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Toastie Potato, LLC DBA Toastie Potato Travel

Travel Agency Refund Policy

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Travel Agency Refund Policy

I. Introduction

At *Toastie Potato, LLC DBA Toastie Potato Travel Adventure*, we understand that travel is often accompanied by excitement and anticipation, but we also recognize that unforeseen circumstances can lead to changes in plans. Our refund policy has been crafted with our customers in mind, aiming to provide clarity and assurance throughout the booking process. We want our clients to feel secure knowing that, should the need arise, they have clear options regarding refunds. This policy applies to all bookings made from January 1st, 2025, and onward, ensuring that our customers have access to updated and relevant information for their travel plans.

This document will elaborate on the conditions under which refunds are applicable, the procedures to follow when initiating a refund, and the timelines for processing those refunds. Additionally, we outline the specific criteria for refundable and non-refundable services, along with varying refund percentages based on the timing of cancellations. We encourage all customers to familiarize themselves with these guidelines to make informed decisions regarding their travel arrangements.

A. Scope of the Refund Policy

1. Services Covered by the Refund Policy:

This refund policy encompasses a broad range of travel-related services offered by *Toastie Potato, LLC DBA Toastie Potato Travel Adventure*. These services include, but are not limited to:

- **Flight Bookings:** Covers both domestic and international flights, including major airlines and budget carriers.
- **Hotel Reservations:** Encompasses a variety of accommodations from luxury hotels to budget-friendly options.
- **Cruise Packages:** Includes various cruise lines and itineraries around the globe.

- **Tour Packages:** Comprises guided tours, adventure trips, and customized itineraries.
- **Car Rentals:** Offers a selection of vehicles for rent, suitable for all types of travelers.
- **Travel Insurance:** Protects against unforeseen events in collaboration with leading insurance providers.

2. Timeframe for Application:

This policy will govern all bookings made on or after January 1st, 2025. It ensures that our customers have the most current information regarding refunds, as travel regulations and conditions can frequently change. For bookings made before this date, customers should refer to the applicable policy that was in effect at the time of their reservation.

3. Eligible Customers:

Our refund policy is designed to cater to a diverse clientele, including individual travelers, families, groups, and corporate clients. All eligible customers who make bookings with *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* will benefit from the protections and procedures outlined in this policy.

B. Customer Rights and Obligations

1. Customer Rights:

Customers engaging with *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* have specific rights regarding their bookings, particularly in terms of refunds. These rights include:

- The right to receive prompt and informative responses to refund inquiries, ensuring clarity and understanding.
- The right to access clear information on the eligibility requirements and steps for initiating a refund, making the process straightforward.

- The right to timely processing of refunds in accordance with the terms outlined within this policy, thus promoting trust and reliability in our services.

2. Customer Obligations:

While we prioritize customer rights, we also emphasize the responsibilities of our clients. Customers are expected to:

- Follow the proper cancellation procedures as laid out in this policy to ensure their requests are handled efficiently.
- Provide necessary documentation when requested, which may include medical certificates or proof of visa denial, to substantiate their claims.
- Be mindful of the deadlines for cancellations and refunds, as these timelines are crucial in determining eligibility for refunds.

II. General Refund Conditions

Refunds for bookings made through *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* are subject to various conditions that vary based on the nature of the service, the timing of cancellation, and other critical factors. It is essential for customers to thoroughly review these conditions to understand their eligibility for a refund.

A. Refund for Cancellations Initiated by the Customer

1. Refund for Flights

1.1. Refund Timeline:

Refunds for flight cancellations depend significantly on the fare type purchased. The guidelines below provide a detailed overview:

- **Economy Non-Refundable Tickets:** Customers should be aware that no refunds are available for non-refundable tickets. However, depending on the airline, customers may receive credits or vouchers for future travel, albeit with applicable penalties.

Economy Refundable Tickets:

- A **100% refund** is available for cancellations made more than [30] days before the departure date. This policy allows customers ample time to change plans without financial loss.
 - A **75% refund** is applicable for cancellations made [15-29] days before departure. This reduction reflects the closer proximity to the travel date, where airlines may incur costs.
 - A **50% refund** is granted for cancellations made [7-14] days prior to departure, reflecting the increased challenges of reselling tickets as the travel date approaches.
 - **No refund** will be issued for cancellations made less than [7] days before departure, as the likelihood of reselling seats diminishes significantly.
- **Business and First-Class Tickets:**
 - A **100% refund** is available for cancellations made more than [15] days prior to departure, providing flexibility for customers who may need to adjust their travel plans.
 - A **50% refund** is offered for cancellations made [8-14] days prior to departure, again reflecting the challenges of reselling these premium seats.
 - **No refund** is permitted for cancellations made [7] days or less before departure, aligning with industry standards.

