

## General Terms and Conditions – Work To Live Traveling

These general terms and conditions apply to all services provided by Work To Live Traveling referred hereby as travel agency.

### INFORMATION PROVIDED BY THE TRAVELLER

The traveler must supply the travel agency with all the useful information that is expressly requested from him/her. Should the traveler supply the wrong information, resulting in additional cost for the travel agency, these costs will be charged to the traveler.

### PRICE

The price given is per person, room, or apartment. Not included in price: cost of passport, visa, vaccinations, insurance; all personal expenses; gratuities and excursions which are not expressly stated as included; cost arising from delays in transportation due to weather, failures, strikes, war, changes in schedule, or mode of transport. Prices communicated by our reservation services over the phone are always subject to change. Only written price confirmations are valid.

### RESERVATION AND PAYMENTS

Except in the case of a car rental or otherwise expressly agreed, traveler should pay, upon signing the booking request. Travel agency does not make any booking without receiving payment. Payments can only be done through the bank of swiping at our office. Upon receipt of payment, your reservation will be confirmed. A valid passport or ID is required at time of reservation from each traveler. The names of the travelers must match their passport.

### GROUP RESERVATIONS AND PAYMENTS

Group booking are completely non-refundable. When forming part of a group, the group prices are depending on the number of travelers. So, each group member must fully commit to the booking and are responsible for the full amount of the trip booked as part of a group. A group consist of a minimum of 10 person.

Cancelling while forming part of a group is at the groups own risk. When a member of a group cancels the price may increase for the rest of the group. If the group falls below 10 persons, the whole group will be cancelled, and group cancellation is non-refundable.

### “EASY MONTHLY PAYMENT PLAN”

Work To Live Traveling offer this payment plan to some pre-arranged cruise packages, and group bookings upon request. All “easy monthly payment plan” requires a non-refundable deposit made by the traveler, the deposit amount will be specified in the contract. All traveler who choose for an “easy monthly payment plan” must sign a contract in which he/she agrees to the terms stipulated in given contract. Each payment should be made on time. If payment does not occur in the stipulated time frame or by impossibility to make further payments, Work To Live Traveling holds the right to cancel the trip, and a cancellation fee will be charged.

### CHANGES MADE BY THE TRAVELER

If the traveler requests any change to a confirmed booking, the travel agency will charge all costs incurred as result of change to the traveler. Name changes are not permitted.

### CANCELLATION MADE BY THE TRAVELER

The traveler may cancel the booking at any time. If the traveler cancels due to circumstances attributable to him/her, he/she shall compensate the damage that the travel agent suffered as result of the cancellation. Damages may be stipulated as a set amount and should not exceed the price of the trip.

### AIRLINE NO-SHOW

An airline no-show occurs when a passenger fails to board a flight without changing or canceling their booking beforehand, resulting in automatic cancellation of all subsequent flights on the same itinerary since airlines often have no-show policies and terms and conditions that state a flight booking is only valid if all flight segments are used in the specified order. If you miss your first flight, the airline will likely cancel all other connected or return flights on the same booking. You typically forfeit the value of the ticket, and any money or miles associated with the fare may not be refundable. Work To Live Traveling or its fulfillment partners are acting as agents for the suppliers and cannot be held responsible for any actions initiated by their suppliers.

### CRUISELINE NO-SHOW

A cruise line no-show means a guest fails to appear for the cruise departure. If you miss your cruise, you will likely receive no refund, and the cruise line may provide a no-show letter for your travel insurance claim. Work To Live Traveling or its fulfillment partners are acting as agents for the suppliers and cannot be held responsible for any actions initiated by their suppliers.

### CANCELLATION OR CHANGES MADE BY THE SUPPLIER

The airline or cruise line can change or cancel flight or cruise schedules due to weather, natural disasters, world health or war/political problems, airlines or cruise line bankruptcy, and capacity issues. Please be aware that a ticket is a contract between an airline or cruise line and a passenger. Work To Live Traveling or its fulfillment partners are acting as agents for the suppliers and cannot be held responsible for any actions initiated by their suppliers.

### REFUND

Work To Live Traveling does NOT refund any services, unless otherwise agreed by the supplier. In case the supplier agrees to refund, payments will be refunded to traveler when returned by the supplier. This may take up to 90 days. This also counts in case of force majeure, which means unusual and unforeseeable circumstances beyond the control of the party invoking it and whose consequences could not be avoided despite all precautions.

### SERVICE FEE

Travel agency may charge a service fee for the provided service. The service fee will reflect on the amount in your booking request. Travel Agency does not refund mentioned service fee under NO circumstances.

### TAX

Local laws require tax on the provided service, so this part is not within control of Travel Agency.

When it comes to purchasing of packages all taxes and fees will be included in price. When it comes to airlines, taxes may be included depending on the airline.

### TRAVEL DOCUMENTS

Travel agency is not responsible for any personal documents nor any inconveniences that may occur due to the negligence of the traveler. In case of invalidity or expired documents the traveler will NOT be able to travel and will lose the full amount paid for the trip.

Travelers are fully responsible for their trip for example keeping track of flight and cruise departure time.

Children who are not accompanied by their parents are required to submit a certificate in which the parents give the children their consent to travel alone and which states, the date of arrival in and departure from the country concerned, as well as the address where they are spending their holidays and their home address.

Pets can be taken on a trip under certain conditions provided by the supplier. However, travel agency cannot be held responsible for any damage or problems arising from taking pets on a trip.

### TIMETABLE

The timetables mentioned are indicative. Whatever the circumstances, the traveler should be aware that these may change both before and during trip. Travelers are fully responsible for keeping track of the airlines and cruise departure time.

### TRAVEL PROTECTION SERVICE

Travel Agency recommend all travelers to purchase travel insurance and cancellation insurance to protect against medical problems, family emergencies (read the conditions of the policy). Cancellation insurance can be bought up to 45 days prior to departure. Trip must be paid in full to purchase a cancellation insurance.