

OPTUCORP CANCELLATION AND REFUND POLICY

All Optucorp Customer Agreements are for the purchase of a Vacation Certificate and places all assignees on notice of the consumer's right to cancel under section 559.933 Florida Statutes.

The customer may cancel a Vacation Certificate without any penalty or obligation within 30 days from the date of purchase or receipt of the Vacation Certificate, whichever occurs later. No purchase should rely upon representations other than those included in the contract. The customer may also cancel the contract if accommodations or facilities are not available pursuant to a request for use as provided in the contract. If the customer decides to cancel, the customer must notify the seller in writing of the intent to cancel by returning the certificate and sending notice to: Optucorp USA, LL. AT 13300 SW 128th ST, Miami FL, 33186 or via E-mail to customerservice@optucorp.com

All approved refunds shall be paid within Thirty (30) Days of Optucorp's receipt of a Customer's request for a refund. Refunds shall be paid to the Customer through the credit or debit card used by the Customer.

Hotel Stay: Vacation Certificate cancellation.

The Customer may cancel a Vacation Certificate for any personal reason. For any cancellation requested after Thirty (30) days from the date of the purchase, Optucorp will only refund thirty Per Cent (30%) of the amount actually paid to Optucorp. Refunds will not apply after the expiration date.

For reservations during the Travel Off-Season, Optucorp agrees it shall fully refund 100% of the Price paid by the Customer in the event Optucorp fails to provide the requested Reservation at the Selected Destination with a Participating Hotel, provided the intended reservation was timely requested in accordance with the terms of this Agreement.

Cruise Vacation Certificate cancellation.

The Customer may cancel a Vacation Certificate for any personal reason. For any cancellation requested after Thirty (30) days from the date of the purchase, Optucorp will only refund thirty Per Cent (30%) of the amount actually paid to Optucorp. Refunds will not apply after the expiration date.

In case the Customer has received the confirmation of his/her reservation and Carnival cancels the selected itinerary, Optucorp and Carnival agrees the customer will have the option to receive either a refund or a future cruise credit pursuant to the Cruise Cancellation and Itinerary Change Policy. In the event Optucorp fails to provide any of the Published Itineraries during the Effective Date, Optucorp will provide new itinerary options for the Customer.