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# L.L.C. TRAVEL.COM, INC

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## TERMS & CONDITIONS

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**PLEASE READ THIS. IT CONSTITUTES PART OF YOUR CONTRACT FOR YOUR TRIP AND ANY RELATED SERVICES. PLEASE CALL US IMMEDIATELY IF YOU HAVE ANY QUESTIONS.**

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- ☒ Please thoroughly review these terms and conditions of *L.L.C. TRAVEL.COM, INC* and, herein referred to as (*LLCTCI*). The addressee of this notice will be the only recipient of this booking receipt and terms and conditions. It is the sole responsibility of the addressee to inform all Supplier and Broker parties traveling of the contents of these terms and conditions. The booking passenger, consulting individuals by accepting this receipt and making payment to *LLCTCI*, acknowledges that they have been advised of the policy “**NO REFUNDS**”, reviewed, and hereby accept these terms and conditions and contract for travel & consulting services.
- ☒ *LLCTCI* is not responsible for any refunds, *ZELLER*, related to travel services and consulting services. Payments must be made upon receipt. *LLCTCI* is not responsible for the Suppliers and Brokers involvement in any travel related services; *LLCTCI* is not the Supplier or Broker. *LLCTCI* owns Asesoria Turistica and Global Consulting (Immigration Law and Intellectual Property Law Services).

**BOOKING ACCURACY/LEGAL NAMES:**

Passenger is required to immediately review all aspects of their booking to verify (but not limited to): passenger names, mailing address, email address, telephone number, date of birth, pricing, airfare, arrival/departure airports, accommodations, and organized activities on your booking receipt. Please notify *LLCTCI* immediately if any omissions and/or corrections are needed regarding the booking details.

Passenger(s) voluntarily assumes full & sole responsibility for any and all risks and/or costs involved with failure to report such errors and/or omissions.

Passenger is required to verify the accuracy of the passenger's LEGAL first & last names. It is mandatory that guest names be identical to the Passenger(s) LEGAL first and last names and identical to the names as they appear on booking and travel documents.

**TRAVEL DOCUMENTS:**

Passenger(s) assumes sole responsibility to independently confirm all documentation requirements for all passport, visa, vaccination, or other entry and/or travel requirements of each destination. Passenger(s) assumes sole responsibility for, and hereby releases *LLCTCI* from any claims or responsibility for any and all damages incurred as a result of Passenger(s) failure to comply with applicable documentation requirements, including but not limited the requirement

that all Passengers procure, and have on their person the proper travel documents at all times. *LLCTCI* recommends the Passenger(s) consult with the appropriate domestic and foreign governmental agencies for the current document requirements.

**PAYMENTS:**

*LLCTCI* accepts Visa, Discover, and Mastercard. *LLCTCI* holds reservations until “Deposit Due Date” indicated on your confirmation. If deposit/payment is not received by *LLCTCI* on or before the Deposit Due Date, reservations are automatically cancelled. Failure to remit payments on a timely basis will automatically put your booking at risk of cancellation. Please contact us immediately, and in advance of your payment due date, if you will be unable to meet this obligation. Without limitation, Passenger(s) voluntarily hold *LLCTCI* harmless for cancellation of any booking for either late payment or declination of a credit card.

**PRICING:**

Prices and availability quoted by *LLCTCI* are not guaranteed until deposit is fully paid. Pricing and availability may change without notice. Passenger agrees that *LLCTCI* is not responsible for any errors or omissions in any quotes, advertisements, including on our website, resulting in inventory, content, or pricing discrepancies nor is *LLCTCI* responsible for any errors or omissions that may occur as a result of incorrect information from third parties. Suppliers and Brokers reserve the right not to honor any published prices that it determines were erroneous due to electronic, printing, or clerical error. You acknowledge this right and agree to hold *LLCTCI* harmless for any actions or damages arising from Suppliers and Brokers pricing.

*LLCTCI* reserves the right to charge Passenger(s) for any increase in taxes, fees or surcharges (i.e. fuel). Passenger(s) acknowledge this right and agree to pay any such additional taxes, fees, and surcharge.

- Familiarize yourself with local business customs common at destination.
- Confirm appointments, schedules, reservations, etc.
- Tie up any loose ends at the office (finish up projects; set up out-of-office replies; notify or remind coworkers about your departure).
- Print out hard copies of presentations, agendas, and important documents.

## 1. WHILE YOU ARE AWAY: PREPARING THE HOME

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- Arrange for child, pet, and plant care; communicate needs and schedules.
- Pause routine deliveries.
- Make your home seem lived-in while away by putting lights and a radio on timers.
- Turn down thermostat.
- Leave house and car keys, and your complete itinerary, with a trusted friend.
- Lock windows, garages, and doors.

## 2. PACKING FOR THE TRIP

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- Make a list of the specific items of clothing you'll need to pack for your trip to suit the various functions you'll attend.
- Try to pack everything you need in a carry-on bag, to avoid the possibility of lost luggage.
- If you check your bag, pack a second set of business clothes and toiletries in a carry-on bag, in case of lost luggage.
- Print several copies of this checklist, and save a copy on your computer's hard drive to refer to when planning your next trip. Storing the checklist on your computer is the easiest way to make updates to it when necessary.

