



## The AWESome Fine Print

### **Trip Requests**

We are a full service travel agency with a vast range of knowledge and expertise. We have preferred partnerships all around the world that enable us to prepare unique and memorable vacations and incentive trips to just about any destination. Trip requests can be as detailed or minimal as you would like. We generally turn over an initial proposal within 24 hours for hotel requests and within a week for custom, multi destination programs. We generally do not accept air only requests, unless they are for roundtrip, business class or higher fares.

Requests for minor revisions to your program are encouraged and welcomed. We will make every effort to make the necessary revisions to your program for as long as needed. We will accept 1 major revision request per program. A major revision is a complete change in destination, itinerary, or significant date change after trip planning has begun. Additional revisions may be subject to special handling fees.

We are happy to assist with villa, home, and boat rentals through one of our preferred partners. However, we do not work with Airbnb, VRBO, and other 'people to people' home rental sites.

### **Planning Fees**

Your Travel Advisors reserves the right to charge a planning fee at his or her discretion. This fee will be communicated and agreed upon prior to the start of trip planning. For a hotel request that only require us to provide 2 options in a single destination, likely will not be subject to a planning fee. If you would like your Travel Advisor to build a custom, multiday itinerary or you would like your Travel Advisors to research various hotel options, you will be subject to at least a \$50 planning fee.

A typical fee structure looks as follows:

- \$50 per person initial planning fee for trip requests that are 10 days or less
- \$100 per person initial planning fee for trip requests that are greater than 10 days
- \$150 per person initial planning fee for requesting multiple itineraries
- \$30 per domestic flight booked and \$50 per international flight booked

### **Special Handling Fees**

Bookings requested within 30 days of departure may incur special handling fees up to \$500 per person. Complex trips or multiple trip requests may incur special handling fees up to \$500 per person.

### **Deposit & Final Payment**

Quote/option pricing is not guaranteed until Tafari Travel receives payment or credit card guarantee. Certain products may have additional deposit requirements. Deposits may be refundable, partially refundable, or non-refundable, your Travel Advisor will notify you of the policy at the time of the quotation or on your balance due invoice. The deposit is applied to your final payment, which is due at least 90 days prior to departure. If we do not



receive final payment by the specified date, we reserve the right to cancel the reservation. In the case of billing errors, we reserve the right to re-invoice with correct pricing. Third party charge cards are not accepted without written authorization.

### **Cancellations & Cancellation Fees**

All cancellations must be advised in writing. At the time of booking your Travel Advisor will advise you of the cancellation policy of your hotel and/or program. If a cancellation policy has not been provided to you, you are to assume the booking is non-refundable.

Cancellation policies vary and are implemented by the supplier. Please verify with your Travel Advisor if you have any questions on the cancellation policy. While you may feel some circumstances warrant leniency on cancellation penalties, it is not for Tafari Travel to make this decision. We always recommend travel insurance for this reason.

Tafari Travel requires the following cancellation fees, unless otherwise noted:

- \$25 per hotel cancellation
- \$100 per person, cancellation fee for a custom trip that has been deposited but not paid in full
- \$200 per person, cancellation fee for a custom trip that has been paid in full

### **Passports & Visas**

A valid passport is required of all program participants. Your passport must be valid at least six months after your date of return to the U.S. The name on your reservation must match the name on your passport. Non-U.S. citizens must consult with the appropriate consulates to determine if any additional visas are needed. It is suggested that all passengers, regardless of the passport they hold, check with the appropriate consulates of the countries being visited to determine if any visas are needed. Securing any needed visas is the responsibility of the passenger, although your Travel Advisor will assist when possible. Currently the following popular countries to visit require visas for United States citizens (please note, there are additional countries that require visas that are not included in this list):

- India (e-visa)
- Australia (e-visa)
- New Zealand (e-visa)
- China
- Bhutan
- Russia
- Cuba
- Vietnam (visa upon arrival)
- Cambodia (visa upon arrival)
- Kenya (visa upon arrival)
- Maldives (visa upon arrival)
- Seychelles (visa upon arrival)

### **Program Prices**



Program prices are per person, based on two persons sharing a room, unless otherwise stated. All prices are based on rates (including foreign exchange rates) known at the time of quotation. Guests are responsible for foreign

exchange increases or decreases up until final payment is made. We reserve the right to recover from you any increase in airline-imposed fuel surcharges and taxes, charges or levies imposed by any government or its agencies, up to and including the first day of travel.

