



## Terms and Conditions

### ***CANCELLATION OF SERVICES***

1. All deposits collected by the time of booking are non-refundable.
2. All Travel Insurance is always nonrefundable
3. All Trains and Ferries are nonrefundable
4. Nonrefundable items are not generally covered under most insurance policies. Please refer to your specific insurance policy
5. Most airfare is nonrefundable, some offer travel credit within 1 year from date of ticketing on their specific carrier only.
6. Some airfares may be fully or partially refundable dependent on your insurance carrier policy. Please refer to your specific insurance policy.
7. In the case of a ***cancellation*** of services already confirmed and paid by the client, Lavishly Travel will apply the following penalties: 10% of total trip cost is **nonrefundable** to cover services ***already provided*** by Lavishly Travel. If you have rebooked the higher priced trip applies.
8. In the case of a ***cancellation*** of services rebooked, Lavishly Travel will apply the following penalties: 10% of total original trip cost or 10% of the total rebooked trip cost whichever is higher is **nonrefundable** to cover services ***already provided*** by Lavishly Travel.
9. Lavishly Travel reserves its right to charge a fee of \$250.00 per person for all cancellations of travel booked as this will incur ***additional work*** to cancel all services through vendors and suppliers.
10. 15 days or less prior to service – ***An additional \$250 per person fee will be incurred.***
11. Request of refunds should be made by email to [jeanine@lavishlytravel.com](mailto:jeanine@lavishlytravel.com) and **requires a phone call** to possibly save you money and will be

processed in approximately 60-90 days from request. The refund amount will be sent minus bank and credit card fees incurred and minus the cancellation fees. Insurance is nonrefundable and some air tickets may be nonrefundable dependent upon the type of ticket purchased coupled with insurance policy. Refund processing times depend upon the suppliers processing times.

### ***CHANGES/ CANCELLATIONS ON RESERVATION BOOKED***

1. Lavishly Travel reserves its right to charge a fee of \$500.00 per person for last minute changes. (Changes within 14 days of travel)
2. Lavishly Travel reserves the right to charge a fee of \$100 - \$250 per person for changes made after a booking has been deposited depending on the complexity and time it takes to make the changes and will be discussed and paid prior to researching the change.
3. Lavishly Travel does not guarantee availability for last minute changes

### ***Travel Docs: Reservation and Company Policy***

#### ***PLANNING FEE***

Planning policy:

1. Lavishly Travel reserves its right to charge additional planning fees after the 3rd alteration on the itinerary in the amount of \$100 per change in addition to the original planning fee.
2. The original planning fee paid by the client cannot be used towards the trip cost. This amount varies by region, number of destinations involved, and the number of excursions, flights and transportation services needed. See our Fee for Services on the quote request page on Lavishly Travel website.

#### ***PAYMENT***

1. Deposit will be collected at the time of booking to guarantee availability, purchase of tickets (trains, sites and others) and other costs incurred.
2. Total trip cost or balance should be paid up to 60 days prior to departure or earlier depending on suppliers' policies.
3. Payments can be made in \$USD in the form of wire transfers, check, or credit card.

4. For payments with a credit card, there is a credit card fee of 3.5% of total amount.

## **QUOTES**

1. All Traveler Information is need prior to obtaining any quotations.
2. Please provide frequent flyer numbers
3. Please provide a valid passport for international travel to avoid name change fees.
4. Quotes will not be given until planning fee is paid.
5. After the 3<sup>rd</sup> alteration, additional planning fees need to be paid for additional quotes.

## ***Travel Docs: Standard Rules and Conditions***

**PASSPORT:** A valid passport is required for U.S. Citizens traveling internationally. Visit [www.travel.state.gov](http://www.travel.state.gov) for specific requirements. If you are not a U.S. Citizen, please check with the consulate of the country to which you are traveling for entry requirements.

**BAGGAGE FEES:** Additional fees for baggage may apply. Please contact the airline or refer to its website for detailed information regarding their checked baggage policies.

**IMPORTANT:** Availability is subject to change and prices are subject to increase prior to the time you make full payment. Prices are not subject to increase after you make full payment, except for charges resulting from increased government-imposed taxes or fees.

