

Casa Travel, Inc.  
350 W. BURNSVILLE PARKWAY #250  
BURNSVILLE, MN 55337  
FAX: (866) 328-2002

Please fill out, sign  
by manager or  
owner, and fax  
back.  
Thank you.

## INDEMNITY AGREEMENT

FROM: \_\_\_\_\_  
(Print Agency Name) (ARC Number)

\_\_\_\_\_  
(Agency Street Address)

\_\_\_\_\_  
(Agency City, State, Zip Code)

(\_\_\_\_\_) \_\_\_\_\_  
(Agency Phone Number)

(Hereinafter referred to as "AGENT")

AGENT, and its authorized representatives will, from time to time, request CASA TRAVEL to issue airline ticket(s) for Agent's clients. Such airline ticket(s) may be purchased through the client(s)' credit card.

AGENT, and its authorized representatives, represents, warrants and agrees that:

1. AGENT, and its authorized representatives, will exercise due diligence in verifying the Cardholder's identity and signature, and securing proper authorization from the Cardholder for the transaction. Such proper authorization constitutes a **Universal Credit Card Charge Form** (hereinafter referred to as the **UCC**) validated by AGENT with credit card information, and signed by the Cardholder. The UCC should also include "change & cancel penalties apply" and the dollar amount. Under certain circumstances the Cardholder's signature may be substituted with **Signature On File** but only when AGENT receives written authority from the Cardholder to use his/her credit card for ticketing purchase(s), and only after identity has been verified by the AGENT and only if the Cardholder's written consent acknowledges penalties to be paid for changes and/or cancellations occurring after ticket purchase. AGENT must provide CASA TRAVEL with a copy of the AGENT'S UCC Charge Form or Cardholder's written authority upon request.
2. AGENT accepts full responsibility for charge-backs, disputes and other non-payments by the passenger, Cardholder or credit card company. In this event, CASA TRAVEL will first present to the credit card company the UCC, signed by the Cardholder or the Cardholder's (verified) written authority as provided to us by the AGENT. If the credit card company rejects authorization for any reason, AGENT will pay CASA TRAVEL the full amount of the charge-back or dispute.
3. CASA TRAVEL will call the credit card company and secure the approval code for the ticket(s).
4. All paid rebates and/or commissions will be returned to CASA TRAVEL before any ticket(s) will be processed for a credit to the Cardholder less applicable fee(s) and penalty(s).

AGENT agrees to indemnify and hold CASA TRAVEL harmless against all claims, damages, losses, costs and expenses (including attorney fees) arising in connection with or relating to any failure or refusal by any Client(s) or Cardholder(s) to pay for any ticket(s) and/or subsequent change/cancel penalty(s) for ticket(s) issued or supplied by CASA TRAVEL on behalf of AGENT.

\_\_\_\_\_  
Agency Owner/Manager Signature

\_\_\_\_\_  
Print Name & Title

\_\_\_\_\_  
Date