1.2. Refund Process:

Customers must contact *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* or the respective airline directly to initiate a refund. The process requires the submission of proof of cancellation, such as confirmation emails or reference numbers. Any credits offered in lieu of a refund will have a validity period of [12 months] and can be used towards future travel arrangements.

2. Refund for Hotel Reservations

2.1. Refund Policy:

Hotel bookings are subject to the specific cancellation policies of each hotel. However, general rules are as follows:

Refundable Reservations:

- A **100% refund** is available for cancellations made more than [14] days before the check-in date, ensuring that customers have sufficient time to change plans without penalties.
- A **50% refund** will be provided for cancellations made between [7-13] days before check-in, reflecting the hotel's potential inability to rebook the room.
- **No refund** will be issued for cancellations made less than [7] days before check-in, as the hotel incurs costs and lost revenue.
- **Non-Refundable Reservations:** These will clearly state their terms at the time of booking. Generally, no refund will be provided unless otherwise specified in the hotel's terms.

2.2. Refund Process:

To request a refund for hotel cancellations, customers must contact *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* at least [7] days prior to their scheduled check-in date. The process involves verifying the reservation details, and refunds typically take up to [14] business days to be processed back to the original payment method.

3. Refund for Cruise Packages

3.1. Refund Policy:

Cruise bookings follow a tiered refund structure based on the time of cancellation:

- A **100% refund** is granted for cancellations made more than [60] days prior to sailing. This policy allows customers ample time to adjust their travel plans without penalty.
- A **75% refund** is applicable for cancellations made [45-59] days prior to sailing, acknowledging the increased difficulty in filling the spot as the cruise date approaches.
- A **50% refund** is available for cancellations made [30-44] days prior to sailing.
- **No refund** will be issued for cancellations made less than [30] days prior to sailing, as the cruise line faces challenges in reallocating resources.

3.2. Refund Process:

Customers should submit a formal refund request to *Toastie Potato, LLC DBA Toastie Potato Travel Adventure*, detailing their booking information. Refunds will be processed within [30] days after the refund request has been verified and approved.

4. Refund for Tour Packages

4.1. Refund Policy:

The following conditions apply to tours, including both group and private tours:

- A **100% refund** is available for cancellations made more than [30] days prior to the start of the tour, providing flexibility for last-minute changes.
- A **50% refund** is available for cancellations made between [15-29] days before the tour starts, allowing for some recovery of costs.

- **No refund** will be issued for cancellations made [14] days or less before the start of the tour, as costs are often incurred in preparation for the event.

4.2. Refund Process:

Refund requests must be submitted to [Toastie Potato, LLC DBA Toastie Potato Travel Adventure in writing. Upon approval, refunds will typically be processed within [14-21] business days.

5. Refund for Car Rentals

5.1. Refund Policy:

Car rental cancellations are governed by the following refund terms:

- A **100% refund** is available for cancellations made more than [7] days before the rental period, ensuring that customers can change plans without financial repercussions.
- A **50% refund** will be offered for cancellations made between [3-6] days before the rental period.
- **No refund** will be issued for cancellations made less than [3] days before the rental period.

5.2. Refund Process:

Customers must inform *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* of their cancellation, and refunds will be processed within [10-15] business days following approval.

B. Refund for Cancellations Initiated by [Toastie Potato, LLC DBA Toastie Potato Travel Adventure]

In the unlikely event that *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* has to cancel a booking due to circumstances beyond our control, we have put measures in

place to protect our customers. These situations may include airline strikes, hotel closures, or natural disasters. Our policy is designed to offer the following options:

1. **Full Refund:** Customers will receive a **100% refund** for any cancellations initiated by *Toastie Potato, LLC DBA Toastie Potato Travel Adventure*. We believe it is important to prioritize our customers' financial interests in such circumstances.
2. **Alternative Arrangement:** Where feasible, *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* will strive to provide an alternative booking of equal or higher value at no additional cost to the customer. This could include rebooking for different dates, locations, or even upgraded accommodations.
3. **Travel Credit:** Customers can opt to receive travel credit equivalent to **110%** of their original booking value for future travel with *Toastie Potato, LLC DBA Toastie Potato Travel Adventure*. This credit will be valid for [18 months] from the cancellation date, allowing customers the flexibility to plan future trips without the worry of losing their investment.

