



# TERMS & CONDITIONS

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These Terms and Conditions (“Terms”) apply to any travel related services from Goddess Travels, LLC (“we”, “us” and “our”) and govern the contractual relationship between the customer (“you”) and Goddess Travels, LLC. Please read them in their entirety before making your purchase. These Terms describe what you are legally entitled to expect from Goddess Travels, LLC when you purchase our services, in addition to your obligations as a customer. By booking and/or using any travel related services with Goddess Travels, LLC, you agree to be bound by these Terms.

These Terms only cover travel-related services provided by Goddess Travels, LLC. They do not extend to any third-party vendors, tour operators, or partners.

## 1. BOOKING CONTRACT

Your booking is confirmed when Goddess Travels, LLC receives your applicable deposit amount and issues a written confirmation. It is your responsibility to check your confirmation carefully. Any incorrect or incomplete information should be reported to us immediately.

You must be at least 18 years old to make a booking. You agree to provide full, complete and accurate information to Goddess Travels, LLC.

If purchasing on behalf of other participants, you must represent and warrant that you have obtained all required consents. You are the designated contact person for every participant on the booking and responsible for keeping your group informed, communicating any changes or cancellations to Goddess Travels, LLC, and making all

payments due in connection with said booking. As the designated contact, you are also responsible for verifying that any information you provide on behalf of another participant is complete and accurate. Goddess Travels, LLC will under no circumstances be liable for any errors or omissions in the information provided to complete a booking.

The booking name must match the relevant passport exactly (first, middle, last), no exceptions. Goddess Travels, LLC is not responsible for disruptions in your travel plans due to incorrect information provided by the customer and/or traveler.

## 2. PAYMENT

### A. COMPLETE PAYMENT

Complete payment is due on the established payment due date, prior to the trip departure date. The payment due date may vary according to the trip departure date and the date upon which the customer's deposit is first received. You will be notified of the payment schedule upon booking. If Goddess Travels, LLC does not receive your complete payment on or before the payment due date, Goddess Travels, LLC reserves the right to cancel the reservation. You will forfeit your deposit and the amount paid thus far.

### B. DEPOSIT

**The customer's deposit is NON-REFUNDABLE.** Transfers of the deposit amount to another participant or Goddess Travels, LLC group trip, custom itinerary, and/or travel related service are made at the sole discretion of Goddess Travels, LLC.

### C. LATE PAYMENT

Failure to make a complete payment within five days of the agreed upon payment due date is a breach of contract. A \$50 late fee will be added to said payment and is due immediately. Goddess Travels, LLC reserves the right to cancel your registration for any group trip if you miss multiple payments. In the event of multiple late payments, Goddess Travels, LLC also reserves the right to assign your spot to the next eligible client on the waitlist.

## D. REFUNDS

All deposits and payments (including full payments, installment payments, and late fees) are NON-REFUNDABLE. Transfers of any payment amount to another participant or Goddess Travels, LLC group trip, custom itinerary, and/or travel related service are made at the sole discretion of Goddess Travels, LLC.

The vendors we partner with, including hotels and tour companies, require advance payment. When you register for a group trip, we assume, through good-faith payments, that you will attend the trip.

The only exception to this refund policy is the cancellation of group trips by Goddess Travels, LLC for any reasons beyond Force Majeure and customer negligence. Please refer to Section 4A of these Terms for details.

Unforeseen situations and circumstances may present themselves to our customers. For these circumstances, we highly recommend purchasing comprehensive “**Cancel For Any Reason**” travel insurance to cover your assets.

## 3. CHANGES

### A. CHANGES BY GODDESS TRAVELS, LLC

Goddess Travels, LLC reserves the right to make changes to any and all aspects of our group trips, including but not limited to the itinerary, accommodation, types and/or timing of activities, and included items and/or services. These changes can be made at our sole discretion, for reasons including but not limited to conditions that we deem may be hazardous, dangerous, or otherwise threatening; weather conditions; availability of third party vendors; an act of omission by a third party that prevents any such aspects of the group trip; and any other circumstance beyond our control. The customer will not be eligible for any refunds of any amount based on such changes.

If Goddess Travels, LLC makes a change affecting at least one full day of the itinerary, which materially affects the character of the group trip in its entirety, Goddess Travels, LLC will provide notice to you as soon as reasonably possible, provided that there is sufficient time to do so before departure.

Once a group trip has departed, itinerary changes may be necessary as a result of unforeseen circumstances, operational concerns, or concerns for the health, safety, enjoyment or comfort of the travelers. Any changes are made at the discretion of Goddess Travels, LLC. You acknowledge that you must have reasonable financial resources to cover incidental expenses during all travel with Goddess Travels, LLC, whether or not such expenses arise from a change of itinerary. Goddess Travels, LLC is not liable for your failure to prepare adequately for travel and unforeseen circumstances which may arise during travel. Goddess Travels, LLC will not be liable for any indirect and/or consequential losses associated with any changes to a booking or itinerary.