**PAYMENT TERMS:** If you are booking your vacation more than 60 days before departure, you may elect to pay your balance in full at time of booking, or (if applicable) to make an initial deposit and pay the remaining balance no less than 60 days before departure.

**AIR:** If your booking includes air travel, such airfare is subject to the policies of the issuing airline and may be non-refundable once ticketed. Price is not guaranteed until ticketed.

Thereafter, any amendment or any changes to a reservation once booked and paid or deposited constitutes a cancellation and any ticket exchanges, changes, reissues and cancellations may require additional funds. In addition to retaining any non-refundable deposit, cancelled bookings may incur charges up to 100% of the cost of the booking depending on the Airlines rules. Ask about contracted refundable air options.

**ADDITIONAL TAXES:** Additional taxes and surcharges that cannot be pre-collected may be charged locally by car rental agencies, hotels or other suppliers.

**TRAVEL PROTECTION:** We always recommend that all travelers purchase travel protection for their vacation package. Any coverage you have purchased is listed under insurance components. Please contact your insurance agent for plan details, plan costs and a description of coverage. Travel protection may not cover Lavishly Travel imposed fees or added excursions.

**HAZARDOUS MATERIALS:** Federal law prohibits the carriage of certain hazardous materials, such as aerosols, fireworks, and flammable liquids, aboard an aircraft. If you do not understand these restrictions contact your airline.

**LIABILITY:** Lavishly Travel and its employees, affiliates, officers, directors, successors, agents and assigns do not own or operate any entity which provides goods and services for your travel including without limitation, lodging facilities, airline, vessel, motor coach or other transportation companies, guides or guide services, local ground operators, providers or organizers of optional excursions, food service providers, etc. All such persons and entities are independent contractors and are in no way affiliated with Lavishly Travel. Lavishly Travel is not liable for any negligent or willful act or failure to act of any travel service provider or of any third party. Lavishly Travel is not responsible for any injury, loss, death, inconvenience, delay / damage to person or property in connection with the provision of any goods or services whether resulting from, but not limited to, acts of God or force majeure, illness, disease, acts of war or civil unrest, insurrection or revolt, animals, strike or other labor activities, criminal or terrorist activities, of any kind, overbooking or downgrading of accommodations, mechanical or other failure of airplanes or other means of transportation, or any failure of any transportation mechanism to arrive or depart on time. If due to weather, flight schedules or other uncontrollable factors you are required to spend additional night(s), you will be responsible for your own hotel, transfers and meal costs. Baggage is entirely at owner's risk.

Furthermore, you specifically agree that ***Lavishly Travel*** is not liable for any consequential loss or damage. Conditions can change rapidly in a country at any time. It is the traveler's responsibility to check the USA Government Travel Advisories for your intended destination at <https://travel.state.gov/content/travel.html>

### ***Travel Docs: Deposit Information***

ALL DEPOSITS ARE NON-REFUNDABLE AIRFARE IS NOT GUARANTEED UNTIL TICKETED FINAL PAYMENT IS DUE 60 DAYS PRIOR TO DEPARTURE.

### **COVID TRAVEL ADVISORY**

Lavishly Travel and its officers and associates are not responsible for anything related to COVID. We will do our best to assist you through any of the processes as allowable by law.

Important Information regarding COVID-19 and impact on travel.

Please be advised that you are considering, or intending to proceed with, international travel at a time when COVID-19 is a known global risk. Any person choosing to proceed with travel with that in mind, does assume and accept responsibility accordingly for the risks and limitations that may apply.

Please be aware that COVID-19, and the health and security measures around COVID-19 may impact parts of your trip and may influence the operation of some travel services. Any country you travelling to, from or via, and the airline(s) you are travelling on, may all have strict requirements to limit the spread of COVID-19.

