

MAJOR ADVENTURES TRAVEL

TERMS AND CONDITIONS

Last Updated: October 2026

These Terms and Conditions ("Terms") govern the relationship between **Major Adventures Travel** ("Major Adventures Travel," "Agency," "we," "us," or "our") and each purchaser, traveler, group participant, or person for whom travel services are requested or booked ("Client," "Traveler," "you," or "your").

By requesting, authorizing, depositing on, or making payment toward a reservation through Major Adventures Travel, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

Major Adventures Travel acts as a travel advisor and booking agent for disclosed third-party suppliers, including, but not limited to, cruise lines, hotels, tour operators, transportation providers, excursion operators, insurance providers, and other independent travel service providers ("Supplier" or "Suppliers"). Major Adventures Travel does not own, operate, manage, or control these Suppliers and is not the source or provider of the travel services they provide.

These Terms contain important provisions regarding cancellations, refunds, hosted group travel, travel insurance, limitations of liability, and other matters that may affect your legal rights.

1. USE OF MAJOR ADVENTURES TRAVEL SERVICES

You represent that you are at least eighteen (18) years of age and possess the legal authority to enter into this Agreement and make travel arrangements for yourself and, when applicable, other members of your traveling party.

The person making a reservation on behalf of other travelers represents that they have authority to provide information and make arrangements on behalf of those travelers.

You are financially responsible for reservations you authorize and for providing complete and accurate information regarding all travelers included in your reservation.

Major Adventures Travel accepts reservations solely as an agent for the Suppliers providing the travel services selected by the Client.

Each Supplier maintains its own terms, conditions, payment schedules, cancellation policies, refund policies, documentation requirements, and other rules. By booking through Major Adventures Travel, you also agree to comply with the applicable Supplier's terms and conditions.

Supplier policies are incorporated into your travel arrangements and may supersede Agency policies regarding Supplier-provided travel services.

2. PRICING, PROMOTIONS, AVAILABILITY, AND ERRORS

All prices, promotions, amenities, onboard credits, group rates, cabin availability, incentives, and other offers are subject to availability and may change without notice until a reservation is confirmed and any required payment or deposit has been processed.

Major Adventures Travel reserves the right to correct clerical, typographical, pricing, or other errors.

Cruise lines and other Suppliers use dynamic pricing. A price quoted at one time is not guaranteed to remain available unless the reservation is properly confirmed according to the Supplier's requirements.

Major Adventures Travel cannot guarantee that a previously quoted rate, cabin category, promotion, onboard credit, or amenity will remain available.

Supplier promotions generally cannot be combined unless expressly permitted by the Supplier.

3. PAYMENTS

Clients are responsible for all charges, deposits, final payments, taxes, fees, gratuities, assessments, and other costs associated with their travel arrangements.

Payments must be received according to the payment schedule established by the applicable Supplier and/or Major Adventures Travel.

Failure to submit payment by a required deadline may result in cancellation of the reservation and forfeiture of monies previously paid.

Unless otherwise stated, payments processed by Major Adventures Travel for travel services are submitted to the applicable Supplier on the Client's behalf.

By providing payment authorization, the Client authorizes Major Adventures Travel to submit the approved payment to the appropriate Supplier.

Clients are responsible for reviewing invoices and payment confirmations and immediately notifying Major Adventures Travel of any discrepancies.

4. CANCELLATIONS, CHANGES, AND REFUNDS

All cancellation and change requests must be submitted to Major Adventures Travel **in writing**.

Supplier cancellation penalties apply according to the Supplier's terms and conditions. Depending upon the date of cancellation and the Supplier's policy, a Client may lose some or all amounts paid.

Major Adventures Travel cannot waive or override a Supplier's cancellation penalties.

Any refund owed by a Supplier is subject to that Supplier's policies, procedures, and processing timelines. Major Adventures Travel does not guarantee when a Supplier refund will be processed.

If a Client voluntarily cancels or changes travel arrangements, the Client is responsible for any resulting Supplier penalties, fare increases, change fees, or other costs.

Unused portions of a cruise, tour, hotel stay, excursion, group activity, transportation service, or other travel arrangement are generally nonrefundable unless otherwise provided by the applicable Supplier.

