

# Terms & Conditions

Rev 9-2021

Please make sure that you read these terms and conditions carefully as they are legally binding. By subscribing or making a booking with I Know Places Travel (*referred to as IKP Travel*) you are agreeing to these terms and conditions.

## **Planning Fees**

Several clients along with new referrals work on a one-time or ad-hoc fee basis. These fees are due prior to the onset of any planning services. Once ad-hoc fees are paid they become 100% non-refundable, whether you proceed with your travel plans or not.

## **Payments to Suppliers**

Each supplier that we work with will have their own payment requirements. IKP Travel will collect and process payments on your behalf in accordance with each supplier's terms and conditions. If payments are not received by the applicable due date, reservations are subject to cancellation and sums paid may be forfeited.

## **Changes**

Any request for changes must be made in writing by the person who made the booking. If you decide to change any portion of your confirmed arrangements prior to departure, we will attempt to confirm your requested changes. Please note that many suppliers do not allow changes to key reservation information such as traveler names, birthdates, and travel dates, and may impose full or partial cancellation charges. Any charges related a change will be passed on to you.

## **Cancellation**

IKP Travel charges cancellation fees from 72-hours after a trip is confirmed and the initial payment is processed. If your trip is cancelled for any reason, IKP will charge a cancellation fee of up to 10% of the overall trip cost to offset the loss of anticipated revenue. The overall trip cost includes (but is not limited to) flights, ground transportation, hotels, guides, cruises, shore excursions, and any additional services that contribute to the overall cost of your travel plans. A 72-hour grace period will be allowed to transfer the

cancelled booking to alternate dates using the same tour operator, hotel, cruise line or local supplier. After the grace period, the cancellation fee will be charged to the primary client's credit card on file after review and consultation with your travel advisor.

IKP Travel cancellation fees will be assessed outside any cancellation fees that maybe imposed by the supplier(s). We will do everything in our power to obtain refunds for amounts paid to suppliers on your behalf should cancellation occur outside the suppliers' cancellation schedule, or a future travel credit should the cancellation occur within the suppliers' cancellation schedule.

### **Travel Documents**

You are responsible for reviewing your travel documents for accuracy upon receipt and understand that you may contact IKP Travel with any questions. You also acknowledge that discounted fares typically involve restrictions and that changing any aspect of your travel arrangements after confirmation may result in additional costs.

### **Travel Insurance**

IKP Travel strongly recommends that all customers purchase travel insurance. Unless noted, travel insurance is not automatically included in the cost of your reservations. Travel Insurance may protect you against third party default, delay, interruption, cancellation, medical emergency, lost baggage, illness, injury, AD&D, and more.

IKP Travel offers many options for travel insurance, based on each client's individual needs on a per-trip basis to cover all non-refundable costs, including costs pertaining to cancellation fees.

Should you opt to either self-insure or decline insurance, we will request that a waiver is signed before your travel documents are released.

### **Identification, Entry & Exit Requirements**

All travelers are required to carry a valid identification to board a flight. The full name, date of birth and gender that appears on the identification card must be the same as on your airline ticket. See <https://www.tsa.gov/travel/security-screening/identification> for more information.

Each country has their own requirements and regulations for entry and exit. Some countries require that you have several blank visa/stamp pages available in your passport. Failure to obtain required visas/permits/authorizations, or follow other requirements may result in being denied boarding by some airlines. Please visit the State Department for more information <https://travel.state.gov/content/passports/en/country.html>.

IKP Travel has no control over the issuance of travel permits, ETAs and visas related to international travel. It is your responsibility to verify that you have all the necessary documentation for your trip.

### **Health & Documentation Requirements**

Some destinations will require that you obtain certain immunizations and carry documentation of such. Please see your physician or health practitioner for recommendations and advice. IKP Travel cannot be held liable for the accuracy of health requirements or vaccination and/or documentation prior to departure or landing at your destination.

