TERMS AND CONDITIONS

**Our Agreement with You**

**Products and Suppliers**
We sell a variety of travel related products (e.g., air, ground transportation, hotel accommodations, cruises, tours, etc.) from different suppliers and service providers ("Suppliers"). Each Supplier has its own terms and conditions that are applicable to your arrangements in addition to our general terms and conditions, and you should make sure that you understand them.

**Deposits and Payment**
Subject to supplier deposit refund policy, deposits received from you are non-refundable. Payment of a deposit enables us to hold a reservation for you but does not guarantee the price. For specific travel products reserved, the price can only be guaranteed once we have received a full payment and other travel documents have been issued, subject to any terms and conditions of the Supplier. We will advise you of the date that full payment is required. Upon your provision of your payment information, you are authorizing us to make the payment arrangements with the corresponding Suppliers.

We reserve the right to refuse personal cheques as a method of payment. After full payment, the conditions of the contract with your Supplier may permit them to increase the cost of your arrangements. You may be charged additional sums by to offset increased fees, fuel surcharges, taxes, and fluctuations in foreign exchange markets or any combination thereof. Acceptance of these terms and conditions hereby consent you to any post-purchase price increases and authorize us charge your credit card for such additional amounts.

**Cancellations and Changes**
Your contract with your Suppliers may allow them to cancel or amend bookings. If we are your Booking Agent, we will ensure that you are promptly notified of any significant changes once we become aware of such change if there is time before your departure, but we accept no liability for any changes or costs incurred that may result. Subject to the Supplier’s terms and conditions, you will then have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements if one is made available by the Supplier, or cancelling your booked arrangements and receiving any applicable refunds. We do not guarantee that any refunds will apply.

If you have booked a flight and we are alerted to a significant schedule change by your airline before your departure, we will contact you by email or telephone to advise you of this. Please ensure that you have given your contact email address to us and that you regularly check for messages before you leave. We have no control over airline schedule changes and accept no liability for costs which may arise because of such changes.

After you have left the country of departure, it is your responsibility to check with the airline that any onward flights you have confirmed are operating as booked. We strongly recommend that you contact your airline at least 72 hours before the scheduled departure of each flight to do this. Please note that for some airlines it is mandatory to confirm with them your intention to fly.

**IMPORTANT NOTICE**: We are not responsible for changes which arise because of events outside our control, such as technical or maintenance problems with transportation, changes imposed by re-scheduling or cancellation of flights by an airline, or main charter company, war or threat of war, civil strife, industrial disputes, natural disasters, severe weather, or terrorist activity.

**Complaints**
Customer satisfaction is particularly important to us. We do our absolute best to ensure that your travel arrangements go according to plan. However, if for any reason we have fallen short of your expectations your feedback is encouraged. If you have a complaint arising out of what we have agreed to, please let us know at the earliest opportunity by calling our office during opening hours or visiting our [contact us](https://www.goingplacestravel.com/contact-us.html#tab-contact) page.

Within one (1) business day of receiving your complaint, we will acknowledge receipt and will undertake an initial review of your complaint. There may circumstances during the initial review where we may need to clarify certain aspects of your complaint or request additional documentation from you. In such circumstances, we will explain these requirements and provide you with feedback on the status of your complaint at that time.

 **Your Agreement with Us**

**Your Acceptance of these Terms and Conditions**
By booking your arrangement with us or using our website, you are agreeing to be bound by the terms of this Agreement and any additional terms and conditions of any Supplier that are applicable to your booking, travel arrangements or use of any website content. You agree on behalf of yourself and those you represent to comply with all such terms and conditions, including the payment of all amounts when due. You agree that any violation of any such terms and conditions may result in (a) the cancellation of your reservation or purchase, (b) your forfeiture of any monies paid for your reservation or purchase, (c) you being denied access to the applicable travel related product or service, and (d) our right to debit your account for any costs we incur as a result of such violation.