These requirements may include but are not limited to:

- Wearing of masks at airports, while on an aircraft, and when out in public.
- Compulsory requirements to have adequate health & travel insurance coverage.
- Active testing for COVID-19, before being allowed to board any flight or enter a country.
- Being able to show proof of current health status via formalized means (Certificate, test or similar)

- Subject to screening on arrival at your destination country or any transit countries.
- Subject to quarantine/isolation periods in any country subject to screening results.
- Changing restrictions on sightseeing, due to closures or other public health concerns.
- Limitation/restrictions on travel to your destination by your country of residence/citizenship.
- Possible compulsory quarantine on return to your country of residence/citizenship.

NOTE! For ALL TRAVELERS flying to, including returning to, the USA - Effective January 26, 2021.

All passengers must present a negative COVID-19 test result, or documentation of recovery from COVID, to the airline prior to boarding USA bound flights, or boarding will be denied. The test (viral test) must be done within the 3 days before the flight to the US. Passengers authorized to fly must still complete any quarantine requirements. Locating and accessing COVID testing sites in destination are the responsibility of the traveler.

COVID-19 is causing constant and ongoing changes in the application of the above types of measures and the way an airline, airport or country chooses to deal with the threat of COVID is constantly changing.

It is your responsibility to keep yourself and members of your traveling party (travel companions) informed of all requirements in relation to your trip and any COVID-19 based restrictions and suggest these are constantly monitored right up until your trip is complete, as they can change at any time.

Any additional expenses or fees incurred, or any loss, resulting from any airport, airline or government restrictions will be the sole responsibility of the traveler.

Lavishly Travel is not liable for any loss due to failure to read and understand this information, as the considerations included in this document may be critical to your upcoming trip. Lavishly Travel's regular booking conditions and policies also apply. All considerations in this document apply to all passengers

For more information, before travelling Lavishly Travel recommends you consult

US Government websites for any specific travel advisory information pertaining to your destination.

### **CONTACT WHILE IN TRAVEL**

**IMPORTANT:** We do not respond to in travel requests via email or text. Most issues can be resolved quickly with a phone call. While in travel please CALL for emergencies. Please follow the instructions below :)

Don't worry, we have a great team to assist you and I will still be available for emergencies.

### **The following is the contact information for you:**

Non-emergency and General questions: Please use the CRM in order to keep everything in the active workflow for your quote request, In order to handle all requests post booking such as upgrades, changes and activity planning, I work in the order of date of travel to ensure every trip is finalized in time for travel. Emergencies, such as flight cancellations, or in travel needs will always come first. We require a phone call for all in travel emergencies. We do not monitor email or text 24/7.

**TOURS And ACTIVITIES** These must be done by us 6 weeks or more before your trip. Most of the hotels and resorts have amazing concierge services.

See your personal final documents for in travel services

### **LAVISHLY TRAVEL NUMBERS**

1) Refer to your travel documents and look for "How to contact .... While in travel"

2) Jeanine 941-882-2904

3) David 941-882-2357 Text and call

For bookings with other suppliers see their additional terms and conditions in your travel documents.

**DO NOT MAKE ANY CHANGES TO YOUR ITINERARY WITHOUT TALKING TO ME PLEASE!**

Please read your electronic documents thoroughly and follow all instructions on them.

If you need to cancel due to Covid within 72 hours of travel, call me direct 941-882-2904. I will not be answering texts from or emails within 72 hours of travel. You must call me direct as I set your number to ring as an emergency ring tone.

If you have trouble with apps prior to travel, please try to start this project 7 days prior to travel so we can schedule a call.

**Flights:**

Please use the airline code and your last name to log into the airline website 1 week prior to travel to verify the time of your flight. Please check back a couple days before as airlines have made quite a few schedule changes. The code is located directly under the airplane logo.

Airlines have their own policies and procedures regarding seat assignments and baggage allowance. Please refer to your specific airlines website for more information.

If your names are not correctly spelled to match your ID or passport, please call phone number 1 listed above and follow those steps.

**When you arrive to an international destination, the first thing you need to do is ask the front desk when and where you go to schedule a test to get back to the US.**

**Transportation:**

See documents and it is recommended to reconfirm all transportation services 24-48 hours in advance for pick up times and locations.

**Activities:**

Please reconfirm all activities at least 24-48 hours prior or have a hotel concierge do this for you all at once.



**Insurance:**

Please refer all insurance questions directly with the insurance provider.