

## WORLDWIDE TRAVEL HOUSE LLC TRAVEL SERVICES CONTRACT

Thank you for choosing Worldwide Travel House LLC to assist you in your vacation planning saving you time and stress. Planning your vacation will involve a significant amount of my time. As a travel expert, I consider your lifestyle, travel goals, travel history, and your special requests when developing your custom itinerary. I research a number of hotels, tours, and flights to meet your specific needs and desires. I use trusted suppliers to offer you the best value for your hard-earned dollars and create a detailed final itinerary to ensure you a memorable and smooth vacation. Vacations arranged through Worldwide Travel House LLC offer peace of mind and high-quality service every step of the way.

This contract for Travel Booking Services is hereby effective and binding on the date it is signed by one of the parties traveling and/or responsible for payment. The following terms and conditions (the "Agreement") describe your responsibilities and what to expect from us. The terms "we", "us", and "our" refer to WORLDWIDE TRAVEL HOUSE LLC and the terms "you", "your", "client", "my" and "customer" refer to the individual who signs this agreement.

### OUR RESPONSIBILITIES

WORLDWIDE TRAVEL HOUSE LLC offers retail travel services to customers that are provided by separate and independent vendors of travel services. WORLDWIDE TRAVEL HOUSE LLC does not operate, control, or otherwise provide the services of the independent travel vendors. Hence, customer agrees that WORLDWIDE TRAVEL HOUSE LLC acts only as agent for the client in acquiring transportation, hotel accommodations, tours, sightseeing and other privileges or services for the clients' benefit. WORLDWIDE TRAVEL HOUSE LLC shall never be held responsible for any loss, accident, injury, delay, defect, omission or irregularity which may occur or be occasioned, whether by reason of any accident, negligence, closing or default of any independent company or persona engaged in or responsible for carrying out any of the arrangements or otherwise in connection therewith. **It is highly recommended that travelers purchase a travel protection plan.**

### OUR PROFESSIONAL SERVICES

WORLDWIDE TRAVEL HOUSE LLC agrees to provide services and/or professional recommendations as follows:

1. Pre-Planning Consultation:
  - We actively listen to your needs and desires around your lifestyle, travel goals, travel history, budget, travelers and destination interests to incorporate into proposed itineraries.
  - Once contracted for trip development, we provide support in case of any issues that may occur before, during and/or after travel.
  - A consultation fee of \$55 (Non-refundable) will be charged for individual trip inquiries (Up to 4 rooms) prior to the planning phase. \$50 of the \$55 will be put towards the trip balance upon final payment.
  - A consultation fee of \$105 (Non-refundable) will be charged for group trip inquiries (5 rooms or more) prior to the planning phase. \$100 of the \$105 will be put towards the trip balance upon final payment.
2. Planning:
  - We will research a number of flights, hotels, tours, cruises, excursions, and/or workshops, etc., to meet your unique needs and desires.
  - We provide consultation to the client and their fellow travelers during the planning stage and respond to all queries in a timely manner.
3. Booking:
  - We will utilize trusted suppliers to offer you the best value and service for your hard-earned money.
  - We will facilitate the booking of travel (airfare, hotel/resort, cruise, tour, ground transportation, excursions, etc., or any desired combination) and its related services.
  - We handle all files the event of any supplier or arrival changes.
  - We manage all travel portfolio details such as deposits, payments, invoicing, and room allocation details.
4. Confirmation/Pre-Departure:
  - We will create a detailed final itinerary to ensure you peace of mind with a smooth and memorable vacation.
  - We will provide all required travel documents no later than 10 days prior to departure, provided travel has already been paid in full.
5. While Traveling:
  - We will handle any desired changes with booked suppliers and add-ons with new suppliers.
6. Post Return:

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- We will always follow up to hear more about your experience with us and our suppliers. We will request a review for use on our website and social media pages.