You represent and warrant that (a) you are of sufficient age to use our services and website and can create binding legal obligations in connection with your use, (b) you are legally authorized to act on behalf of those you represent and accept these terms and conditions on their behalf, and (c) the information supplied by you or members of your group is true and correct. You inform such other persons of all terms and conditions applicable to their travel arrangements. You understand that you are financially responsible for any use of our services or website by you and those using your name or account.

**Changes by You**
If you wish to change your booking in anyway after we have received your payment, and subject to vendor/supplier policy, we can accept the change, we reserve the right to charge the change fees per person, per amendment provided that your instructions are provided in writing, and are received and acknowledged by us at least thirty (30) days before your special departure. Thereafter, except as provided by applicable law, cancellation charges as specified in Condition 3 below shall apply.

**If You Cancel Your Booking**
Unless specifically stated during the reservation process, final payment is due 90 days before departure according to each supplier’s (airline, hotel, cruise line, transfer company, sightseeing operators, and other travel service vendors) terms and conditions pertaining to your travel booking. If the final and full payment is not received by the applicable due date, reservations are subject to cancellation and deposits shall be forfeited. Depending on the travel product purchased, once a travel product has been paid for it is non-refundable. Your right to a refund if you change or cancel your travel plans is limited. All cancellation requests must be sent to Escape Pro Travel & Tours Travel via email @ info@escapetogetherwithus.com. Should a cancellation occur, Escape Pro Travel & Tours Travel’s and third-party suppliers' cancellation penalties will apply. Supplier cancellation penalties can be found on each supplier’s websites. Cancellation penalties are advised at time of booking and provided to you upon confirmation. If you have any questions about cancellation penalties, please contact your Escape Pro Travel & Tours Travel agent. All cancellation fees will be charged to the credit card you authorized to pay for travel services or deducted from the supplier’s refund.

**Prepaid Hotel Reservations**
You acknowledge that Escape Pro Travel & Tours Travel pre-negotiate certain room rates with hotel suppliers to facilitate the booking of reservations. You also acknowledge that Escape Pro Travel & Tours Travel provides you services to facilitate such booking of reservations for a consideration (the “facilitation fee”). The room rate displayed on the Website is a combination of the pre-negotiated room rate for rooms reserved on your behalf by Escape Pro Travel & Tours Travel and the facilitation fee retained by Escape Pro Travel & Tours Travel for its services. You authorize Escape Pro Travel & Tours Travel to book reservations for the total reservation price, which includes the room rate displayed on the Website, plus tax recovery charges, service fees, and where applicable, taxes on Escape Pro Travel & Tours Travel’s services. You agree that your credit card will be charged by Escape Pro Travel & Tours Travel for the total reservation price. Upon submitting your reservation request you authorize Escape Pro Travel & Tours Travel to facilitate hotel reservations on your behalf, including making payment arrangements with hotel suppliers.

You acknowledge that, except as provided below with respect to tax obligations on the amounts we retain for our services, Escape Pro Travel & Tours Travel does not collect taxes for remittance to applicable taxing authorities. The tax recovery charges on prepaid hotel transactions are a recovery of the estimated taxes (e.g., sales and use, occupancy, room tax, excise tax, value added tax, etc.) that Escape Pro Travel & Tours Travel pays to the hotel supplier for taxes due on the hotel's rental rate for the room. The hotel suppliers invoice Escape Pro Travel & Tours Travel for certain charges, including tax amounts. The hotel suppliers are responsible for remitting applicable taxes to the applicable taxing jurisdictions. Escape Pro Travel & Tours Travel does not function as co-vendors with the supplier with whom we book or reserve our customer's travel arrangements. Taxability and the appropriate tax rate vary by location. The actual tax amounts paid by Escape Pro Travel & Tours Travel to the hotel suppliers may vary from the tax recovery charge amounts, depending upon the rates, taxability, etc. in effect at the time of the actual use of the hotel by our customers. We retain service fees as additional compensation in servicing your travel reservation. Service fees retained by Escape Pro Travel & Tours Travel for its services vary based on the amount and type of hotel reservation.

Some hotel suppliers may require you to provide a credit card or cash deposit upon check-in to cover additional expenses incurred during your stay. This deposit is not related to any payment received by Escape Pro Travel & Tours Travel for your hotel booking.

