9792 and reference location number 100364. [Get your personalized Travelex quote today.](#) The product descriptions provided here are only brief summaries and may be changed without notice. The full coverage terms and details, including limitations and exclusions, are contained in the insurance policy. Travelex Insurance Services, Inc CA Agency License #0D10209. Travel Insurance is underwritten by Berkshire Hathaway Specialty Insurance Company, NAIC #22276. V94. For COVID Coverage FAQ Review [CLICK HERE.](#)

COVERAGE	TRAVEL BASIC	TRAVEL SELECT	TRAVEL AMERICA (available only for trips within the USA)
Emergency Medical Protection Emergency Medical & Dental Expenses, Emergency Evacuation	<ul style="list-style-type: none"> • \$15,000 emergency medical expenses (\$500 dental sublimit) • \$100,000 emergency evacuation • \$10,000 accidental death & dismemberment • Travel Assistance is included 	<ul style="list-style-type: none"> • \$50,000 emergency medical expenses (\$500 dental sublimit) • \$500,000 emergency evacuation • \$25,000 accidental death & dismemberment • Travel Assistance is included 	<ul style="list-style-type: none"> • \$50,000 emergency medical expenses • \$250,000 emergency evacuation • \$25,000 accidental death & dismemberment • Travel Assistance is included
Travel Protection Trip Cancellation, Trip Interruption, Trip Delay, Missed Connection	<ul style="list-style-type: none"> • 100% of trip cost (limit \$10,000) trip cancellation • 100% of trip cost (limit \$10,000) trip interruption • \$500 (\$250 per day) trip delay • \$500 missed connection 	<ul style="list-style-type: none"> • 100% of trip cost (limit \$50,000) trip cancellation • 150% of trip cost (limit \$75,000) trip interruption • \$750 (\$250 per day) trip delay • \$750 missed connection 	<ul style="list-style-type: none"> • 100% of trip cost (limit \$750) trip cancellation • 150% of trip cost (limit \$1,125) trip interruption • \$2,000 (\$25 per day) trip delay • \$2,000 missed connection
Baggage Delay/Loss	<ul style="list-style-type: none"> • \$100 baggage delay • \$500 baggage loss 	<ul style="list-style-type: none"> • \$200 baggage delay • \$1,000 baggage loss 	<ul style="list-style-type: none"> • \$1,000 baggage delay • \$2,000 baggage loss
Cancel for Any Reason	<ul style="list-style-type: none"> • Upgrade not available 	<ul style="list-style-type: none"> • 50% of insured Trip Cost (can only be purchased at the time the base plan is purchased and within 15 days of initial trip payment) 	<ul style="list-style-type: none"> • Upgrade not available
Get a Quote: https://www.travelexinsurance.com/?location=10-0364&go=bp			

Coverage and coverage amounts are subject to change at the discretion of Travelex. Please consult their website for a copy of the full insurance policy when you are ready to purchase Travel Protection.



1. PAYMENT TERMS

- 1.1. **Payment.** Client (as defined in Section 19 below) shall strictly comply with the Payment Schedule on or before the due date. Perform International ("PI") accepts payment by check or, with a 4% surcharge, Visa and MasterCard. Checks should be made payable to Perform International, LLC. If you choose to pay by credit card, the 4% (non-refundable) fee still applies should you cancel the tour or the tour cancels for any reason.
- 1.2. **Additional Deposits.** From time to time, PI may request one or more deposits over and above those set forth in the Payment Schedule (the "Additional Deposits"). Additional Deposits may be required because of travel during peak periods, the unique nature of the facilities, or any other matter which, in PI's sole opinion, requires an additional deposit. PI will consult with Client's tour organizer before making a request for an Additional Deposit, but PI's decision whether an Additional Deposit is necessary is final. Client shall pay an Additional Deposit within thirty (30) days of the request by PI.

