

Consumer's Rights

(Chapter 468L, Hawaii Revised Statutes)

As a consumer, you have the following rights regarding the purchase of travel and related services from travel agencies registered in Hawaii:

The right to be informed by the travel agency, prior to the purchase of travel services from the travel agency, of any limitations, conditions, events, circumstances, or other business or commercial factors which may affect the availability of the travel services and your ability to obtain a refund of monies paid for the travel services.

The right to rely on any promises, guarantees, representations, or information provided by the travel agency, regarding travel services. These include, but are not limited to: 1) the availability of travel services offered or sold by the travel agency; 2) the conditions for obtaining a refund of monies paid for the travel services; and 3) the nature or quality of the travel services provided.

The right to have the travel agency fulfill any term or condition of the contract for travel services between you and the travel agency, whether the term or condition was made in writing or otherwise by the travel agency.

The right to have the travel agency fulfill any promises, guarantees, or representations made by the travel agency regarding travel services, whether the promises, guarantees, or representations are made by the travel agency in written or verbal.

The right to be informed of any conditions upon which the contract between the travel promoter and the entity providing the transportation or related services may be cancelled, and the respective rights and obligations of all parties in the event of cancellation.

The right to obtain the ticket or other similar documentation for travel services from the travel agency, upon making full payment to the travel agency.

The right to a refund within 14 calendar days from the date the refund is requested of all monies paid to the travel agency for travel services which are not performed in accordance with the contract for travel services. However, the travel agency may withhold any amounts for cancellation fees previously disclosed to you, and any amounts held by the ultimate provider of the travel services, or by a representative that the ultimate provider required the travel agency to contract with.

The right to bring legal action against any travel agency that violates these rights.