## 3. WHAT TO LEAVE FOR FAMILY AND CAREGIVERS AT HOME

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- Leave your contact information—including the names, addresses, and phone numbers of the hotels where you are staying—with a family member, so they can reach you while you're away.
- Phone numbers (all contact numbers for you; doctor/vet; pharmacy; mechanic; school/daycare; helpful friends/neighbors; alarm company).
- Cash for groceries and emergencies.
- Consent for medical treatment forms and insurance cards.
- Your travel itinerary.

### AGENT/INTERMEDIARY:

*LLCTCI* is simply an intermediary between the Suppliers, Brokers, and the public. *LLCTCI* does not own or operate any of, hotels, shore excursions, tours, transportation providers, cruise lines, vessels, airlines, travel protection companies, attractions, or other travel-related Suppliers and Brokers whom provide goods or services for the Passenger(s)' trip. Passenger(s) acknowledge and agree that *LLCTCI* shall not be responsible for any loss, damage, delay, inconvenience or injury to Passenger(s) or group members as a result of a breach of contract, act or omission whether willful or negligent, criminal or otherwise of any person other than

**LLCTCI** or its direct employees, associates, including but not limited to these Suppliers and Brokers, their employees, agents, servants, or representatives.

Suppliers and Brokers reserve the right to deviate from the direct, customary and/or scheduled route or itinerary for any reason, without limitation and without notice. Passenger(s) acknowledge and agree that **LLCTCI** is not responsible for Supplier and Broker deviations, delays, cancellations, mandated overnight stays, missed connections or any other condition beyond its control. **LLCTCI** is not liable for any loss due to Passenger's gambling and is not responsible for any purchases made while on the trip.

**LLCTCI** recommends that all Passengers be in good physical and mental health and have medical approval to travel. Any physical disabilities must be reported to **LLCTCI** at the time of reservation upon initial booking so **LLCTCI** can contact the Suppliers to investigate amenities and/or special accommodations offered. Passenger is required to provide his or her own personal or individually prescribed devices such as wheelchairs, walkers, or similar devices. If more than minor assistance is needed, Suppliers and Brokers may require that the Passenger be accompanied by a companion who is capable of, and responsible for, providing such assistance. Suppliers and Brokers often reserve the right to reject Passengers whose mental or physical condition may interfere with the itinerary. Passenger(s) acknowledge and agree that **LLCTCI** shall be held harmless for any and all claims relating to Supplier rejection relating to mental or physical condition.

While **LLCTCI** prides itself on selecting top quality Suppliers and Brokers, no undertaking, guarantee or warranty is given or shall be implied as to the fitness or condition of the Supplier and Broker accommodations, transportation, or any food, drink, medicine, or provisions supplied. Passenger(s) acknowledge and agree that **LLCTCI** shall not be responsible for refunding, either fully or partially, any amounts paid due to unsatisfactory services from any supplier. In no event shall **LLCTCI** be liable for any accident which occurs in hotels, in resorts, on airplanes/in airports, on buses/in bus stations, on trains/in train stations, on board a cruise ship, on tenders, on shore excursions, or during any mode of transportation encountered during the trip, resulting from equipment or any other cause. The Passenger admits a full understanding of the nature and character of the mode of transport and assumes all risks of travel, transportation and handling of passengers and baggage.

**LIMITATION OF LIABILITY:**

Without limitation, Passenger(s) assume the risk of, and agree that **LLCTCI** is not liable for any damages arising from or related to any act of God or public enemies, arrest, restraints of any government or rulers of people, piracy, war, revolution, extortion, terrorist activity, threatened or actual rebellion, political upheaval, civil unrest, riots, fire, lockouts, explosion, collision,

weather conditions, dangers incident to the sea, mechanical or construction failures or difficulties, diseases, local laws, abnormal conditions or developments, closure of airports/seaports/hotels/train stations, carrier or supplier logistical problems, computer problems stranding, food or water poisoning, illness, grounding, perils of the sea, rivers, canals, locks or other waters, perils of navigation of any kind, theft, accident to or from machinery, boilers, or latent defects even though existing at commencement of the trip, desertion or revolt of crew, or lost/damaged/delayed luggage.

**MANDATORY ARBITRATION / FORUM / CHOICE OF LAW:**

The Parties hereby agree that any and all disputes arising out of or relating to this Agreement shall be submitted to final binding arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association and shall be governed by the laws of the State of Florida. The Parties agree that the arbitration shall take place in Dade County, Florida and will be conducted by a single mutually agreed upon arbitrator. The arbitrator shall permit both sides to conduct reasonable discovery, in her/his sole discretion, and shall render a written award. Payment of the cost of the arbitration, including the arbitrator's fees and room rental, shall be split equally between the Parties. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

The Parties acknowledge and agree that this arbitration is their sole recourse and that they may not file a lawsuit against *LLCTCI*. If Passenger(s) fails to submit their claim to arbitration and instead files suit, *LLCTCI* shall be entitled to recover its attorney's fees and other costs incurred in the enforcement of the terms of this Agreement, including costs incurred seeking referral to arbitration. Passenger(s) and *LLCTCI* agree that neither party shall be entitled to join or consolidate claims or arbitrate any claim as a representative or class action.