Major Adventures Travel Group Cancellation Fee

For designated Major Adventures Travel and/or MH Family Adventures group cruises booked under a refundable deposit, Major Adventures Travel may assess a \$100 cancellation fee per cabin when the reservation is voluntarily canceled by the Client.

This Agency cancellation fee is separate from any cancellation penalty assessed by the cruise line or other Supplier.

The applicable cancellation fee will be disclosed as part of the booking terms for qualifying group reservations.

The fee reflects administrative work associated with establishing, maintaining, servicing, modifying, and ultimately canceling a group reservation and the effect cancellations may have on contracted group inventory, amenities, pricing, and group planning.

Life happens, and Major Adventures Travel understands that travel plans sometimes change. Clients are nevertheless encouraged to make group reservations only when they reasonably intend to travel.

5. INDEPENDENT TRAVEL ARRANGEMENTS AND AIRFARE

Major Adventures Travel is not responsible for travel arrangements made independently by the Client or through another agency or provider.

This includes, but is not limited to, independently booked:

- airfare;
- hotels;
- airport transportation;
- rental cars;
- excursions;
- tours;
- dining;
- train tickets;
- travel insurance; or
- other pre-cruise or post-cruise arrangements.

Unless specifically agreed otherwise, Major Adventures Travel does not book independent airfare. Cruise-line air programs may be available on certain reservations.

If you arrange your own airfare, you assume responsibility for ensuring that your flights allow sufficient time to reach the embarkation port and board the cruise.

Major Adventures Travel shall not be responsible for missed cruises, missed flights, missed connections, delays, cancellations, schedule changes, lost luggage, additional hotel stays, transportation expenses, or other losses resulting from independently booked transportation.

Changes to a cruise itinerary, embarkation port, disembarkation port, or sailing schedule may affect independently purchased travel arrangements. Major Adventures Travel is not responsible for expenses associated with modifying those independently purchased arrangements.

Travel insurance is strongly recommended.

6. TRAVEL DOCUMENTS, PASSPORTS, VISAS, AND IDENTIFICATION

Each Traveler is solely responsible for obtaining and carrying all documentation required for travel, including passports, visas, identification, vaccination documentation, parental consent documentation, and any other entry or exit documentation required by the applicable government or Supplier.

International destinations may require passports to remain valid for a specified period beyond the travel dates.

Non-U.S. citizens may be subject to different visa, transit, and entry requirements than U.S. citizens.

Major Adventures Travel may provide general information regarding known requirements as a courtesy, but such information does not constitute legal or immigration advice.

Immigration, visa, passport, and entry requirements can change at any time.

ULTIMATELY, IT IS THE TRAVELER'S RESPONSIBILITY TO VERIFY AND SATISFY ALL ENTRY, EXIT, TRANSIT, PASSPORT, VISA, AND IDENTIFICATION REQUIREMENTS.

Major Adventures Travel is not responsible if a Traveler is denied boarding, denied entry into a country, detained, delayed, or otherwise unable to travel because of insufficient, incorrect, expired, or missing documentation.

Any resulting financial loss remains the responsibility of the Traveler.

7. REVIEW OF RESERVATION INFORMATION

Clients are responsible for reviewing all invoices, confirmations, travel documents, cabin assignments, names, dates of birth, sailing dates, itineraries, and other reservation information upon receipt.

Names should match the identification or passport that will be used for travel.

Major Adventures Travel should be notified promptly of any error or discrepancy.

The Client is responsible for additional costs resulting from corrections requested after applicable Supplier deadlines or after the Client has failed to timely report an error appearing on previously provided documentation.

8. HEALTH, MEDICAL FITNESS, ACCESSIBILITY, AND SPECIAL NEEDS

Travelers are responsible for determining whether they are physically and medically capable of participating in their planned travel.

Major Adventures Travel and MH Family Adventures are not medical providers and cannot determine whether a Client is medically fit to travel.

Travelers with medical conditions, mobility limitations, accessibility needs, dietary restrictions, or other circumstances that may affect travel should consult the appropriate medical professional and notify Major Adventures Travel and applicable Suppliers of relevant accommodation requests.