## **B. CHANGES BY THE CUSTOMER**

You are responsible for ensuring that information provided to Goddess Travels, LLC is accurate and up to date. Any changes to a booking depend on availability and are subject to Goddess Travels, LLC's approval and these Terms. Any extra costs incurred for making the change will be charged to you. Cancellation of any Goddess Travels, LLC group trip, custom itinerary, or other travel-related service will not be considered a change for purposes of this section and will be governed by the applicable cancellation terms. No changes are permitted to any booking within 10 days of departure.

## **4. CANCELLATIONS**

### **A. CANCELLATIONS BY GODDESS TRAVELS, LLC**

Goddess Travels, LLC reserves the right to cancel your reservation if your complete payment is not received on or before the payment due date. In the event of the aforementioned cancellation, you will not be eligible for any refunds of any amounts paid (including the deposit).

Goddess Travels, LLC further reserves the right to cancel the group trip prior to the departure date in the event of an insufficient number of registrants confirmed for the group trip. If a group trip is cancelled by Goddess Travels, LLC before the departure date for reasons other than Force Majeure and the cancellation is not caused by your fault or negligence, you will receive a full refund of all monies paid to Goddess Travels, LLC for the cancelled group trip.

Goddess Travels, LLC is not responsible for any incidental expenses or consequential losses that you incur as a result of the cancelled group trip including, but not limited to

visas, vaccinations, non-refundable flights or rail, non-refundable car parking or other fees, loss of earnings, or loss of enjoyment.

## B. CANCELLATIONS BY THE CUSTOMER

All cancellations by the customer must be received in writing and emailed to Goddess Travels, LLC at [pamenah88@gmail.com](mailto:pamenah88@gmail.com). **All deposits and payments are NON-REFUNDABLE.** Payments may be transferred to another Goddess Travels, LLC group trip, travel related service, and/or participant at the sole discretion of Goddess Travels, LLC.

## 5. PRICES, SURCHARGES, AND TAXES

Once a passenger has paid in full – all prices are final. Group trips, custom itineraries, and other travel related services are priced and advertised inclusive of applicable taxes.

From time-to-time we may offer reduced pricing on certain products or services. Reduced pricing applies only to new bookings. Bookings where payment of at least a deposit has been received by Goddess Travels, LLC are not entitled to reduced pricing.

## 6. VALIDITY

All dates, itineraries and prices of group trips, custom itineraries, and other travel related services are subject to change at any time. The current price will be quoted and confirmed at the time of booking, subject to any surcharges that may be levied in accordance with these Terms.

You are responsible for keeping up to date on the specific details of your group trip, custom itinerary, and any other travel-related services. For group trips this includes, but is not limited to checking Goddess Travels, LLC's website at least 72 hours prior to departure as minor changes to the itinerary may have been made after the time of booking.

## 7. FLEXIBILITY & UNUSED SERVICES

By booking and/or traveling with Goddess Travels, LLC, you acknowledge that the nature of travel requires flexibility and you will permit reasonable alterations to products, services or itineraries by Goddess Travels, LLC. The route, schedules, accommodations, activities, amenities and mode of transportation are subject to change without notice due to unforeseeable circumstances or events outside the control of Goddess Travels, LLC (including but not limited to Force Majeure, illness, mechanical breakdown, flight cancellations, strikes, political events and entry or border difficulties). No reimbursements, discounts or refunds will be issued for services that are missed or unused after departure due to no fault of Goddess Travels, LLC, including your removal from a group trip and/or custom itinerary because of your negligence or breach of these Terms.

## 8. INTERNATIONAL TRAVEL REQUIREMENTS

A valid passport is required for international travel. Your passport must be valid for at least 6 months beyond your scheduled return date.

You accept full responsibility to obtain information and to have in your possession all documentation and identification required for entry, departure and travel to each country on your itinerary. Passengers traveling without proper documentation or not meeting destination requirements may be denied boarding or entry to an international destination. You are solely responsible for the full amount of costs incurred as a result of missing or defective documentation and will not be entitled to a refund.

Goddess Travels, LLC is not responsible for the issuance of travel documentation including passports, visas, and other certificates (including but not limited to vaccination or medical certificates). Travelers should ensure they have or have been approved for the appropriate documents before purchasing travel. Passengers with prior criminal convictions are responsible for ensuring that they are not restricted by the laws of the country to which they are traveling.