**Indemnification**
You agree to defend and indemnify Escape Pro Travel & Tours Travel and/or its respective suppliers and any of their officers, directors, employees and agents from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature including but not limited to reasonable legal and accounting fees, brought by third parties as a result of:

your breach of these Terms and Conditions or the documents referred to herein.

your violation of any law or the rights of a third party; or

your use of this Website

**Travel Documents and Destinations**
It is your responsibility to ensure that all the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately. You must also ensure that you have the necessary travel and health documents for the country or destination you wish to visit. If you have failed to obtain the needed documentations and are denied entry into a Country, Escape Pro Travel & Tours Travel is not liable for damages or losses that may result from this trip interruption. You must determine by consulting your own doctor, if necessary, the specific precautions deemed prudent for the county or destination you intend to visit and to ensure that the appropriate medication, inoculations, or other precautions are taken.

**IMPORTANT NOTICE**: By offering reservations for travel products, in particular international destinations, Escape Pro Travel & Tours Travel does not represent or warrant that travel to such areas is advisable or without risk, and is not liable for damages or losses that may result from travel to such destinations.

**Passport, Visa, and Immigration Requirements**
It is your responsibility to fulfil the passport, visa and other immigration requirements applicable to your itinerary. You should confirm these with the relevant embassies and/or consulates. We do not accept any responsibility in the case of you being unable to travel due to not complying with any such requirements.

**Unused Services**
No refund will be due to you pertaining to the non-utilization of any part of the travel arrangements made for you by Escape Pro Travel & Tours Travel.

**Bank and Credit Card Fees**
Some banks and credit card companies impose fees for international transactions. If you are making a booking from a different country than where the booking is made you may be subject to this fee, your bank may convert the payment amount to your local currency and charge you a conversion fee. This means the amount listed on your credit or bank card statement may be in your local currency and therefore a different figure than the figure shown on the billing summary page for a reservation booked on the Website.

In addition, a foreign transaction fee may be assessed if the bank that issued your credit card is located outside of the country doing the booking. Booking international travel may be an international transaction by the bank or card company since Escape Pro Travel & Tours Travel may pass on your payment to an international travel supplier.

The currency exchange rate and foreign transaction fee is determined solely by your bank on the day that they process the transaction. If you have any questions about these fees or the exchange rate applied to your booking, please contact your bank.

**Cruising during a Pandemic**
Prior to booking, please consult all applicable U.S. Centers for Disease Control travel advisories, warnings, or recommendations relating to cruise travel, at cdc.gov/travel/notices. If a certain threshold level of COVID-19 is detected onboard the ship during your voyage, the voyage will end immediately, the ship will return to the port of embarkation, and your subsequent travel, including your return home, may be restricted or delayed. Health and safety protocols, guest conduct rules, and regional travel restrictions vary by ship and destination, and are subject to change without notice. Due to evolving health protocols, imagery and messaging may not accurately reflect onboard and destination experiences, offerings, features, or itineraries. These may not be available during your voyage, may vary by ship and destination, and may be subject to change without notice.

It is your responsibility to ensure that all the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately. All travel documents (air and cruise tickets, passport, medical card, inoculation verification) are the client’s responsibility. It is also the client’s responsibility to obtain any necessary visas and public health documents for all applicable ports and to comply with all customs requirements. Without the required documents, a guest may be denied boarding and accommodation by the cruise line, or the guest may be disembarked during the voyage and the cruise line may not make a refund or be otherwise liable to any guest for such denial of boarding or disembarkation. In the event that Escape Pro Travel & Tours Travel or the cruise line, as a courtesy, provides information or advice to necessary travel documents, visas and medical inoculations, guests are still obligated to verify such information with the appropriate government authorities and Escape Pro Travel & Tours Travel and the cruise line do not warrant or guarantee the accuracy of such information. Some countries require passports to be valid six months following your return date. Please check with the appropriate consulate for specific requirements. Escape Pro Travel & Tours Travel is not liable for damages or losses that may result from trip interruption.

Security measures imposed by governments may change from time to time and each guest will be required to comply with them.