



U.S. Department of
Transportation
Office of the Secretary
of Transportation

Information for Consumers Regarding the Cessation of Operations by Sharon Travel and Tours Corp.

In July 2016, Sharon Travel and Tours Corp., (Sharon) a public charter operator, ceased operations. Set forth below are certain alternatives available to Sharon customers.

Air Transportation

Sharon was authorized by the Department to operate public charter flights between Puerto Rico and the Dominican Republic. As required by Department rules, Sharon has in place an escrow account into which all charter participant funds were to have been deposited until the charter flights were completed. In addition, Sharon has in place a surety bond in the amount of \$200,000 to protect charter participant payments.

Obtaining a Refund

Consumers who are due a refund because of Sharon's cessation of service must be able to prove that they purchased charter air transportation or an air charter tour package from Sharon. Acceptable proof might include a Sharon receipt or invoice, or possibly the consumer's credit card purchase record.

Under Department rules, consumers may request a refund directly from Sharon. Consumers may also be able to recover funds by making a claim under Sharon's surety bond. The holder of Sharon's surety bond is:

United Surety and Indemnity
Att: Claims Department
P.O. Box 2111
San Juan, Puerto Rico 00922-2111
Sharon's Surety Bond: 13161887

Claims under the surety bond must be made within 60 days of the date of the originally-scheduled return air transportation. Claims are limited to the amount paid by the consumer for the charter air transportation or air charter tour package. Claims may be sent to United Surety and Indemnity via email to: luis.rodriguez@usicgroup.com and lourdes.molina@usicgroup.com or via fax to: (787) 625-0896.

Credit and Debit Card Refunds

Customers who paid Sharon by credit card may be entitled to a credit from their credit card company under the Fair Credit Billing Act. Write to your credit card issuer, being sure to state your account number. Enclose a photocopy of your credit card statement, if you have received one, and a photocopy of your ticket, itinerary or receipt if possible, or indicate the price of the transportation and the date it was purchased. State that Sharon has ceased operations, that you have or will not receive the product that you charged to your account, and that you are requesting a credit pursuant to the Fair Credit Billing Act.

The credit card issuer must receive this notice no later than 60 days after the date that you received the first monthly statement that listed the Sharon charge, although credit card companies sometimes waive this deadline for future transportation. If you have a paper ticket or other evidence of your transportation, some credit card issuers may ask for the original unused ticket or other documentation. If this is requested, keep a photocopy and send the original by certified mail. Do not send the original documentation unless it is requested. However, it would be a good idea to enclose a copy of any confirmation or itinerary sheet that you may have received.

There are no federal protections for debit card purchases of the type described above for credit cards. However, some debit card issuers voluntarily provide some or all of those protections. If you paid by debit card, consult your debit card issuer regarding your refund rights.