## 9. TRAVEL INSURANCE

**Travel insurance, including emergency medical, evacuation, and repatriation coverage is required for all group trips with Goddess Travels, LLC. For custom trip itineraries travel insurance is still recommended.**

Insurance coverage is not included in the cost of any group trip, custom itinerary, or travel related service offered by Goddess Travels, LLC and you are required to obtain separate coverage at an additional cost. You are solely responsible for ensuring that you are adequately insured for the full duration of the trip with respect to possible illness, injury, death, property damage, loss of baggage and personal items, cancellation and/or curtailment, and/or any other potential losses, damages, costs, expenses, or liabilities. It is your responsibility to ensure your travel insurance covers you for any and all activities that form part of the itinerary of the trip that you are booking. Goddess Travels, LLC is not responsible for any losses you incur and/or sustain.

## 10. ACCEPTANCE OF RISK

Depending on the nature of the Goddess Travels, LLC group trip and/or custom itinerary booked, as well as the location(s) in which the group trip and/or custom itinerary is to operate, there may be a significant amount of risk to your health and safety involved in travel on the aforementioned group trip and/or custom itinerary. By traveling with Goddess Travels, LLC you acknowledge that you have considered any potential risks to health and safety. The customer hereby assumes responsibility for all such risks and releases Goddess Travels, LLC from all claims and causes of action arising from any losses, damages or injuries or death resulting from risks inherent in travel, including adventure travel specifically, visiting foreign destinations, and participating in adventurous activities such as those included in group trip itineraries or otherwise suggested by Goddess Travels, LLC.

## 11. DISCLAIMERS AND LIMITATION OF LIABILITY

You understand and agree that Goddess Travels, LLC is not responsible for any damages and disclaims all liability that may result in participating in our group trips and/or following our custom itinerary recommendations. Partaking in any Goddess

Travels, LLC group trips or experiences recommended by Goddess Travels, LLC as part of a custom itinerary is at the traveler's own risk.

Goddess Travels, LLC assumes no responsibility for the traveler's compliance with any applicable laws, rules and regulations. Goddess Travels, LLC recommends that travelers obtain appropriate insurance. Please review your personal travel insurance policy carefully, and in particular, please make sure that you are familiar with and understand any exclusions to, and any deductibles that may apply for such insurance policy.

## 12. WAIVER OF LIABILITY AND RELEASE

As a customer of Goddess Travels, LLC, you voluntarily assume full responsibility for and hereby release, waive, discharge, hold harmless, and covenant not to sue Goddess Travels, LLC, its officers, members, agents, contractors, employees, volunteers, guides, and other representatives for any and all claims, demands, actions, causes of action, and/or losses (including but not limited to any exemplary, direct, indirect, incidental, special, consequential, punitive, or other damages, medical expenses, lost wages/income, loss of services, lost profits, property damage, pain, illness, and death) whatsoever arising out of or in any way related to your travel to and/or participation in the group trip, custom itinerary, and/or other travel related services, along with any activities conducted in connection therewith, regardless of whether such liabilities are caused by the negligence of Goddess Travels, LLC, its representatives or otherwise, regardless of whether such liability arises in tort, contract, strict liability, or otherwise, even if Goddess Travels, LLC or any of its representatives have been advised of the possibility of such liabilities, to the fullest extent allowed by applicable law.

## 13. FORCE MAJEURE

If Goddess Travels, LLC is prevented (directly or indirectly) from performing any of its obligations under this agreement by reason of any Act of God, strike, trade dispute, fire, inclement weather, breakdown, interruption of transportation networks/means, government or political action, acts of war or terrorism, acts or omissions of a third party, or for any other cause whatsoever outside of Goddess Travels, LLC's reasonable control, Goddess Travels, LLC will be under no liability whatsoever to you and may, at our sole discretion, by written notice to you, either cancel the group trip and/or other travel related services, or take any other reasonable action. Under such circumstances you will not be eligible for a refund of any amounts paid to Goddess Travels, LLC, and in



no event will Goddess Travels, LLC be responsible for any other amount, including preparation costs, airfare, travel documents, or any other Losses or claimed damages.

## 14. IMAGES AND MARKETING

While participating in any group trip, photos and/or videos may be taken by Goddess Travels, LLC or its representatives that may contain or feature your image in part or in whole. You consent to any such pictures being taken and grant a perpetual, royalty-free, worldwide, irrevocable license to Goddess Travels, LLC, its affiliates and assigns, to reproduce for any purpose whatsoever (including marketing and promotions), in any medium whatsoever, whether currently known or hereinafter devised, without any further obligation or compensation payable to you.