C. Non-Refundable Services

Certain services and fees are explicitly designated as non-refundable. Customers should be aware of the following conditions, which apply regardless of the timing of the cancellation:

1. **Visa Processing Fees:** Any fees associated with visa applications or processing are strictly non-refundable. This is due to the administrative costs incurred during the visa application process.
2. **Travel Insurance Premiums:** Premiums paid for travel insurance are non-refundable once the policy is issued. Customers are encouraged to carefully review their insurance options prior to purchase.

- 3. Non-Refundable Deposits:** Certain bookings may require non-refundable deposits, particularly during peak seasons. These deposits will be clearly indicated at the time of booking, ensuring that customers are fully aware of the terms.

III. Exceptional Circumstances

A. Medical Emergencies

If a customer is unable to travel due to a medical emergency, *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* aims to provide a supportive approach to refunds. In such cases, the following terms apply:

- A full refund may be available, provided that the customer submits a certified medical certificate detailing the nature of the emergency. This ensures that we can validate the request appropriately.
- Customers must submit their cancellation request at least [7] days before the departure or check-in date to qualify for this refund. We understand that emergencies can arise unexpectedly, and we are committed to addressing these situations compassionately.

Refunds under this provision are assessed on a case-by-case basis, as we aim to provide fair treatment for our clients. If a full refund is not possible, we may offer travel credits that can be used towards future bookings, thereby giving customers flexibility in their travel plans.

B. Visa Denial

In the unfortunate event that a customer's travel plans are disrupted due to visa denial, we have established a clear policy to address such situations:

- A full refund may be granted if the visa denial is communicated to Toastie Potato, LLC DBA Toastie Potato Travel Adventure at least [14] days before the planned departure date. This timeline is crucial for us to mitigate potential losses associated with the cancellation.

- Customers must provide proof of visa denial from the relevant embassy or consulate to ensure that we can process the refund efficiently. This documentation is vital to maintain the integrity of our refund process.

C. Force Majeure Events

Toastie Potato, LLC DBA Toastie Potato Travel Adventure will not be liable for any refunds in the event of force majeure circumstances. These circumstances may include, but are not limited to:

- Natural disasters such as earthquakes, hurricanes, or floods that may disrupt travel plans.
- Acts of terrorism that could compromise the safety of our customers and their travel arrangements.
- Political instability that may lead to travel warnings or bans in certain regions.
- Pandemic or epidemic outbreaks that could result in widespread travel restrictions.

In such cases, *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* will work diligently to provide alternative travel arrangements or issue future travel credits wherever feasible. We understand the impact these situations can have on our customers' travel plans, and we strive to find solutions that minimize inconvenience.

IV. Refund Process and Timeline

A. How to Request a Refund

1. Refund Request Submission:

Customers wishing to request a refund must initiate the process by contacting *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* via email, phone, or through our website. The request must include:

- Full name and booking reference number to assist us in locating the reservation quickly.
- Reason for the cancellation and refund request, allowing us to understand the context of the request.
- Supporting documents (e.g., medical certificates, visa denial letters) that validate the request.

2. Refund Confirmation:

Once a refund request is submitted, *Toastie Potato, LLC DBA Toastie Potato Travel Adventure* will send an acknowledgment within [48 hours] to confirm receipt of the request. We will also provide an estimated processing time, helping to set expectations for the customer.

B. Refund Processing Times

Refund processing times vary based on the service provided and the payment method used. The following guidelines apply:

- **Credit/Debit Card Payments:** Refunds will typically be processed within [7-14] business days after approval. However, customers should allow additional time for their financial institution to post the transaction to their account.
- **Bank Transfers:** Refunds will be processed within [14-21] business days after approval, with similar allowances for banking delays.
- **Vouchers/Credits:** Travel vouchers or credits will be issued immediately upon approval. Customers can use these credits towards future bookings, and they will be valid for [12 months].

C. Refund Disputes

If a customer disputes a refund decision, they have the right to escalate the matter by contacting *Toastie Potato, LLC DBA Toastie Potato Travel Adventure*'s customer service department. Disputes must be raised within [30 days] of receiving the refund decision. Our team will conduct a thorough review of the circumstances surrounding the refund request. We will respond to disputes within [10] business days, ensuring that we address any concerns raised by our valued customers.