Major Adventures Travel cannot guarantee that a Supplier, destination, port, excursion, venue, or group activity will be able to accommodate every medical, dietary, mobility, or accessibility need.

Travelers are responsible for medications, medical devices, mobility equipment, and other personal medical necessities.

If a Traveler experiences illness, injury, hospitalization, medical evacuation, or another medical emergency during travel, all resulting medical and related expenses are the Traveler's responsibility.

MAJOR ADVENTURES TRAVEL AND MH FAMILY ADVENTURES DO NOT PROVIDE MEDICAL CARE, PERSONAL CARE, NURSING SERVICES, OR INDIVIDUAL MEDICAL SUPERVISION DURING GROUP TRAVEL.

A Traveler requiring assistance beyond what they can independently manage should travel with a companion capable of providing the necessary assistance.

Travel insurance that includes appropriate medical and emergency evacuation benefits is strongly recommended.

9. RISKS AND SAFETY

Travel inherently involves risk.

Destinations may experience crime, political instability, civil unrest, terrorism, severe weather, natural disasters, infectious disease, transportation disruptions, strikes, changes in local law, or other hazards.

Clients are responsible for remaining informed regarding conditions at their destinations and determining whether they are comfortable proceeding with travel.

Major Adventures Travel does not warrant that any destination, cruise, excursion, hotel, transportation service, or activity is completely safe or free from risk.

By choosing to travel, Client acknowledges and accepts the ordinary and reasonably foreseeable risks associated with travel.

10. LIMITATION OF RESPONSIBILITY FOR TRAVEL SUPPLIERS

Major Adventures Travel acts as an intermediary between the Client and independent Suppliers.

Major Adventures Travel does not own, manage, operate, supervise, or control cruise ships, airlines, hotels, transportation companies, excursion companies, tour operators, restaurants, ports, attractions, or other independent Suppliers.

Accordingly, to the fullest extent permitted by applicable law, Major Adventures Travel shall not be liable for the acts, omissions, negligence, errors, delays, failures, cancellations, schedule

changes, bankruptcy, insolvency, service deficiencies, injuries, deaths, property damage, baggage loss, or other conduct of independent Suppliers.

Supplier decisions regarding itinerary changes, missed ports, substitutions, delays, cancellations, onboard operations, safety procedures, denied boarding, refunds, future cruise credits, and other operational matters are controlled by the Supplier.

Major Adventures Travel may advocate for or assist Clients when Supplier issues arise but cannot guarantee the outcome of a Supplier claim, complaint, refund request, or dispute.

11. ITINERARY AND SCHEDULE CHANGES

Cruise itineraries, ports of call, arrival and departure times, excursions, activities, transportation arrangements, and other elements of travel may change before or during travel.

Cruise lines may substitute ports, cancel ports, change embarkation or disembarkation locations, modify schedules, or otherwise alter itineraries.

Such decisions may occur for weather, mechanical, operational, governmental, safety, medical, port-related, or other reasons.

Major Adventures Travel does not control these decisions and shall not be liable for Supplier itinerary changes.

A change to an itinerary does not automatically entitle a Client to cancel without penalty. Refunds, credits, or other compensation will be determined according to the applicable Supplier's policies.

12. MAJOR ADVENTURES TRAVEL / MH FAMILY ADVENTURES HOSTED GROUP TRAVEL

Certain cruises and travel experiences may be promoted, coordinated, sponsored, accompanied, or hosted by **Major Adventures Travel and/or MH Family Adventures** ("Hosted Group Travel").

Hosted Group Travel may include optional group dinners, meetings, excursions, gatherings, events, activities, meet-and-greets, content creation, or other experiences arranged in addition to the underlying cruise or travel reservation.

Hosted Activities Are Not Guaranteed

Group activities, events, excursions, dinners, meetings, schedules, venues, and other hosted elements are subject to change.

Major Adventures Travel and MH Family Adventures reserve the right to add, modify, substitute, reschedule, or cancel group activities when reasonably necessary.