## 15. ADDITIONAL TERMS FOR CUSTOM TRIP ITINERARIES

The following Terms and Conditions will only apply if you are booking à la carte travel planning services with Goddess Travels, LLC.

### A. SERVICE DESCRIPTION

Goddess Travels, LLC will provide the following travel planning services, based on the customer's request:

- Round trip airfare booking
- Accommodation booking
- Custom trip itinerary

Goddess Travels, LLC is not an operator of tours, activities, nor is it a provider of tours or activities. Goddess Travels, LLC does not own, sell, resell, furnish, provide, manage and/or control any transportation or tour services. Our responsibilities are limited to providing planning or booking services for the customer's requested destination.

After an initial free 30-minute consultation, you must sign a travel planning agreement and submit a deposit before planning commences.

For airfare and accommodation booking, you will receive a personalized recommendation with up to 2 destinations and 4 accommodation options.

- Quotes will include pricing for roundtrip airfare, accommodations, and travel insurance.
- Recommendations are based on extensive research and personal experience, and take into consideration location, timing, budget and the customer's requested features/amenities.
- Pricing quotes are valid at the time the proposal is submitted to the customer. It is the responsibility of the traveler to complete all necessary paperwork and provide payment in a timely manner.
- The customer is entitled to up to two (2) additional 30-minute consultations before booking accommodations and airfare.

If requested by the customer, Goddess Travels, LLC will craft a custom trip itinerary including an overview of the destination, outline of daily activities, and restaurant recommendations.

- Custom itineraries include excursion bookings and restaurant reservations, as requested by the customer.
- Once completed, Goddess Travels, LLC will provide the customer with a PDF copy of their itinerary.
- The customer is entitled to up to two (2) 30-minute consultations, in addition to the free 30-minute initial consultation, and two (2) revisions to the itinerary. Alterations to the day-by-day itinerary, tour/excursion recommendations, and restaurant recommendations constitute a revision. Selection of a new destination by the customer will be considered a new custom itinerary request, not a revision.
- Once the final itinerary has been sent to the customer, the remaining balance is due.

## **B. FEES & PAYMENT SCHEDULE**

In order to perform the professional services required to plan and arrange your travel, a service fee is required. For custom trip itineraries, a 50% deposit of the total service fee is due upon signing the travel planning agreement. It is non-refundable and

non-transferable. 100% of the deposit is applied to your final balance. The remainder of the balance is due upon receipt of the final itinerary by the customer.

For flight and accommodation bookings, booked without a custom trip itinerary, 100% of the service fee is due upon signing the travel planning agreement (set at \$50).

Payment may be made via PayPal, Venmo, or Zelle. An invoice can be sent upon request. We do not accept checks or cash.

A signed copy of the travel planning agreement must be received by Goddess Travels, LLC before planning can begin. We will notify you upon receipt of this agreement.

### C. VALIDITY

While Goddess Travels, LLC makes every effort to ensure information provided is accurate and up to date, the customer is ultimately responsible for checking their itinerary and making sure that suggested routes, addresses, opening times, and other information is accurate.

Please be advised that recommendations given by Goddess Travels, LLC are based on research, our personal opinions, and advice from other travelers. Goddess Travels, LLC makes no guarantee about the suitability or availability of the recommendations.

### D. CHANGES AND/OR CANCELLATIONS

These Terms only apply to travel planning services provided by Goddess Travels, LLC. These Terms do not represent fees associated with resorts, airlines and other vendor services. Any resort, airline or vendor penalties incurred by the traveler as a result of changes or cancellation are the sole responsibility of the traveler.

In the event that plans are cancelled or if the itinerary is not fulfilled for any reason, Goddess Travels, LLC's service fee remains non-refundable and non-transferable.

## 16. AMENDMENTS

Goddess Travels, LLC reserves the right to update or alter these Terms at any time. Any amendment will take effect 10 days after being posted to our website. An updated

version of these Terms, as amended, may be accessed at any time on our website and will be sent to you upon written request to Goddess Travels, LLC. You are deemed to have accepted any amendments to these Terms once they go into effect. We recommend that you refer to the Terms prior to your trip to familiarize yourself with the most up-to-date version available.

## 17. REFUSAL OF SERVICE

Goddess Travels, LLC reserves the right to refuse service to any customer at any time if they become hostile to the point where we are unable to complete the duties outlined in these Terms. If this clause is invoked, any monies paid will be forfeited by the customer.

## 18. CHOICE OF LAWS/VENUE

The Terms are subject to the laws of the state of Maryland, United States of America, without regard to choice or conflicts of law principles. Further, you and Goddess Travels, LLC agree to the exclusive jurisdiction of the State of Maryland to resolve any dispute, claim, or controversy that relates to or arises in connection with the Terms.