



## TERMS AND CONDITIONS

### 1. RESERVATIONS:

- All bookings should be made utilizing the guest's legal name. If booking an international trip, the reservation name must match the name listed on your passport. This is important because the guest will be responsible for any fees related to name changes after travel documents have been issued.
- All reservations must be made no later than 60 days before departure.

### 2. PASSPORT / VISA / TRAVEL DOCUMENTS:

- Make sure that your passport is valid for at least 6 months after travel, if traveling to an international destination. Luxe & Life will also require passports for cruises that will dock at international ports. Ensure that you have extra pages within your passport. Some countries may require a full, blank page when stamping.
- Visa and passport requirements vary. It is your responsibility to double-check this, especially if you are a non-United States citizen. We will provide as much information as we can based upon US citizenship. We do not provide passport/visa/travel document-related information for residents/citizens of other countries.



- If booking a trip that allows children, anyone under the age of 18 years old, must be accompanied by a parent or guardian. If a child under 18 years of age will be traveling with only one parent or another guardian, please bring a notarized letter from the parents or non-traveling parent giving permission/authorization for the child to travel. Make sure to include the dates of travel. Please do not overlook this. Security is trained to help prevent international child abductions and failing to bring such authorization could lead to a delay or cancellation of travel. Visit <https://www.dhs.gov/travel-overseas> for more information.
- Travelers are also responsible for knowing whether any conditions or previous, criminal activity will prevent them from leaving the United States. This could include, but is not limited to: unpaid federal loans, probation, subpoena, unpaid child support, and drug trafficking. Contact your attorney for any legal advice regarding these matters.
- Visit <https://travel.state.gov/content/travel/en/passports.html> for more information regarding passports.

### **3. PAYMENT PLANS:**

- A deposit is due at the time of booking for all reservations. These deposits are non-refundable and non-transferable. The amount of the deposit will be clearly noted.
- Payment may be made in full at the time of booking, if desired.



- A payment plan option will be available as long as it is still being offered. After a certain date, payment plans will no longer be allowed. This will be noted during the booking process. At this point, only full payment will be accepted. This will be due to the close proximity of the travel date.

#### **4. REFUNDS:**

- All payments made to Luxe & Life Travel Group, LLC are non-refundable and non-transferable. This is so we can meet our contractual agreements with our suppliers and vendors. We highly recommend purchasing travel insurance.

#### **5. TRAVEL INSURANCE:**

- We highly recommend purchasing travel insurance in the unfortunate event you are unable to travel with us. Travel insurance will be REQUIRED for all international trips and those outside of the contiguous U.S; it will be optional for domestic travel within the contiguous United States. We will provide a list of travel insurance companies which you can select from or you can choose your own provider. We recommend purchasing “Cancel for Any Reason” insurance within 14 days of placing a deposit. Most policies require “Cancel for Any Reason” to be added soon after booking a trip. Purchasing travel insurance for domestic and/or international trips will be the traveler’s responsibility.

#### **6. PRICING:**



- Most pricing will be based on double occupancy, unless otherwise specified. Prices do not include items of a personal nature such as food, beverages, alcohol, laundry, passports, visas, foreign port taxes, etc. (except items that are covered by an all-inclusive resort or otherwise specified). All pricing should be accurate when published, but in the event of error (human or computer), Luxe & Life Travel Group, LLC reserves the right to correct pricing information and/or invoices. In such cases, a full refund will be granted as long as written notice of cancellation is received no later than 10 days after notification of error.

#### **7. AUTOMATIC BILLING:**

- You may enroll in our automatic booking plan for when booking most trips. You will know in advance the due dates as well as corresponding payment amounts. Initial deposits will be due at the time of booking and payments will be made according to the payment schedule displayed. There is no charge for automatic billing services.

#### **8. PAYMENTS:**

- All deposits are due at the time of booking.
- Travelers may also opt to pay in full for trips.
- A group participation fee may be required due to the structure of certain trips. If so, it will be clearly noted and explained.



- Reservations must be paid at least 60 days prior to travel. Cruise reservations will typically need to be paid at least 90 days before travel.
- Major credit and debit cards are accepted for payment. Some trips may allow “buy now, pay later” options.
- All cancellations must be requested in writing. Email your request with your full name, invoice number, and travel dates. Once we receive your request, you will be emailed a cancellation form. Please complete the form and email it back.
- Please be aware that name changes due to incorrect information provided may result in a \$100 change fee.