Unless expressly stated otherwise, the Client's cruise fare primarily purchases travel services from the applicable Supplier and does not constitute payment for a guarantee that every advertised group activity will occur.

Failure or inability to participate in an optional group activity does not entitle a Client to a refund of the underlying cruise fare.

Host Participation Is Not Guaranteed

Clients may choose a particular group because they wish to travel with RacQuelle Major-Holland, members of MH Family Adventures, Major Adventures Travel representatives, or another announced host.

While every reasonable effort will be made for announced hosts to participate as planned, the presence of any specific host or representative is not guaranteed.

Circumstances may prevent an announced host from traveling with or continuing to participate in a group trip. These circumstances may include, without limitation:

- severe illness or injury;
- hospitalization or medical emergency;
- death or serious illness of a family member or loved one;
- family emergency;
- pregnancy-related circumstances;
- transportation disruptions;
- governmental restrictions;
- natural disaster;
- safety concerns;
- circumstances affecting the host's immediate family;

- events beyond the reasonable control of Major Adventures Travel or MH Family Adventures; or
- other serious personal or professional circumstances that reasonably prevent travel.

If a designated host cannot participate, Major Adventures Travel may, at its discretion:

1. allow the group cruise to proceed without that host;
2. designate another person as group host or point of contact;
3. modify the hosted activities;
4. cancel some or all hosted activities; or
5. withdraw from personally accompanying the group.

THE INABILITY OF RACUELLE MAJOR-HOLLAND, AN MH FAMILY ADVENTURES FAMILY MEMBER OR TEAM MEMBER, A MAJOR ADVENTURES TRAVEL REPRESENTATIVE, OR ANOTHER DESIGNATED HOST TO SAIL DOES NOT CONSTITUTE CANCELLATION OF THE CLIENT'S CRUISE WHEN THE CRUISE LINE OR OTHER SUPPLIER CONTINUES TO OPERATE THE CLIENT'S TRAVEL ARRANGEMENTS.

Unless otherwise required by applicable law or expressly agreed to in writing, Major Adventures Travel and MH Family Adventures shall not be responsible for providing a refund, reimbursement, future travel credit, replacement cruise, compensation, or payment of additional expenses solely because a designated host is unable to travel or participate.

This includes, but is not limited to, airfare, cruise fare, hotel expenses, transportation, excursions, insurance premiums, meals, independently purchased activities, or other travel expenses.

Clients acknowledge that they are purchasing travel provided by independent Suppliers and that the presence of an Agency representative, content creator, or host is an additional component of the group experience rather than a condition of the Supplier's performance.

Travel insurance is strongly recommended to protect each Traveler's individual financial investment.

13. GROUP ACTIVITIES AND EXCURSIONS

Activities organized for Major Adventures Travel/MH Family Adventures groups may be operated by third-party Suppliers.

Participation in optional activities is voluntary.

Clients are responsible for evaluating whether an activity is appropriate for their physical ability, health, comfort level, and personal circumstances.

Major Adventures Travel cannot guarantee that all members of a group will be able to participate in every excursion or activity.

Group meeting times and departure times must be respected. A Client who arrives late or misses a scheduled group departure is responsible for arranging and paying for alternative transportation or activities.

No refund is guaranteed for a missed group activity, excursion, meal, event, or transportation service resulting from a Client's tardiness, absence, illness, failure to follow instructions, or other personal circumstances.

14. PHOTOGRAPHY, VIDEO, AND MEDIA DURING HOSTED GROUP TRAVEL

Major Adventures Travel and MH Family Adventures are travel and content-creation brands. Photography and video recording may occur during official group cruises, events, activities, excursions, meals, gatherings, and other portions of Hosted Group Travel.

Guests participating in designated Major Adventures Travel/MH Family Adventures group experiences should reasonably expect that photography and video recording may occur in group settings.

For designated Hosted Group Travel, Clients may be required to execute a separate media release as a condition of participation in the official group.

Major Adventures Travel and MH Family Adventures will make reasonable efforts to respect individual concerns; however, we cannot guarantee that a Traveler will not appear incidentally in photographs, videos, livestreams, background footage, group photographs, or other content captured during a group experience.