## SUPPLIER QUOTES AND PRICING

Availability and price quotes are applicable to the date and time at which they are requested and cannot be guaranteed until payment is made in full. WORLDWIDE TRAVEL HOUSE LLC will ensure client receive quotes, deadlines, deposit, refund and cancellation details within a timely manner to make financially prudent travel decisions.

WORLDWIDE TRAVEL HOUSE LLC will make every effort to request that suppliers honor and uphold price as originally quoted; however, under certain circumstances additional costs by a supplier or government may be imposed due to an increase in cost for one or more of the travel components, which is the responsibility of the customer.

If travel is outside of the U.S., some components of the quotes are from foreign suppliers. Customers must note that currency fluctuate daily with exchange rates and international payments may carry a foreign traction fee, which is the responsibility of the customer.

Flight confirmation is subject to availability and prices are subject to change after the date of quote or deposit, including price increases in the fee for a seat assignment, fee for baggage, applicable fuel surcharges and/or an increase in government-imposed fee(s) or tax(es).

## CLIENT RESPONSIBILITIES

Client agrees to the following by signing below:

- Agrees to be attentive and responsive to adviser communications with the understanding that some information may be time sensitive, which may affect pricing.
- Agrees to make payments by the stated deadlines.
- Agrees to take responsibility for completing travel specific duties, such as, but not limited to visas and/or vaccinations.
- Agrees to encourage friends/family/colleagues/fellow travelers to make reservations exclusively through Worldwide Travel House LLC for group rates and added benefits.
- Give due diligence to relevant travel warnings.
- Provide WORLDWIDE TRAVEL HOUSE LLC a method of contacting traveler in the case of an emergency.
- Agrees to let WORLDWIDE TRAVEL HOUSE LLC know if any accommodation condition or services are unsatisfactory during this travel.

## WORLDWIDE TRAVEL HOUSE LLC'S TRAVEL PLANNING SERVICE FEES

### Service Fee Structure

- Individual Trip Consultation Fee: [\$55.00] \*\$50 of which will be applied to trip balance upon final payment\*
- Individual Trip Consultation Fee: [\$105.00] \*\$100 of which will be applied to trip balance upon final payment\*
- Land or Cruise Package Booking Fee: [\$55.00]
- Group Booking Fee (6+travelers), per person: [\$55.00]
- U.S. Domestic Air Only Ticketing Fee, per person: [\$15.00]
- International Air Only Ticketing Fee, per person: [\$25.00]
- Frequent Flyer/ Award Booking Fee, per person: [\$25.00]
- WORLDWIDE TRAVEL HOUSE LLC Change Fee, per person: [\$10.00]
- Excessive Itinerary Proposal Revisions, per additional revision, at discretion of Worldwide Travel House LLC [\$50.00]
- Monthly Payment Plan Setup/Execution Fee: [0.00]
- Rental Home/Condo Finder's Fee: [\$250.00]

Fees are payable by debit, credit card or bank transfer via emailed Invoice Link. Debit and Credit cards may incur a 3.5% + \$0.30 fee. Bank Transfers may incur a 1.5%. Worldwide Travel House LLC Fees are separate from the cost of your trip and may be split between multiple travelers.

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### **WORLDWIDE TRAVEL HOUSE LLC Cancellation Fees:**

- 0-30 days of the initial deposit payment date: \$0 per person + the supplier's fee, if applicable
- 31-60 days of the initial deposit payment date: \$50 per person + the supplier's fee, if applicable
- 61-90 days of the initial deposit payment date: \$75 per person + the supplier's fee, if applicable
- 91 or more days after the initial deposit payment date: \$100 per person + the supplier's fee, if applicable

**\*\*Note:** Worldwide Travel House LLC's cancellation fees are separate from the supplier's cancellation fees. Supplier policies regarding cancellation fees will be relayed in your trip proposal. Cancellation fees must be paid via our website in order for Worldwide Travel House LLC to move forward with cancellation of trip components.

Once purchased, air transaction prices will not increase, except for potential charges that result from government-imposed taxes or fees. You consent to pay for such changes and authorize WORLDWIDE TRAVEL HOUSE LLC to charge your credit card for such additional amount, albeit rare.