#### **9. COVID POLICY:**

- Each traveler must agree and understand that:
- Covid is highly contagious and the virus can be spread through the air, as well as person-to-person contact.
- Policies may be in effect to minimize the spread of Covid. These may be Luxe & Life policies, supplier policies, local policies, and/or international policies.
- Even when efforts are made to enforce any such policies, some travelers may not be consistent in following said policies.
- Entry to any localities and/or countries may be denied due to current policy restrictions.



- If a traveler is sick, quarantine may be required due to specific procedures and policies during travel.
- Each traveler is responsible for knowing, understanding, and adhering to the current policies regarding the various travel destinations.
- Each traveler assumes all risks and liabilities and will hereby and forever hold harmless, waive, discharge, and release Luxe & Life Travel Group, LLC owners, employees, contractors, affiliates, assigns, and heirs (known as Released Parties) from any liability, claims, demands, actions, causes of action, directly or indirectly, that have resulted in or are related to any loss, damage, injury, or death related to Covid.
- None of the Released Parties will be responsible for any costs, expenses, damages, lawsuits, claims, judgements, liabilities, attorney fees due to being affected indirectly or directly by Covid through the use of Luxe & Life Travel Group, LLC services, contractor, supplier, or vendor services related to Luxe & Life Travel Group, LLC.
- Each traveler acknowledges that they are traveling at their own risk.

**10. FORCE MAJEURE:**

- There may be times when the traveler and/or Luxe & Life Travel Group, LLC are not able to perform or complete performance of the contract due to circumstances beyond either's control. These times/events are called force majeure events and fulfilling the contract may be inadvisable, impractical, dangerous, illegal, and/or impossible. These



- events may include, but are not limited to, acts of God, acts of war, acts of government, acts of civil unrest, insurrection, military action, revolts, strikes, labor activities, criminal and/or terrorist activities, threats, pandemics, epidemics, illnesses, prevalent health conditions, earthquakes, hurricanes, lightning, explosions, unexpected legislation/changes to legislation, or any other event outside of reasonable control of either party.
- If force majeure events do occur, the cancellation policies of suppliers will be followed along with these terms and conditions. Changes to the policies are at the discretion of the suppliers (if application) and Luxe & Life Travel Group, LLC. Travelers will be informed of their options should force majeure events/conditions arise.

#### **11. DISABILITIES:**

- We recommend that travelers select travel experiences that are suitable for their physical capabilities. Please notify Luxe & Life Travel Group, LLC if there are physical disabilities, hearing and/or sight impairments that may present difficulties during travel. This should be done prior to making travel reservations, so we may review and discuss any disabilities and/or impairments. If it is determined that travel is possible with certain assistance, the traveler is expected to secure and be accompanied by the person responsible for providing such assistance. Luxe & Life,



- travel guides, hosts, partners, and other personnel are not able to provide assistance. All passengers are expected to be able to understand and follow directions and instructions from travel hosts, guides, and escorts. Luxe & Life Travel Group, LLC reserves the right to remove or reject participation if an individual has not disclosed disabilities that could be unsafe or dangerous to the individual and/or the rest of the group. Expenses, including any cancellation fees, for a participant's return home is the passenger's sole responsibility. Luxe & Life may be able to provide alternate touring options, if possible. We will try to allow reasonable accommodations when possible, but please know that our main responsibility must be the safety and well-being of all travelers.
- In addition, please be aware that international countries and other territories are not required to follow the Americans with Disabilities Act. This means that international hotels, cruises, tours, vehicles, sidewalks, walkways, seating, ramps, elevators, and other devices may not be able to accommodate certain disabilities. Please check with Luxe & Life before booking, if you have any disabilities and/or limitations so we can determine if you can be properly served and accommodated.
  - Please check with us if you rely on service animals, as well.

## **12. TRANSPORTATION:**



- Each traveler is responsible for their own transportation to the trip destination, unless otherwise specified. We do not schedule airline tickets, train tickets, rental cars or other modes of transportation outside of announced events within the itinerary.
- Each traveler will be advised on basic travel guidelines at the discretion of Luxe & Life.
- In addition, some countries may use insecticide to clean airplane cabins. Please visit the U.S. Department of Transportation website for more information at <https://www.transportation.gov/airconsumer/spray>.

### **13. HOTELS:**

- Please note that we will request bed sizes; however, room selection is always at the discretion of the hotel's management. This is called run-of-house. This means that bed types are subject to availability. In addition, sometimes events happen which are out of our control. If there is an issue with the hotel we have advertised, we will rebook rooms in the same hotel category and reserve the right to make such substitutions. There will be no refunds if there is a difference in booking costs.
- Many overseas hotels do not have air conditioning due to when the hotel was constructed. In addition, some hotels may cut the air conditioning off at night or only use it during what they deem to be summer months. Please know that this is beyond



our control and strictly up to the hotel's management. Also, staircases and elevators in some hotels may be much smaller than American standards.