2. DUTIES AND OBLIGATIONS OF PI

- 2.1. **Scope and Exclusivity.** PI shall have the duties and obligations set forth in this Section 2 and no others.
- 2.2. **Services Supplied by PI.** PI will provide the transportation, transfers, airfare, lodging and services specified in the attached tour brochure, which tour brochure is hereby incorporated herein by reference, on the terms provided herein. PI reserves the right to vary itineraries and/or destinations and to substitute hotels if circumstances beyond its control necessitate such change(s).
- 2.3. **Services Excluded by PI.** All transportation, charges, services or other items not specifically identified in the tour brochure for this trip are not covered and must be paid by Client separately. Excluded services and items include, but are not limited to, tips to local guides; meals and beverages other than those noted in the tour brochure; expenses of a personal nature such as laundry, telephone, valet, etc.; portage for hand-carried luggage; passport and visa fees; free time activities; optional excursions and coach driver and guide/escort gratuities.
- 2.4. **Special Equipment and Excess Luggage Needs.** Special technical equipment (including musical instruments), excess or oversize luggage and the transportation for such are not included. Any piece of luggage/equipment over 50 pounds or exceeding 62 inches (length+ width + height) is subject to additional charges.

3. LIMITATIONS ON LIABILITY AND INDEMNIFICATION

- 3.1. **Limitation on Liability of PI.** The Client releases and shall hold harmless PI, its agents and cooperating organizations from all responsibility and/or liability of any nature for loss, damage or injury to property or person ("Claims") due to any cause whatsoever occurring during a tour under PI's management, except Claims caused by the gross negligence or willful misconduct of PI. Client unreservedly releases and shall hold harmless PI, its agents and cooperating organizations from all responsibility and/or liability for any Claims due to Client contracting any infectious disease, including, without limitation, COVID19, while participating in a tour.
- 3.2. **Client's Indemnification.** Client shall hold PI, its agents, employees, contractors and affiliated organizations harmless from, and indemnify and defend same against, any and all Claims occurring during the tour, or any part thereof, when such Claim has been caused in part or in whole by the act, neglect, fault, or omission of Client, its agents, servants, employees, or invitees. The provisions of this Paragraph 3.2 shall survive the expiration or termination of this Agreement with respect to any claims or liability occurring prior to such expiration or termination.

4. CANCELLATION

- 4.1. **Right to Cancel.** Client shall be entitled to cancel this Agreement only upon the terms set forth in this Section 4. Client expressly acknowledges and agrees that the tour group representative communicating directly with PI in connection with the tour may cancel the tour on behalf of Client if such representative determines that it is necessary or desirable, whether as the result of an Act of God or otherwise, that the tour be cancelled.
- 4.2. **Cancellation Schedule.** Subject to the terms of the remainder of this Section 4, and provided that Client has made all payments required under the Payment Schedule, Client may cancel this Agreement by providing written notice of the cancellation to PI. Upon providing such notice, subject to Section 4.3 below, Client is entitled to return of any deposits less the applicable cancellation fee as set forth in the Cancellation Schedule set forth below.

The following per person fees apply for cancellations:

- At any time prior to 120 days before departure the cancellation fee is \$300 per person;
- From 120 to 91 days before departure the cancellation fee is \$500 per person;
- From 90 to 61 days before departure the cancellation fee is \$700 per person;
- From 60 to 46 days before departure the cancellation fee is \$2000 per person; and
- From 45 days before departure until the departure date the cancellation fee is the full tour price.