### **Itinerary Variations**

If program improvements can be made or if unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute similar hotels.

### **Airfare**

Airfare quoted by Tafari Travel or one of our Air Affiliates is only confirmed at the time of payment and when an E-ticket number has been generated. If you do not have an e-ticket number on your reservation, your ticket is not confirmed. Once an air ticket has been issued and a confirmation has been generated, any airline imposed changes to seat assignments, departure and arrival locations/times, etc are not a result of any actions by Tafari Travel. However, we will make every effort to remedy the situation if you are not happy with the change. Tafari Travel does not work for any airline nor is directly affiliated with any one airline. Therefore, Tafari Travel cannot be held liable for any changes or complications caused by an airline. It is the passenger's responsibility to confirm that all airline reservations are correct and include proper spelling of legal names at the time of confirmation.

We understand that air travel can be frustrating at times. A benefit to booking your air travel through Tafari Travel is that we are available to advocate on your behalf if you incur airline changes, cancellations and other disruptions. Please remember that we only offer flight bookings as an additional service that supports your travel program. We will do the best we can within our capacity to make things right for our valued clients.

### **Travel Insurance**

Travel insurance is always recommended to protect you and your trip investment. There are a variety of policies available, depending on your needs and trip costs. Your Travel Advisor can advise on the basics of every policy as well as send you a policy quote. Keep in mind there are numerous inclusions and omissions to travel insurance policies, it is the traveler's responsibility to ensure their needs are met. If you have specific questions regarding your policy, please contact the insurance provider, your Travel Advisor can provide you with their contact details.

Pre-existing condition clauses and supplier financial default clauses vary by policy and typically require you to purchase your insurance soon after deposit. Please notify your Travel Advisor as soon as possible if you have any pre-existing conditions (please note, pregnancy also is considered a pre-existing condition.) Tafari Travel is not liable in cases of supplier, financial default but we will rely on our professional knowledge to recommend



companies who we believe to be financially stable. We cannot vouch for suppliers outside of our preferred partner network when specifically requested by the traveler.

Some insurance policies are eligible for “Cancel For Any Reason” insurance, which must be purchased within 15 or 21 days of the base policy. Inquire with your Travel Advisor if you are interested in this type of policy. Some insurance providers also offer medical only policy options. Travel insurance policies are typically limited in emergency evacuation coverage. Therefore, medical evacuation policies are also recommended.

### **Pandemics and Government Actions**

In the extreme case of a pandemic or government action that cancels, delays, or interrupts your travel, Tafari Travel will act in compliance with all government regulations and will act according to supplier imposed policy. We are not liable for any losses incurred during these situations, such as in the case of a refund not being issued by a supplier during extraordinary, unforeseen circumstances. However, we will advocate for the traveler to the best of our ability and within reason before required to charge a minimum of \$100 service fee to the traveler. Please note, traditional travel insurance policies do not cover pandemics or government actions, you must purchase a “Cancel for Any Reason” add on to be covered for these extreme events.

### **Documents**

If documents are required, they will be mailed 21 days prior to departure. Documents will not be released until full payment and all guest details have been received.

### **Responsibility**

The suppliers providing transportation, sightseeing arrangements, tours, shore excursions, and hotel/cruise accommodations are independent contractors and are not agents, affiliates, representatives or employees of Tafari Travel, or any of its subsidiaries, related companies, or parents. Tafari has no ownership interest in any Supplier. Any use of the Tafari Travel name by a Supplier is for identification purposes only and does not constitute ownership, agency, supervision, or control by Tafari Travel. All documentation, receipts and tickets are issued subject to the terms and conditions specified by the Supplier. By utilizing the services of the Suppliers, you agree that neither Tafari Travel nor any of the Tafari Parties shall be liable for (1) any accident, loss, injury or damage to you or to those traveling with you in connection with any accommodations, transportation, or other services (2) loss or damage to property or injury to persons, caused by reason of any act or omission, intentional, negligent or otherwise by such third party Suppliers.

For any service issue disputes, please contact one of our offices by phone or in writing within 30 days of your return. We will do everything in our power to resolve these issues.

California Seller of Travel: 2040360-10