



# Terms and Conditions

## Introduction

Welcome to Life Unpacked Travel! By booking any travel services through Life Unpacked Travel, you agree to be bound by the following terms and conditions. Please read them carefully as they contain important information about your rights and obligations.

## Scope of Services

Life Unpacked Travel is a boutique remote travel agency specializing in personalized itineraries for romantic escapes, reconnection retreats, and milestone journeys. Services may include consultation, itinerary planning, booking coordination, and travel support.

## Client Responsibilities

To ensure a seamless experience, clients agree to:

- Provide accurate and timely personal and travel information
- Review all documents and confirmations upon receipt
- Communicate any changes or concerns promptly

## Booking and Payment

- **Fees:** A planning fee may be required before itinerary design begins for complex itineraries. This fee is non-refundable unless otherwise stated and may be used in whole or part of the deposit to secure your trip.
- **Reservations:** All reservations are subject to availability and confirmation. A provisional booking is only confirmed upon receipt of the required deposit or full payment, as specified at the time of booking according to the policies of travel partners.
- **Payment Terms:** A deposit is required to secure your booking, with the balance due prior to departure. Failure to pay the balance on time may result in cancellation of your booking. Payment terms and final payment deadlines will be communicated clearly according to responsible third-party policies.

- **Payment Methods:** We accept payments via major credit cards, bank transfers, and other methods as specified.

## Cancellations and Refunds

- **Cancellation by Client:** If you need to cancel your booking, you must notify us in writing. Cancellation policies vary by supplier (airlines, hotels, tour operators). Life Unpacked Travel will advocate on your behalf but is not responsible for third-party policies.
- **Cancellation by Third Party:** There may be instances when a company may cancel any booking if circumstances beyond their control make it necessary. In such cases, Life Unpacked Travel will not be held responsible for third-party policies.

## Changes to Booking

- **Client-Initiated Changes:** If you wish to change your booking, please contact us as soon as possible. We will do our best to accommodate your request, but additional fees may apply.
- **Third Party Initiated Changes:** Occasionally, travel companies may need to make changes to your booking. Life Unpacked Travel will inform you of any significant changes and offer alternative arrangements if necessary.

## Travel Insurance

It is strongly recommended that you purchase comprehensive travel insurance to cover potential risks, including trip cancellation, medical emergencies, and personal liability. Life Unpacked Travel is not responsible for any costs incurred due to inadequate or lack of insurance coverage.

## Liability

- **Limitation of Liability:** Life Unpacked Travel acts as an independent agent for suppliers and is not liable for acts, errors, or omissions of third parties. Life Unpacked Travel is not responsible for delays, cancellations, injuries, or losses incurred during travel. Life Unpacked Travel is not liable for any loss, damage, injury, or inconvenience caused by third-party providers or external circumstances beyond our control.
- **Client Responsibility:** You are responsible for ensuring that you have valid travel documents, including passports, visas, and necessary health certificates. Failure to comply with entry requirements may result in denied boarding or entry, for which we are not liable.

## Conduct and Behavior

You are expected to conduct yourself in a manner that is respectful to other travelers and local communities. We reserve the right to terminate your travel arrangements without refund if your behavior is deemed inappropriate or disruptive.

## **Governing Law**

These terms and conditions are governed by the laws of the State of California. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of San Bernardino County.

## **Amendments**

We reserve the right to amend these terms and conditions at any time. Any changes will be posted on our host agency's platform and will apply to all bookings made after the date of publication.