Suppliers reserve the right to increase prices to cover increased costs, fuel surcharges, tariffs and taxes, and to reflect fluctuations in foreign exchange markets.

### **WORLDWIDE TRAVEL HOUSE LLC'S SPONSORED GROUP TRIPS**

#### **WORLDWIDE TRAVEL HOUSE LLC'S Sponsored Group Trip Cancellation Fees:**

- 126+ days prior to departure date: Full refund will be applied to original form of payment. **\*\***
- 125-0 days prior to departure date: No refunds will be provided past this point.

**\*\*Note:** Travelers who purchase a travel protection can receive a refund up until 24 hours prior to departure. If you purchase the travel credit plan, any refund processed will be in the form of a travel credit. If you purchase the cash back plan, any refund processed will return to the original method of payment. These dates are generalized as the maximum limits. Specific refund dates will be listed within the group booking page's Policies and Procedures section.

WORLDWIDE TRAVEL HOUSE LLC reserves the right to cancel client's group booking at any time, at discretion of Worldwide Travel House LLC. Reasons include, but not limited to:

- Upon final payment date set by WORLDWIDE TRAVEL HOUSE LLC, client has made no payments in addition to the initial deposit.
- Client displays behaviors that are against the community guidelines within WORLDWIDE TRAVEL HOUSE LLC's group pages.
- Client disputes a transaction

**\*No cancellation fees will be imposed on bookings cancelled on behalf of WORLDWIDE TRAVEL HOUSE LLC\***

### **CLIENT IDENTIFICATION AND SAFETY**

Clients are required to send Passport or State Issued ID copies for all travelers to confirm reservations. We keep these copies in an electronically secure space to utilize for booking purposes and to mitigate unforeseen issues that may arise during international travel. WORLDWIDE TRAVEL HOUSE LLC strongly urges all clients to purchase travel insurance in the unlikely event of travel delays, illness or injury.

The client must provide correct legal names and dates of birth that match identification to be used for travel (i.e. Passports/ Driver's License) to WORLDWIDE TRAVEL HOUSE LLC. Name changes are not permitted on airline tickets in any circumstance. Clients are responsible for providing accurate information to WORLDWIDE TRAVEL HOUSE LLC via the Client Profile Form. WORLDWIDE TRAVEL HOUSE LLC is not responsible for costs incurred by incorrect information provided by client for travel planning including reservations and airline tickets. Please double check that we have all information correct prior to authorizing booking to commence.

Travel documents, including passports, visas, and health/vaccination certificates required are your responsibility. The name, gender and date of birth must match the information listed on the airline ticket(s) and booking records.

Beginning October 1, 2020, every air traveler 18 years of age and older will need a REAL ID-compliant driver's license, state-issued enhanced driver's license, or another acceptable form of ID to fly within the United States. This is the responsibility of the traveler.

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Valid passports are required for all international destinations (outside of the United States) and the expiration date should be at least 6 months following the return date of your trip. Some countries require that your passport have two to four blank visa/stamp pages. Some airlines will not allow you to board if this requirement isn't met.

Where visa and vaccinations records are required, please note that even when a visa is issued, a traveler may be denied entry since each country's local immigration officials make the final entry decision. Several factors including past criminal record may contribute to the decision of the local immigration officials (s). Should a visa not be issued, WORLDWIDE TRAVEL HOUSE LLC is not responsible for lost payments made toward contemplated trip. However, WORLDWIDE TRAVEL HOUSE LLC will make effort to assist with re-routing the client.

Whether traveling domestically or internationally, the U.S. Transportation Security Administration (TSA) and U.S. Department of Homeland Security (DHS) advise that everyone carry at least two forms of acceptable identification in order to board a flight.