Travelers who do not wish to potentially appear in group-related content should carefully consider whether a Major Adventures Travel/MH Family Adventures Hosted Group Travel experience is appropriate for them before booking.

Any separate media release executed by the Traveler shall govern the specific permitted uses of the Traveler's image, likeness, voice, or appearance.

15. CLIENT CONDUCT AND GROUP PARTICIPATION

Travelers participating in Major Adventures Travel or MH Family Adventures groups are expected to behave respectfully toward other guests, Agency representatives, Suppliers, crew members, tour guides, and local communities.

Major Adventures Travel reserves the right to discontinue a Client's participation in Agency-organized group activities if the Client's conduct is threatening, abusive, harassing, discriminatory, disruptive, unsafe, illegal, or materially interferes with the experience of other Travelers.

Major Adventures Travel may also restrict participation when a Traveler repeatedly disregards reasonable group instructions or schedules.

Removal from Agency-sponsored group activities does not constitute cancellation of the Client's cruise reservation.

A Client removed from Agency-sponsored activities because of their conduct shall not be entitled to reimbursement from Major Adventures Travel for missed group activities and remains responsible for their own transportation, meals, accommodations, and other resulting expenses.

Major Adventures Travel does not control a cruise line's decision regarding removal of a passenger from a vessel or other disciplinary action.

Clients are responsible for any damage, loss, fines, penalties, or expenses resulting from their own conduct.

16. FORCE MAJEURE

Major Adventures Travel shall not be considered in breach of these Terms or liable for failure, cancellation, modification, or delay in performing an obligation when caused by circumstances beyond its reasonable control.

Such circumstances may include, without limitation:

acts of God; hurricanes; severe weather; floods; earthquakes; volcanic activity; wildfire; natural disasters; epidemic; pandemic; quarantine; war; terrorism; civil unrest; strikes; labor disruptions; government actions; border closures; changes in laws or regulations; transportation disruptions; infrastructure failures; internet or communication failures; port closures; Supplier failures;

emergencies; or other extraordinary circumstances beyond Major Adventures Travel's reasonable control.

Suppliers maintain their own force majeure policies.

If a Supplier modifies, postpones, or cancels travel because of such an event, refunds, credits, or other remedies will be governed by the Supplier's applicable policies.

Major Adventures Travel will make reasonable efforts to assist Clients in understanding Supplier options but cannot guarantee reimbursement.

17. TRAVEL INSURANCE

TRAVEL INSURANCE IS STRONGLY RECOMMENDED FOR ALL TRAVELERS.

Travel involves financial risk. Unexpected circumstances may arise before or during travel, including illness, injury, death of a family member, trip cancellation, interruption, delay, missed connections, lost baggage, medical emergencies, evacuation, Supplier disruptions, and other events.

Unless expressly stated otherwise, travel insurance is not included in the cost of a reservation.

Major Adventures Travel may provide Clients with information or access to travel insurance options; however, Major Adventures Travel is not the insurer and does not determine whether a claim will be approved.

Insurance policies contain eligibility requirements, exclusions, coverage limits, deadlines, and other conditions.

Clients are responsible for reviewing the applicable policy and determining whether coverage meets their needs.

Major Adventures Travel does not guarantee that an insurer will pay any particular claim.

If a Client elects not to purchase travel insurance, the Client assumes the financial risks associated with that decision, including the possibility of losing up to the full cost of the trip.

18. CREDIT CARD DISPUTES AND CHARGEBACKS

Clients agree to first contact Major Adventures Travel regarding legitimate billing concerns so that the Agency has a reasonable opportunity to investigate the matter.

A credit card dispute or chargeback should not be used to circumvent valid Supplier or Agency cancellation policies, nonrefundable deposits, cancellation fees, or other Terms previously accepted by the Client.

Nothing in these Terms prevents a Client from exercising legitimate rights available under applicable consumer protection or credit card laws.

Major Adventures Travel reserves all rights and remedies available to it when a chargeback is improperly used to avoid a valid contractual payment obligation.

19. CURRENCY AND BANK FEES

Currency exchange rates fluctuate and may affect the cost of international travel services.

