

Terms & Conditions for Travel with Expedition: Humanitarian

To help us provide you with the very best adventures at the lowest possible prices and avoid confusion and misunderstandings, we ask that you read the Terms & Conditions (the "Terms") below carefully. By booking, registering for, making a payment towards, or participating in a trip with Expedition: Humanitarian("EH", "we," or "us"), you agree to the Terms that apply to that package in effect at the time of your booking. These Terms represent a legally binding contract.

Booking and Cost

We do our best to provide accurate and up-to-date information on our website, but errors may occur. Please confirm pricing and details prior to making a booking.

By making travel bookings on our website or otherwise purchasing any trips offered by EH, you warrant that 1) you are at least 18 years of age and have the legal authority to create a binding legal obligation; 2) you accept and agree to all the Terms presented herein; and 3) all information supplied by you for the purposes of that booking is true, accurate, current, and complete to the best of your knowledge.

BOOKING ON BEHALF OF OTHERS: If you make a booking for anyone other than yourself, you are considered the designated contact person for those other travelers. You represent and warrant that you are legally authorized to act on their behalf, that you have obtained all required consents, and that you will inform them of these Terms and warrant that they accept and agree to them. You are also responsible for making all payments due for your booking, notifying us if any changes or cancellations are required, and keeping the other travelers informed of all information relevant to your trip.

REGISTRATION: After you complete your booking, we'll send you an email containing a link to a secure traveler registration form. For most packages, you must complete this form within 30 days of booking.

CONFIRMATION: After we receive your booking and deposit, you will receive an immediate email confirmation. If any option or component you selected is not available, we will alert you and give you the option to modify your booking.

From the time of your booking confirmation until your final payment, your price may only be changed if: 1) you request **changes or customizations** to your booking; 2) new or increased government taxes or fees are implemented that apply to your package or its components; 3) vendor costs applicable to your package or its components increase. Under any of these circumstances, we will inform you how your trip price will be affected.

Once your booking is fully paid, the package price will not change, unless: 1) you request **changes or customizations** to your booking; 2) new or increased government taxes or fees are implemented that apply to your package or its components. In either case, we will inform you how your trip price will be affected.

SPECIAL MEAL REQUESTS OR DIETS: You may enter special meal requests or dietary restrictions for each traveler when you complete your registration form. We will relay your requests to our partners in the destination. We cannot guarantee that your requests will be

honored, and some requests or restrictions may be difficult to accommodate in some destinations.

PRICES: Advertised trip prices are based on double occupancy or higher and do not include optional add-ons or other optional items unless otherwise noted. Your total price will vary based on the options you select when you book. Trip costs do not include airfare to/from the destination.

On occasion, we may also offer price reductions, sale discounts, coupon discounts, or other promotional discounts on certain packages, departures, or services. Such discounts are valid for a limited time, only apply to new bookings, and may have other conditions or limitations. Existing bookings for which a deposit has been received are not entitled to price reductions or discounts that were not valid at the time of booking.

Prices and availability are subject to change until you make a booking and that booking is confirmed. After that, your package price will not change, with some exceptions listed under confirmations. All advertised prices and costs are in U.S. currency.

Payments, Refunds, and Credits

DEPOSITS: A deposit, paid via one of our accepted payment methods, is required to secure your booking, which will be applied toward the cost of your trip. Deposits vary by package. Please check the package page, start a booking, or contact us to find out the required deposit. Changes or customizations you request to our packages may require an increased or additional deposit. Deposits are generally nonrefundable after we confirm your booking unless we cancel your trip.

FINAL PAYMENT: If any balance is due after making your booking, you must pay this balance via one of our accepted payment methods by your final payment due date. This date varies by package but is most often 60 days prior to departure. The due date for your booking will be listed in the booking process and in your booking receipt email. You may elect a payment plan option at booking. If you have not paid in full by your due date, your booking will be subject to a \$50 late fee. If you have not paid in full 15 days after your due date, your booking will be canceled, and your deposit will be forfeited. If you make payments in excess of your balance due, you can choose to receive a refund of the excess amount or to convert it to a travel credit with no expiration date.

PAYMENT METHODS: We accept payments towards your deposit or balance due by the following methods:

1. Visa, MasterCard, Discover, and American Express: You can use one of these cards when booking and making payments via our website.
2. Bank Transfers: To make a payment via bank transfer, please select this option during checkout on the website.
3. Travel Credits issued by us: To redeem travel credits, please contact us.

We do not accept any other forms of payment. Payments must be made in U.S. currency, or a conversion fee may apply.