- 4.3. **Limitations on Cancellation.** Notwithstanding the provisions of the preceding Section 4.2, upon providing notice of cancellation to PI, Client shall not be entitled to refund of any deposits which have been used by PI to reserve space or fares if the deposits for space or fares are non-refundable to PI from the providers. Further, in the event that the payments or deposits made by Client are less than the amounts paid by PI to reserve space or fares which are non-refundable, Client shall not receive any funds pursuant to the Cancellation Schedule and shall remain liable to PI for any shortfall. Client shall remain liable to PI for any actual damages to PI resulting from Client's cancellation of the Agreement.
- 4.4. **Compliance with Host Requirements.** Client understands that destinations countries, cities and event venues may all have their own laws, statutes, ordinances, rules and regulations (collectively, "Laws"), and that such Laws may change between the date of this Agreement and the date of travel, especially as such Laws may be established to protect against the transmission of COVID-19 or other infectious diseases, and that certain venues or attractions may not be open to the public at the time of visitation, or may have requirements such as showing proof of vaccination as a condition to entry. Although PI will endeavor to notify Client of all Laws at the tour destination that may affect Client's access to particular venues or attractions, and any changes to any such Laws after the date hereof, Client accepts responsibility for complying with all such Laws. To the extent Client is unwilling to abide by any such Laws, Client may cancel this Agreement and receive a refund in accordance with the cancellation fee schedule set forth in Section 4.2 above.

5. CLIENT'S BREACH AND DEFAULT

- 5.1. **Breach.** Upon the breach of any term of this Agreement, including but not limited to failure to strictly comply with the payment terms, failure to timely make Additional Deposits, or violation of any of the rules and regulations of PI, PI may, at its option, declare the Client in default and terminate its obligation to perform further under this Agreement. Upon any breach of this Agreement, by failure to make payments or otherwise, PI may, in its sole and absolute discretion, allow the Client to remedy the breach by making the required payments or deposits, or by otherwise performing as required. However, all late payments, if accepted by PI, will be charged a late fee of one and one-half percent (1½ %) of the unpaid balance per month.
- 5.2. **PI's Remedies.** Upon any breach this Agreement, by failure to make a payment, or otherwise, Client forfeits its entire deposit and PI may attempt to reschedule, resell or reuse any goods or services previously purchased or reserved for Client's benefit including, but not limited to, air or other transportation and hotel accommodations.

6. JURISDICTION AND GOVERNING LAW

Any dispute of any kind arising out of or from a claimed breach of this Agreement shall be resolved in the Superior Court of Gwinnett County, Georgia, and Client consents to venue and jurisdiction in that Court. Client further agrees that all disputes arising from this Agreement shall be resolved in accordance with Georgia law.

