



# Terms & Conditions

**Tequio Foods, LLC**  
A North Carolina Limited Liability Company

Please read these Terms & Conditions carefully. By booking, paying in full or a deposit, or participating in any trip, experience, or program organized by Tequio Foods, LLC ("Tequio Foods," "we," "us," or "our"), you agree to be bound by the terms and conditions below:

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## 1. Eligibility & Agreement

All travelers must be **18 years of age or older** at the time of booking. By making a booking, you confirm that you have the legal capacity to enter into this agreement on behalf of yourself and any other travelers listed on the booking.

These Terms & Conditions constitute the **entire agreement** between you and Tequio Foods, LLC, and supersede all prior communications or representations.

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## 2. Mandatory Travel Insurance

All travelers are required to obtain and maintain **valid travel insurance** for the full duration of the trip.

All travelers must submit proof of valid travel insurance within **7 days of booking**. A reminder will be sent via email, providing an additional **7-day window**. **If the traveler does not provide this information within 14 days of the booking date, we will notify them and automatically cancel the reservation in accordance with the Cancellation Policy.**

Required coverage must include, at a minimum:

- Emergency medical treatment
- Personal injury
- Emergency evacuation and repatriation (including air ambulance)



Travelers are strongly encouraged to obtain coverage for:

- Trip cancellation or interruption
- Loss or theft of personal property

It's your responsibility to understand the details of your travel insurance policy, making sure that your policy covers all optional and listed activities in your trip itinerary, and that there are no exclusion clauses (e.g., air delays caused by mechanical issues) that would limit the coverage you may need. If you have current health insurance, review your policy to see if it provides the coverage described above while traveling outside your country. It's your duty to confirm your insurance policy details with your provider to ensure that Tequio Foods' requirements are met. Tequio Foods assumes no responsibility for gaps in insurance coverage or denied claims.

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### 3. Booking & Payments

Bookings & payments need to be made through our online booking system on our website <https://tequiofoods.com/store>. After payment for the full trip, or downpayment, you will receive a confirmation email with a link to provide all travelers' information, upload the signage terms & conditions, and the signage liability waiver. This process can be done by the booker, but we need a signed terms & conditions, and the signage liability waiver for every traveler. The terms & conditions document and the liability waiver PDF can be downloaded from our tour page on our website: <https://tequiofoods.com/trips>.

You will also receive a separate link to upload your proof of insurance after booking. All travelers must submit proof of valid travel insurance within **7 days of booking**. A reminder will be sent via email, providing **an additional 7-day window**. If the traveler does not provide this information within 14 days of the booking date, we will notify them and automatically cancel the reservation in accordance with the Cancellation Policy.

The following are specifically excluded from the trip rates and are the sole responsibility of each Traveler: Airfare; travel insurance; costs of obtaining passports; visas; excess baggage charges; gratuity/tips; items of purely personal nature; such as drinks; laundry; communication (calls, faxes, emails etc.); international airport departure tax (to be paid in US dollars or acceptable foreign currencies); excursions or deviations from any trip itinerary. We will not be responsible or liable for deposits, payments, policies, or penalties for other services not included, such as airline tickets, separate hotel reservations, or other items handled by you and not through us.



**Credit/Debit Card Chargeback Policy.** We work hard to make our customers happy. If you are not pleased with our services for any reason, you agree not to file a chargeback with your credit or debit card company before you have given us an opportunity to address the matter. By signing this agreement, you agree to work with us in good faith to resolve your dispute and acknowledge that chargebacks are not an appropriate way to avoid our cancellation and refund policies.

## Payment Options

In May 2026, **the trip will cost \$2,000 per person for double occupancy, plus a \$54 online processing fee.** Solo travelers will need to pay an **additional \$200 single supplement fee at the time of booking to secure a private room.** These spots are extremely limited; we recommend early booking to secure single accommodations. **In May 2026, the trip will cost \$2,000 per person for double occupancy, plus a \$54 online processing fee.** Solo travelers will need to pay an **additional \$200 single supplement fee at the time of booking to secure a private room.** These spots are extremely limited; we recommend early booking to secure single accommodations. **You can choose to pay in full or reserve your spot with a \$1,000 down payment per person, plus a \$27 online processing fee. If a down payment is made, the final installment of \$1,000 per person, along with a \$27 online processing fee, must be paid 30 days before the trip.** Failure to pay the balance by the due date will constitute your cancellation.