- Most hotel check-ins are around 3 pm and check-out is typically before noon. Please plan all of your arrival and departure transportation accordingly.

#### **14. MEALS:**

- Meals will only be provided by Luxe & Life when explicitly stated. Most meals at an all-inclusive resort will be included.
- Please let us know of any particular dietary restrictions or needs at least one month prior to departure. This allows us time to inform our suppliers in hopes that the requests can be granted and accommodated.

#### **15. ITINERARY:**

- Luxe & Life reserves the right to rearrange the itinerary or tour schedule, if necessary. Events such as inclement weather may cause us to work with suppliers and vendors to develop the safest and most feasible itinerary.
- We also cannot guarantee the number of participants who will be in the group. In addition, our tour groups may be combined with other groups throughout the trip.
- Some tourist locations, events, buildings, etc may be closed due to holidays or other reasons. This could affect the tour, events, and even hotel stays. We will do our best to reasonably offer alternative options. No cost adjustments will be made.



- Cruise ships may also change itineraries according to weather and/or other hazardous conditions. We will not be responsible for shore excursions that are booked independently and missed due to itinerary changes. If a sailing is cancelled, all monies will be refunded.

#### **16. TRAVELER BEHAVIOR:**

- We reserve the right to dismiss any traveler displaying disruptive behavior that is incompatible with our group. An individual will be warned if they fall in this category. Certain behaviors, including but not limited to, physical aggression and sexual harassment will not be tolerated and the participant will be required to leave the group. No refunds will be given and no accommodations will be arranged. If you are required to leave the group, you will do so at your own expense. We will not make any hotel or transportation arrangements. Any costs associated with the trip will still be non-refundable.

#### **17. HEALTH CONDITIONS:**

- It is up to the traveler to make sure they are up to date on all immunizations and vaccines for maximum health protection. In addition, discuss with your doctors any serious health conditions before participating in travel. Many of our trips will require periods of walking and moderate exercise. In addition, if a traveler is found to be sick or very ill, they will be directed to the nearest medical facility for an evaluation.



Serious illnesses will cause a traveler to be removed from the group if it has the potential of putting the traveler and/or other participants at risk. Any related costs outside of what is in the scheduled itinerary will be at the traveler's expense.

- All travelers agree to allow Luxe & Life to arrange for emergency medical treatment, transportation, and/or hospitalization, if needed.

#### **18. TRANSPORTATION/PASSENGER AGREEMENT:**

- All travelers will be required to sign a transportation/passenger agreement that releases Luxe & Life from any liability associated with transportation services. We will typically use a vendor when group transportation is needed during trips.

#### **19. LIABILITY RELEASE:**

- All travelers must understand that participation in travel is voluntary and risks are ever present. These risks are not limited to, but do include: illness, injury, and death which may be caused by natural disasters, accidents, persons unassociated with Luxe & Life, vendors, suppliers, acts of government, acts of war, civil unrest, force majeure events, acts of God, insurrection, revolt, criminal and/or terrorist activity, structural and/or defective conditions, electrical failures, mechanical failures, animals, insects, flora, fauna, sanitation, lack of medical care, inadequate medical care, food poisoning, epidemics, pandemics, and various other circumstances.



- All travelers must hold harmless and release Luxe & Life Travel Group, LLC from all negligence, including third party negligence.

#### **20. PARTICIPATION:**

- All travelers must agree that they are voluntarily participating in travel with Luxe & Life Travel Group, LLC and understand all responsibilities and risks.

#### **21. PHOTO/VIDEO RELEASE:**

- Luxe & Life Travel Group, LLC will take photos and videos during trips for marketing and promotional purposes. All travelers grant permission for photos and videos to be used without payment or compensation to the traveler.

#### **22. CHANGES:**

- There may occasionally be errors, human or technological in nature. Luxe & Life reserves the right to make any necessary changes. In the event of such errors, the appropriate changes will be made. If there has been an error in pricing, the participant can choose to still continue with the trip at the correct rate or a full refund will be given if the participant wishes to no longer participate. A notice of cancellation must be received within 10 days of error notification.



- These Terms and Conditions may also be changed at any time without notice. Please refer to the Terms and Conditions before each booking, as any changes will be updated.