Major Adventures Travel is not responsible for changes in exchange rates, foreign transaction fees, bank fees, credit card fees, or other charges assessed directly by a Client's financial institution.

20. COMMUNICATIONS

Clients are responsible for providing accurate contact information and monitoring communications from Major Adventures Travel.

Email is a primary method of communication for Major Adventures Travel.

Important information regarding payments, final payment deadlines, itinerary changes, documentation, group activities, meetings, and other travel matters may be provided electronically.

Failure to read an email, invoice, group update, or other communication does not automatically relieve the Client of payment deadlines, Supplier requirements, or other responsibilities.

Clients should notify Major Adventures Travel if their email address or other relevant contact information changes.

21. NO GUARANTEE OF GROUP SIZE, COMPOSITION, OR AMENITIES

The number of Travelers participating in a group may change at any time because of cancellations, additions, Supplier restrictions, or other circumstances.

Major Adventures Travel does not guarantee a particular group size or composition unless expressly stated in writing.

Group amenities, onboard credits, cocktail parties, meeting space, dining arrangements, gifts, discounts, complimentary berths, and other benefits may depend upon the number of cabins that ultimately qualify under the Supplier's group contract.

If group participation decreases, the Supplier may reduce or eliminate certain amenities.

Major Adventures Travel shall not be responsible for benefits withdrawn or modified by a Supplier because group qualification requirements are no longer satisfied.

22. LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Major Adventures Travel, MH Family Adventures, their owners, employees, contractors, representatives, affiliates, and designated group hosts shall not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages arising from travel services provided by independent Suppliers or circumstances outside the reasonable control of Major Adventures Travel.

Nothing in these Terms is intended to waive liability that cannot lawfully be waived.

Any limitation of liability shall apply only to the extent permitted by applicable law.

23. RESERVATION OF RIGHTS AND CHANGES TO TERMS

Major Adventures Travel reserves the right to revise these Terms and Conditions from time to time.

The Terms applicable to a reservation will generally be those accepted in connection with that reservation, together with applicable Supplier terms and any subsequently agreed written modifications.

Material changes affecting an existing reservation will be communicated when reasonably necessary.

24. SEVERABILITY

If any provision of these Terms is determined to be invalid, illegal, or unenforceable, that provision shall be enforced to the maximum extent permitted by law or modified to most closely reflect its intended purpose.

The remaining provisions shall continue in full force and effect.

25. ENTIRE AGREEMENT

These Terms and Conditions, together with the Client's invoice, reservation confirmation, applicable Supplier terms and conditions, group-specific terms, payment authorizations, media releases when applicable, and other written agreements incorporated into the reservation constitute the agreement between the Client and Major Adventures Travel regarding the applicable travel arrangements.

Statements made through social media, livestreams, videos, informal conversations, group chats, or other promotional communications do not modify these Terms unless Major Adventures Travel expressly agrees to the modification in writing.

26. GOVERNING LAW AND DISPUTES

These Terms and Conditions shall be governed by the laws of the State of Ohio, without regard to conflict-of-law principles.

To the extent permitted by applicable law, any legal action arising from or relating to services provided by Major Adventures Travel shall be brought in the appropriate court located in Fairfield County, Ohio.

Before initiating litigation, the parties agree to make a good-faith effort to resolve the dispute informally.

Nothing in this provision eliminates any consumer right or remedy that cannot legally be waived.

27. ACKNOWLEDGMENT AND ACCEPTANCE

By authorizing Major Adventures Travel to make a reservation, submitting a deposit or payment, electronically accepting these Terms, or otherwise confirming a booking, Client acknowledges that Client has:

- read and understood these Terms and Conditions;
- had an opportunity to ask questions before booking;
- understood that Major Adventures Travel acts primarily as an agent for independent travel Suppliers;
- accepted the applicable Supplier's terms and cancellation policies;
- understood the financial risks associated with declining travel insurance;
- accepted the additional conditions applicable to Major Adventures Travel/MH Family Adventures Hosted Group Travel when participating in such a group; and
- voluntarily agreed to be bound by these Terms and Conditions.

MAJOR ADVENTURES TRAVEL

Effective: October 2026