



RESERVATION GUIDELINES

Hello and thank you for calling Cuba Travel Services!

As an individual or small group, please have the following information ready at the time of booking:

1. Determine which **license** you are authorized to travel under before you call Cuba Travel Services (CTS) to reserve your seats:
 - a. Please contact the Licensing Division of the Office of Foreign Assets Control (OFAC) at 1-202-622-2480, or visit their website www.treasury.gov (search: Cuba Sanctions)
 - b. All licensing is authorized by the Office of Foreign Assets Control. If you are unsure of what license you should be traveling under, please direct all your questions to OFAC.
 - c. For a clear list of license categories, please visit our website www.cubatravelervices.com, click on "Travelers: Who Can Go" at the top of the page.
2. Determine your **travel dates**:
 - a. Please note: CTS confirms flight times on a month-to-month basis. Once flights are open to the public, certain dates may fill up fast and may be limited in availability.
 - b. Please plan accordingly and finalize your travel dates with your group before turning in your completed documents in order to reserve your seats on your desired dates.
3. Determine the **number of passengers** that will be traveling with you.
4. Each passenger must complete and provide the following documents:
 - a. **CTS Reservation Form**
 - b. **Travel Affidavit** – this form will indicate which license you will be traveling under
 - c. **Color Photocopy of Passport and/or U.S. Permanent Resident Card** – U.S. passport must be valid 6 months after the passenger's return date.



- d. **Visa Application** – General tourist visas are charged at a fee of \$85.00. If you, or one of your travel companions, were born in Cuba, please contact our Cuban visa specialists at [800-963-CUBA](tel:800-963-CUBA) (2822). Cuban-born individuals must fill out a different visa application and this process may take up to a month to process. Please contact our offices as soon as possible.
 - e. If applicable: Copy of a Letter of Authorization from your organization/institution or Specific License
5. All **originally signed documents** must be mailed to your CTS Agent. However, in order to save your seats and reservations in our system, please scan and email all documents to your CTS Agent.
 6. **Payment** is due within 7 days of your booking. Failure to pay for your reservations within the 7 days will result in the loss of your reservation and your seat will be released to the public. If you are booking within 2 weeks of your travel date, you must pay by credit card or overnight a money order to your CTS agent.
 - a. Payments by check – please make your check payable to the order of Cuba Travel Services.
 - b. Payments by credit card – please fill out the Credit Card Authorization form. All credit card payments are subject to a 3% credit card convenience fee.
 - c. If each passenger will be paying individually, rather than as a group, please notify your CTS agent.
 7. **FedEx Shipping:** Tickets will be shipped 2 weeks prior to your departure date.
 - a. Please confirm the address to which you would like your tickets to be shipped.
 - b. The cost of shipping is a flat rate of \$20.00 per package.

For more information, please visit our website at www.cubatravelservices.com, or call our offices at [800-963-CUBA](tel:800-963-CUBA) (2822).

Thank you for choosing Cuba Travel Services!

We look forward to serving you!

Best regards,

Your CTS Agent