Check the State Department website <http://travel.state.gov>, for relevant information relating to travel to specific destinations, the Centers for Disease Control <http://wwwnc.cdc.gov/travel/destinations/list/> and the World Health Organization <http://www.who.int/en/> for more information relating to health issues.

### **Risk**

All travel carries some form of risk. By using our services, you understand that travel may involve hazardous activities, some in remote areas, with a risk of illness, injury or death. You are aware that weather conditions cannot be predicted, and weather may be severe, adverse and/or unpleasant. By proceeding with any travel services, you are willing to accept the risks and uncertainty involved.

### **Force Majeure**

We cannot accept liability where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss, injury, death, inconvenience or damage as a result of circumstances amounting to 'force majeure'. In these terms and conditions 'force majeure' means any event or circumstances which IKP Travel or the travel supplier could not foresee or avoid. Such events and circumstances may include, but are not limited to sickness/epidemics/pandemics/quarantine or the threat

thereof, government intervention, war or threat of war (declared or undeclared), terrorist activity or the threat thereof, invasion, mobilization, embargo, civil disturbance, riots, strikes, industrial action, civil action, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, delay, acts of God, tidal waves, tsunami, flood, wind events, earthquakes, forest fire, weather conditions, volcanic eruptions, contamination (natural or nuclear), and all similar events outside our control.

If IKP Travel and/or any travel suppliers are affected by Force Majeure, we may change or cancel any itinerary or arrangement in relation to a confirmed trip. Any refunds due because of the change or cancellation will be paid to you as quickly as we are able. In some instances, cancellation fees (see cancellation) may still be applicable, at the sole discretion of IKP Travel and any applicable supplier.

### **Relationships & Disclaimer of Liability**

IKP Travel acts solely as a booking agent for disclosed principal suppliers and is not the source or provider of any travel service. Each supplier is an independent entity with its own management and is not subject to the control of IKP Travel. The suppliers whose names appear in travel documentation are those responsible for providing the travel services purchased, and you consent to the use of those suppliers.

Because IKP Travel acts as an agent for disclosed principal suppliers and does not have the right to control the operations of such independent operators and suppliers, you agree that IKP Travel is not liable for any personal injury or property damage, which may arise out of these services. IKP Travel hereby disclaims any liability whether based on contract, tort, strict liability or otherwise, including without limitation liability for any direct, punitive, special consequential, incidental or indirect damages, in connection with the goods or services provided by any principal supplier booking through IKP Travel, including without limitation liability for any act, error, omission, injury, loss, accident, delay or irregularity which may be incurred through the fault, negligence, willful acts, omissions or otherwise of such supplier, or of any supplier or their respective employees, agents, servants, or representatives, including, without limitation, their failure to deliver or their partial or inadequate delivery of services, their cancellation and refund policies, fuel increases, bankruptcy or cessation of operations and other matters outside of IKP Travel's control, and you hereby exonerate IKP Travel from any liability with respect to the same.

IKP Travel has solely received commission and fees for travel transactions and client agrees and understands that any recovery from IKP Travel will be limited to the amount of commission and fees actually received by IKP Travel.

### **Supplemental Price Increases**

Some travel services may be subject to supplemental price increases imposed after the date of purchase. These costs may be applied due to additional charges imposed by a supplier or government. By proceeding with purchase of any applicable service or product, you may be charged additional sums to offset increased fees, fuel surcharges, taxes, fluctuations in foreign exchange markets or any combination thereof. We reserve the right to correct errors. In the event of any pricing error or omission, we reserve the right to adjust such pricing or make any other corrections.

IKP Travel will review these changes with you, should they occur.

### **Changes to These Terms and Conditions**

We reserve the right to modify or replace these terms at any time. If a revision is material, we will make reasonable efforts to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

By continuing to access or use the services of IKP Travel after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, in whole or in part, please stop using our services.

### **Contact Us**

If you have any questions about these Terms & Conditions, you may contact us by email: [anne@ikptravel.com](mailto:anne@ikptravel.com)