**Visit the DHS website: <https://www.tsa.gov/travel/security-screening/identification> for updates on what to expect during your security screening; what you can bring in your carryon, etc.**

**VISIT the State Department website: [www.travel.state.gov](http://www.travel.state.gov) for visa, passport support, and destination safety and health hazard notifications.**

### **PAYMENT RIGHTS AND RESPONSIBILITIES**

The client has the right to choose not to proceed with any travel arrangements.

We hold the responsibility to source travel packages, present quotes in a professional, timely manner and advise on suitable packages being offered by either the resort or supplier.

### **CLIENT REFUNDS**

Client understand and agrees that WORLDWIDE TRAVEL HOUSE LLC's Fees are nonrefundable, nontransferable and applies to each customized travel journey requested.

Client understands that travel components are refundable only based on individual supplier policy and you will be informed with those detail within your proposal.

Client understands that any refunds that may be due to them post cancellation; WORLDWIDE TRAVEL HOUSE LLC, as your travel advisor, will assist with client receiving refund from supplier; but shall not be held liable in any form for unpaid supplier refunds.

Client understands that supplier prices change constantly. WORLDWIDE TRAVEL HOUSE LLC assumes no responsibility if price lowers after travel arrangements have been confirmed, paid in full or ticketed.

### **TERMS AND CONDITIONS**

Client authorizes WORLDWIDE TRAVEL HOUSE LLC to act as my adviser for the airline, tour operator, supplier, cruise line or other supplier as indicated in the documents, brochures, correspondence or other communication that will be used for travel. Client understand these suppliers are responsible for providing the travel services purchased. Client consents to and request the use of those suppliers. Client accepts that WORLDWIDE TRAVEL HOUSE LLC is NOT responsible for nor will client attempt to hold it liable for any injury, damage or loss suffered for any conditions, actions, or omissions that are beyond the reasonable control of WORLDWIDE TRAVEL HOUSE LLC.

Client understands that if traveling internationally all persons must have a valid passport book. Client understand that a passport card is not valid for air travel. Depending on the destination and the origin of the client passport, guests may need to obtain a visa. Proof of citizenship is required for travel outside of the United States.

WORLDWIDE TRAVEL HOUSE LLC warrants and declares that every effort will be made to provide the best prices available for the travel components that you request. In the unlikely event that a catastrophic situation should occur to redirect or reschedule your travel plans and the supplier is unable to provide client with the agreed upon travel services and/or products, WORLDWIDE TRAVEL HOUSE LLC is not responsible for any loss or damages, emotional or otherwise. WORLDWIDE TRAVEL HOUSE LLC, as your contracted travel advisor, will make reasonable effort to rebook redirected client to assist with comfort and safety.

Worldwide Travel House LLC will notify client of the supplier's refund, change and/or cancellation fees and penalties during the proposal phase. Client is aware that the airline ticket, especially holiday, group and discounted fares may be subject to the loss of some or all of the fare or require expenditure of additional money if client elects to change or cancel the reservation.

Client agrees that adequate travel insurance protection will be considered for their travel to include but not be limited to: cancellation and trip interruption; medical and loss of baggage. If this protection is declined, a signed liability release waiver form will be required.

Client agrees to review and agree to all the terms, conditions and penalties of the suppliers. Client will review the travel documents upon receipt for accuracy. Client may contact WORLDWIDE TRAVEL HOUSE LLC with any questions or concerns.

Client agrees that WORLDWIDE TRAVEL HOUSE LLC has no special knowledge regarding the financial condition or the suppliers, unsafe conditions, health hazards, weather hazards or climate extremes at the locations to which client may travel.

Client agrees with the above terms and conditions and appoints Brendan Lyshe of WORLDWIDE TRAVEL HOUSE LLC to research vacation plans and act on behalf of client for the sole purpose of travel planning and booking. Client understands that WORLDWIDE TRAVEL HOUSE LLC fees and commissions are a **nonrefundable, nontransferable remuneration for professional efforts made on my behalf**. In exchange, client will receive personal consultation; individualized proposals offering relevant advice and suggested itineraries that will reflect client's unique requests, needs and desires.

The undersigned agrees to all terms set forth in this agreement:

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