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## 4. Cancellations by You

All cancellations must be submitted in writing by email at [tequiofoods@gmail.com](mailto:tequiofoods@gmail.com). Any cancellations by you will result in the loss of your full payment or a portion of it, depending on how close your cancellation is to the start of the trip. We cannot make any exceptions to this refund policy. For this reason, we require that you have comprehensive travel insurance for every traveler in your group, including trip cancellation/interruption coverage, to help protect your financial investment in the trip. More information about our cancellation policy is below; we urge you to read it carefully.

- **Upon receiving full payment, 50% of the trip cost is refundable.** No refund will be issued if only the down payments were received.
- **If the trip was paid in full, cancellations made within 30 days of the trip departure are eligible for a 25% refund of the trip cost.** No refund will be issued if only the down payments were received.



- **If the trip was paid in full, cancellations made within 15 days of the trip departure are eligible for a 10% refund of the trip cost.** No refund will be issued if only the down payments were received.
- **For cancellations made within 7 days of the trip departure, the trip is non-refundable.**

No refunds are provided for:

- Missed departures or activities
- Early departures or late arrivals
- Unused portions of a trip
- Removal from a trip due to misconduct, illness, or non-compliance

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## 5. Changes by You Before Trip Departure

Change requests to our itineraries can be very disruptive. If you request to change your trip dates or alter your itinerary after we confirm your booking but before your trip departs, we will assess whether we can reasonably accommodate your request without disrupting the trip or incurring additional costs. If we can make such changes, a change fee may be applied. There is no change fee for transfers to replacement trips as described in the previous section.

The type and scope of the change determine the fee amount, which can be significant. Our outside suppliers, including hotels, often impose extra fees or penalties for changes and cancellations. Major change requests, like changing tour dates, will trigger a recalculation of the original tour price. All change requests must be submitted in writing. We reserve the sole discretion to accept or deny any change request.

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## 6. Changes by You After Commencement of Travel

Change requests to our itineraries must be submitted in writing to [tequiofoods@gmail.com](mailto:tequiofoods@gmail.com). For any changes we accept, change fees will be applied per person, based on the date we receive your written notification, not when you send the email, in accordance with the terms outlined in these Program Terms & Conditions.



Upon receipt of your change request, Tequio Foods will forward any requested alteration to our suppliers after your trip has commenced. You will be liable for any cancellation charges and/or change fees that may be imposed for the booking of revised arrangements and for all costs associated with such arrangements. You hereby acknowledge and agree that it is within Tequio Foods's sole discretion whether to accept a change request.

You acknowledge and agree that any changes to your booking or cancellation of services at any time, before or during the trip, by you may result in the loss of all monies collected from you, as otherwise described in this agreement. For this reason, we strongly recommend you have comprehensive travel insurance that includes trip cancellation/interruption coverage to help protect your financial investment in the trip.

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## 7. Changes or Cancellation by Tequio Foods

Tequio Foods reserves the right to cancel, change, or modify any trip without prior notice for any reason, including but not limited to safety and/or comfort of clients and circumstances of Force Majeure, which is defined in this agreement. This includes the right to replace or substitute guides and accommodations, to change the order of visits, to reschedule, postpone, or delay your trip, and to make other itinerary changes. You acknowledge that amenities, accommodations, transportation, routes, schedules, and the itinerary may change without advance notice due to local circumstances or events, such as mechanical failures, flight cancellations, illnesses, strikes, political disputes, weather, border crossing problems, or other unforeseen factors. If, before departure, we make a significant change due to a supplier issue (e.g., bankruptcy), we will inform you of available alternatives as soon as reasonably possible.

Tequio Foods shall not be considered in breach of these terms and conditions or otherwise liable to you for delays or non-performance of any obligations under this agreement, resulting from actions taken or not taken under this section.

If we need to cancel a trip due to insufficient enrollment for reasons other than Force Majeure, all participants will be notified at least 20 days before the departure date. They will have the option to receive a refund of payments made to Tequio Foods, less any unrecoverable costs incurred by Tequio Foods, or to transfer to a comparable replacement trip without penalty.

Any changes may require an additional payment from you or may result in a partial or full refund. Additional payments are rare but may occur due to unexpected events (e.g., increased government fees). Refunds under this section will fully settle any claims arising from our cancellation.



If Tequio Foods must reschedule, substantially change, postpone, or cancel your trip for reasons within its control, either before or during the trip, we will notify you as soon as possible. In such cases, we may offer one or more of the following options at our discretion:

- Accept a comparable replacement trip offered by Tequio Foods (subject to availability and at Tequio Foods's sole discretion),
- Receive a refund of all payments made, minus \$750 per person Trip Planning Fee, unrecoverable costs (including deposits made to suppliers), and any other out-of-pocket costs incurred organizing your trip, or
- Any other reasonable option we believe appropriate.