7. **ATTORNEY'S FEES**
In the event of any legal action or proceeding arising out of this Agreement, the prevailing party shall be entitled to recover its reasonable attorneys' fees and related costs incurred in such action and such amount shall be included in any judgment rendered in such proceeding.
8. **WAIVER**
No waiver by PI of any provision of this Agreement or of any breach by Client hereunder shall be deemed to be a waiver of any other provision hereof, or of any subsequent breach by Client of the same or any other provision. PI's consent to or approval of any act by Client requiring PI's consent or approval shall not be deemed to render unnecessary the obtaining of PI's consent to or approval of any subsequent act of Client.
9. **NOTICES**
All notices, demands or other communications in this Agreement provided to be given, made or sent by either party to the other shall be deemed to have been duly given, made or sent when made in writing and deposited in the United States mail, certified or registered, postage prepaid, and addressed to the respective party at the appropriate address set forth in the Initial Terms.
10. **INTEGRATION AND AMENDMENTS**
The provision of this Agreement, including these Terms and Conditions and any Rules and Regulations of PI, supersede any oral or written agreement between the parties, and any such oral or written agreement is hereby integrated into this Agreement. To the extent it conflicts with this Agreement, any information found in any advertising material, brochure, or website is hereby superseded by this Agreement. Any amendment to or revision of this Agreement must be in writing and signed by both parties.
11. **ACTS OF GOD**
If the tour is cancelled due to an external event that is unforeseeable and unavoidable and not the result of PI's actions making it impossible or impracticable in the sole discretion of PI to honor these Terms and Conditions, such as by reason of wars, riots, revolutions, explosions, strikes, port blockages, government actions or natural disasters such as floods, earthquakes, tsunamis or a widespread occurrence of an infectious disease (collectively, "Acts of God"), Client shall have the option of (1) taking a refund pursuant to the provisions for cancellation in Section 4.2 above, (2) selecting an alternate tour through PI if a comparable tour is available, or (3) participating in an alternate tour at a later date if a substantially similar tour program is re-scheduled to the same destination. Client shall be responsible for paying any increased tour costs associated with any alternate comparable tour or substantially similar re-scheduled tour and any non-refunded fees or deposits paid by PI to suppliers in connection with the originally scheduled tour. Client waives the right to dispute any payments made by credit card or otherwise, whether alleging failure to deliver services or other alleged failure, if a tour is cancelled by PI, by Client or by the tour group's representative as contemplated in Section 4.1 above, as a result of any Act of God.
12. **TRAVEL CONDITIONS**
- 12.1. **Hotels.** Hotels utilized are doubles/twins. Each room will have private facilities, including shower or bath. A supplement surcharge is applicable to participants in single accommodations.
- 12.2. **Fluctuations, Substitutions with Group.** Client may, under certain circumstances, substitute another person in their stead. Substitutions on flights are allowed subject to the terms of the airline contract. The addition of a new person is charged at the best price available. PI will use its best efforts to keep the new person at the group rate.
The following per person fees apply for substitutions:
On or after 180 days before departure the substitution fee is \$50 per person;
On or after 120 days before departure the substitution fee is \$100 per person;
On or after 90 days before departure the substitution fee is \$150 per person;
On or after 60 days before departure the substitution fee is \$350 per person; and
On or after 45 days before departure the substitution fee is \$1000 per person.
Substitutions are not possible less than 5 days before departure
*PI must receive the substitution deposit/payments before making a refund to the Client.
- 12.3. **Rooming List and Late Changes.** PI must receive the rooming lists no later than 45 days prior to departure from Client's tour organizer. Late changes in the rooming list, including name changes, additions and deletions are subject to a late change/penalty of \$25 per person. This charge covers the costs of administrative expenses, long distance telephone calls, over-night mail charges, etc.
- 12.4. **Flight Arrangements:** All flights will be by scheduled I.A.T.A. carriers with the routing and scheduling at the discretion of PI. Tour price is based on mid-week travel and air fare flying round trip from the location stated in the tour brochure. Any increase in air fare shall be borne by the participant. Airline taxes and fuel surcharges up to the amount specified in the tour brochure are included in the tour price. Client acknowledges that the tour price may be increased by PI after the date of purchase to offset increases in fees, fuel surcharges, taxes and fluctuations in foreign exchange markets or any combination thereof if additional costs are imposed by a supplier or government. The operators providing transportation are not responsible for any act, omission or event during the time that passengers are not on board their aircraft or conveyances. PI has no responsibility or liability of any nature whatsoever for loss, damage, or injury to property or person resulting from the provision of air or motor coach transportation. The price of a vacant seat and the cost of segments of the program lost due to missing scheduled departure or absences during the tour cannot be refunded. If Client misses any included transportation segment (e.g. flight, transfer, bus or train departure), Client is responsible to make arrangements for and to pay the cost of rejoining the group.
- 12.5. **Deviations:** Late return deviations are sometimes permitted from the original city of departure, for a minimum fee of \$175, if the class of service is still available at time of booking and if the carrier's fare rules permit the change. All deviations must be applied for by writing, faxing or emailing your request to Perform International. When a deviation is confirmed by the airline, passengers will be notified and invoiced for all charges incurred for their deviation. Each subsequent change is subject to an additional \$50 processing fee, plus airline fees once confirmed. Deviations are difficult, especially during high season, so requests must be made as early as possible. Clients who deviate must arrange for their own ground transportation to and from the airport.
13. **FREQUENT FLYER PROGRAM MEMBERS**
If Client desires to use frequent flyer miles for free tickets, Client will need to book its flights directly with the airline and purchase a "Land Only" package from Perform International. Perform International is unable to provide ticket copies after departure for mileage credits. Client should check with their preferred carrier to determine if Client qualifies for any mileage accrual.
14. **LAND ONLY**
Any Client choosing the 'Land Only' package after their initial full-tour reservation has been made in writing, faxing or emailing, is subject to a \$100 change fee up to 60 days prior to departure. Anyone changing to a 'Land Only' option 60 to 0 days prior to departure will be subject to a \$1,000 change fee. If Client chooses the 'Land Only' option must arrange for their own ground transportation to and from the airports and any mid-tour flights.
15. **TOUR PRICES**
The services specified are based on a minimum of number of passengers. If this quota is not reached, the price of the tour will be increased proportionately. All tour prices quoted for transportation and land arrangements are based on rates (including foreign exchange rates) and taxes in effect at time of publication and are subject to change. Adjustments will be made if the exchange rate varies more than 3% at 120 days prior to departure. Confirmation of final air and land prices and taxes will be advised at that time.