When accepting a replacement trip:

- If the replacement trip costs less, you will receive a refund for the difference.
- If the replacement trip costs the same or more than the original trip, you will be responsible for the difference.

If we explicitly cancel your trip (not just altering, postponing, or rescheduling), we will make reasonable efforts to reimburse you for any payments, minus 1) non-refundable deposits and cancellation fees paid to suppliers and third parties (which are often non-recoverable once deposits are forwarded) and 2) Tequio Foods's \$750 per person Trip Planning Fee. Due to circumstances like these, we strongly recommend obtaining travel insurance, as explained elsewhere in this agreement. Please note that if we alter, modify, postpone, reschedule, or issue a travel credit, these actions do not constitute a "cancellation" of your trip by us.

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## 8. Denial of Participation

Tequio Foods reserves the right to deny participation in the trip to any traveler that it, in its sole discretion, judges to be unable to meet the trip's demands, violates these terms, or behaves in a manner deemed inappropriate for group travel. During the trip, Tequio Foods also has the right to remove anyone it considers detracts from others' enjoyment. The final decision made by the guide, host, or local supplier on issues that could threaten the safety or well-being of others is final. Any costs resulting from removal or declining participation are your responsibility. Tequio Foods may also remove any participant whose behavior is disruptive, unsafe, illegal, racist, or harmful to others. No refunds will be given in such cases. Illegal drug use is strictly forbidden, and responsible alcohol consumption is expected.



## 9. Force Majeure

Tequio Foods will not be considered in breach of this agreement or otherwise liable to you because of delay or failure to perform any of its obligations under this agreement, if such delay or failure is caused by Force Majeure. "Force Majeure" refers to any circumstances beyond our reasonable control, including but not limited to acts of God, terrorist actions, rebellion, explosions, floods, storms, strong winds, typhoons, fires, accidents, war or threats of war, sabotage, civil unrest, labor strikes, requisitions, illness, quarantine, pandemics, epidemics, diseases and viruses (known or unknown, foodborne, airborne, or contagious), government actions affecting local or international travel, restrictions or alerts from authorities (such as the World Health Organization), border closings, weather conditions, and unforeseen events.

In rare cases where Force Majeure prevents, significantly hampers, or makes it impossible for us or our suppliers to provide services, including but not limited to your tour, we and/or our suppliers may, at our sole discretion, take actions such as cancelling, changing, rescheduling, or postponing any tour itinerary or arrangements, including specific dates or the entire tour. You agree that we will not be responsible for any costs, expenses, or compensation you incur as a result of Force Majeure. No refunds will be issued if we take any of these actions due to Force Majeure, unless we manage to recover refunds from our suppliers. Any refund will deduct our non-refundable \$750 per person trip planning fee. Our administrative costs for planning and managing your trip are non-refundable, reflecting the time and effort invested from the moment your trip is booked. This fee is non-recoverable because of the work involved. Please be aware that we are not required to seek refunds from suppliers, and in many cases, once deposits are transferred to them, refunds are no longer available. Any refunds will be less the \$750 Trip Planning Fee and any non-refundable deposits or cancellation fees already paid to suppliers or third parties. This policy relies on the fact that suppliers outside the United States are generally not obligated to refund deposits or waive cancellation fees during Force Majeure events. Therefore, obtaining travel insurance is strongly recommended. If you decide to cancel your tour because of Force Majeure, standard cancellation penalties (see "Cancellation By You") will apply unless we specify otherwise.

If Tequio Foods is affected by Force Majeure, we will, if possible, notify you of the nature and extent of the situation.

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## 10. Optional Activities

During any Tequio Foods trip, there may be opportunities to participate in activities or local events, which are not included in Tequio Foods' packaged trip. Tequio Foods makes no representations about the safety or quality of these activities and events, or the standard of the independent operator running them. Activities may include, but are not limited to, vehicle/boat/aircraft trips, walking or guided trips, surfing, fishing, hiking, swimming, zip lining, and parasailing. Events may include, but are not limited to, local festivals, concerts, and organized events.

You understand and agree that any assistance given by Tequio Foods's trip leader or staff to help arrange these optional activities is done in good faith and without any representations or warranties of any kind. Tequio Foods does not sponsor or endorse these activities or events, nor can Tequio Foods be held liable for any injury or illness resulting from your participation. If you decide to participate in these events, you do so voluntarily and should take precautions to ensure your own safety. You will arrange for payment directly with the supplier or independent operators of such activities, events, or services.