16. TRAVEL INSURANCE

Travel insurance is recommended to help cover trip cancellation/interruption, whether as a result of Acts of God contemplated by Section 11 above or otherwise, travel delay, emergency medical, baggage delay, and accidental death coverage.

17. PHOTOGRAPHS AND VIDEO IMAGES

Client acknowledges that tour guides employed by PI, as well as other private individuals not employed by PI travelling with the tour, take photographs and videos from time to time during tours. In addition, PI sometimes engages professional photographers and videographers to record tour performances for promotional purposes. Client agrees that PI may use any photographs or images in which Client appears for PI's promotional purposes in any type of media, including its company website, as long as no personally identifiable information, such as an individual traveler's name, address or telephone number, is published along with any likeness or images of such person. Client hereby waives any and all claims against PI arising out of the publication of any photographs or videos taken during any tour by any other individual not employed by or otherwise affiliated with PI.

18. CHAPERONES

Parents, legal guardians or chaperones must accompany and be legally responsible for the custody, care and actions of any minor passengers participating in a tour. Any chaperones must be provided by the school, church or group for which the tour was organized, and all parents, guardians or chaperones shall be responsible for paying their own travel and other tour expenses.

19. CLIENT

For the purposes of these terms and conditions, the "Client" is the person who makes a tour reservation to travel on a tour or, in the case of a minor tour participant, the adult person who makes such tour reservation for such minor on the minor's behalf.

20. CALIFORNIA SELLER OF TRAVEL DISCLOSURES

PI is a registered as a seller of travel with the State of California.

Note: Registration as a seller of travel does not constitute approval by the State of California.

PI is the operator of the tour. PI's contact information is:

Perform International LLC
1050 Crown Pointe Parkway, Suite 500
Atlanta, GA 30338
P: 770-220-2242

The total tour costs and detailed tour itinerary are contained in the brochure entitled [The Lisbon Choral Festival], prepared especially for [Ms. Lauren Diez and the Los Altos High School Choir], to which these terms and conditions are appended.

PI's cancellation policy is set forth in paragraph 4 above. Upon cancellation of the transportation or travel services to be delivered in connection with a tour, where the passenger is not at fault and has not canceled in violation of any terms and conditions previously clearly and conspicuously disclosed and agreed to by the passenger, all sums paid to PI for services not provided will be promptly paid to the passenger, unless the passenger advises PI in writing, after cancellation. This provision does not apply where PI has remitted the payment to another registered wholesale seller of travel or a carrier, without obtaining a refund, and where the wholesaler or provider defaults in providing the agreed-upon transportation or service. In this situation, PI must provide the passenger with a written statement accompanied by bank records establishing the disbursement of the payment, and if disbursed to a wholesale seller of travel, proof of current registration of that wholesaler.

PI is not a participant in the California Travel Consumer Restitution Fund.

California law requires certain sellers of travel to have a trust account or bond. PI has a trust account.