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## 11. Health & Medical Responsibility

You represent that you do not have any physical or mental condition that could pose a hazard to yourself or other travelers, or that would impair others' enjoyment of the trip. If you have a medical condition, dietary restrictions, or other pre-existing health issues that require special attention during the trip, you must inform us in writing at the time of booking. We may ask for a medical certificate confirming that you are medically cleared for the destination(s) and capable of participating in all aspects of your trip itinerary.

Tequio Foods strongly recommends that you check with the U.S. Centers for Disease Control and Prevention or a similar organization in your country for the latest, destination-specific advice on food and water safety, infectious diseases, and related concerns. At your own cost, you should meet with your doctor at least three weeks before departure to get any necessary vaccinations, inoculations, or prescribed medications for the areas visited, and to provide written proof if requested.

Our suppliers reserve the right to conduct health screenings—such as temperature checks, questionnaires, and symptom observations—and to deny travel to anyone showing signs of illness. If needed, they, along with government or health authorities, also reserve the right to



quarantine travelers with symptoms of infectious diseases on confined modes of transport, such as ships or trains.

Any medical care or health screenings administered to you during the trip are provided at your own expense, and Tequio Foods assumes no responsibility for them. You are solely responsible for all costs related to medical treatment and transportation, if any.

Tequio Foods strictly prohibits the use of any kind during our trips and strongly encourages responsible alcohol consumption. This policy is for your safety and others'. We reserve the right, at your expense, to deny participation in activities or continuation of the trip if you illegally use drugs, alcohol, or other banned substances during the trip. We want everyone to enjoy the experience and embrace the local culture, but safety remains our top priority.

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## 12. Baggage & Personal Property

You are responsible for your personal belongings at all times. Tequio Foods is not liable for loss, theft, or damage.

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## 13. Photography & Media Release

You grant Tequio Foods a **perpetual, worldwide, royalty-free license** to use photographs, videos, and recordings taken during the trip that include your likeness for promotional and marketing purposes.

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## 14. Complaints & Claims

If you encounter any issues or have questions during your trip, please notify us, your host, or your guide promptly so we can address them. After your trip is over, if you want to file a claim, submit a complaint, or request reimbursement for any reason, you must do so via email within 30 days of the trip's completion. Be sure to include all supporting documents with your email. Claims or complaints received after this deadline will not be accepted or reviewed. Send your emails to [tequiofoods@gmail.com](mailto:tequiofoods@gmail.com).



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## 15. Seat Belt Policy

To ensure the safety of our travelers, local hosts, and guides, Tequio Foods recommends that everyone stay seated and wear their seatbelts at all times while riding in any moving vehicle. This recommendation is not only for your safety but also for everyone else in the vehicle. It is noted that some vehicles internationally may not be equipped with these restraints as accepted by local laws. Tequio Foods and our transportation suppliers remain focused on protecting your safety, but they cannot be expected to constantly check that everyone is buckled before moving a vehicle. Therefore, it is your responsibility to remain seated and wear your seatbelt properly and at all times while the vehicle is in motion.

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## 16. Cultural Differences and Drug Policy

It is understood that traveling to international destinations will expose travelers to unique situations and experiences different from those in their home country. These differences enhance the adventure of your trip and often include cultural and social aspects such as sanitation, food, drink, attire, and local laws. Tequio Foods and your guide or host will discuss these differences during your trip, but you also have a responsibility to do your own research and act responsibly while traveling. Tequio Foods does not tolerate any racist attitudes, sexual comments, or drug use during our trips, and strongly encourages responsible alcohol consumption. This policy is for your safety and the safety of others. We want you to enjoy your trip and experience the local culture, but safety remains our top priority.

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## 17. Limitation of Liability

To the maximum extent permitted by law, Tequio Foods shall not be liable for indirect, incidental, or consequential damages. Our total liability shall not exceed the amount you paid for the trip.

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## 18. Governing Law & Venue



This agreement shall be governed by the laws of the **State of North Carolina**. Any disputes shall be resolved exclusively in state or federal courts located in North Carolina.

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## 19. Amendments

We may, on occasion, amend these Terms and reserve the right to update or alter these Terms at any time. Any amendment will take effect seven days after being posted on our website, or immediately upon written notice to you by email or mail. An up-to-date hard copy of these Terms will be sent to you upon your written request. You are deemed to have accepted any amendments to these Terms on the date that is seven days after their posting on our website or immediately upon notice to you in writing by email or mail. We recommend that you refer to these Terms prior to travel to familiarize yourself with the most up-to-date version available.

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## 20. Acknowledgment & Electronic Signature

I acknowledge that I have carefully read this Waiver, understand its contents, and understand that by signing, I am **waiving substantial legal rights**, including the right to sue.

I agree that my electronic signature is valid and binding and has the same force and effect as a handwritten signature.

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**Participant Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_