RETURNED PAYMENTS: If a payment made to us is returned due to insufficient funds, stop payment, a closed account, or any other reason, we will notify you, and a returned check fee of \$50 will be added to your balance due. You are responsible for making alternate payments to pay your balance due by the final payment due date. If we notify you after your final payment due date that a check has been returned, we must receive a replacement payment within 48 hours, or your booking may be subject to cancellation.

REFUNDS: Refunds will be processed and paid as promptly as possible. If we need to recover funds already paid to our partners for services, your refund will be issued after those funds have been recovered. Most refunds are processed within three weeks of being requested. Refunds for payments by credit card will be credited to that card, provided your refund does not exceed the amount paid on the card. Otherwise, your refund will be issued by check.

TRAVEL CREDITS: Credits are issued in U.S. dollar amounts and may be redeemed towards a balance due to EH on a future trip. Credits may not be used towards visa fees, airport, port & border crossing fees, optional excursions, or any other items purchased on tour. You may redeem as many credits as you like towards a new booking. If the new booking totals more than the value of your redeemed credits, you are responsible for paying the difference by the final payment due date. Credits are not redeemable for cash, and any credits not redeemed for a new booking will carry over and be used towards another future booking, provided they have not expired.

Changes

The booking policy only applies to a new booking—defined as a booking without the use of funds on file from a previous cancellation.

The booking policy only applies to your original booking—limiting rebookings to one. Subsequent bookings will be subject to standard cancellation penalties. Additionally, any coupon or discount does not transfer from the cancelled booking and therefore will not be applied to the new booking.

Under this policy, should you:

1. Decide not to travel for any reason
2. Your booking was not made using a previously canceled booking's funds
3. You let us know before your final payment due date

You may cancel your booking and choose one of the following:

- Receive a Refund . We will credit all payments you have made, less your initial deposit.
- Receive future travel credits worth everything you have paid. These credits will be issued and may be redeemed towards any future trip but must be used or transferred within 5 years of your booking.

You will not be charged any fees or penalties, minus your initial non-refundable deposit.

Changes or cancellations requested after your final payment due date are non-refundable under any circumstances. We strongly suggest that you purchase trip insurance to cover any unforeseen issues.

NAME CHANGES: Due to government and airline requirements, you must provide us the names of all travelers, including titles such as Jr. or Sr., and any multiple first, middle or last names, exactly as they appear on each passport. These are typically entered on our registration form. After you submit the registration form, any name changes (due to errors, marriage, or other reasons) should be reported to us immediately. Such changes may be subject to any fees assessed by vendors. Any errors that are not corrected prior to travel could prevent you from boarding your flights or your entry to some countries and may require the purchase of new airfare.

Cancellations

If you elect to cancel your booking for any reason, you must notify us in writing. Cancellations are subject to fees which vary by your date of booking, your date of cancellation, and by package. Cancellation fees may change at any time, and your booking is subject to the schedule in effect at the time of booking. A copy of these Terms that govern your booking is available on our website at www.expeditionhumanitarian.org.

When you cancel, we will refund all monies paid, minus:

- your deposit
- the cost of any issued domestic travel tickets (domestic flights or train travel, for example) if nonrefundable

When you request cancellation, we will advise you of the total of these fees and your total refund, if any. In some cases, as indicated in the fee schedule, some or all of the cancellation fee we withhold may be applied as a travel credit, which does not expire and can be used toward any future booking.

Most of our advertised packages require a minimum number of travelers to operate. We reserve the right to cancel or reschedule any departure due to insufficient demand, unsafe conditions, events beyond our control, or any other reason. If we cancel a departure, we will notify you prior to the final payment due date (unless the cancellation is due to an unforeseen situation that arises after that) and offer alternate dates of travel or a full refund. We also reserve the right to cancel a specific booking or remove a specific traveler prior to departure, at our own discretion, and refund all monies paid to Expedition: Humanitarian.

We are not responsible for any incidental expenses or consequential losses that you incur as a result of a cancelled booking, including but not limited to loss of earnings, loss of enjoyment, or the cost of any connecting flights, accommodations, airport transportation, visas, document fees, vaccinations, or other services you may purchase that are dependent upon the operation of your trip. Where possible, we recommend that you wait until after your final payment due date to purchase any such services.

Services

INCLUDED SERVICES: Varies by package; see the "included features" list on the package page.

NOT INCLUDED: For most of our packages, unless otherwise noted, the following items are not included in the advertised package price:

- International airfare and any associated fees
- entry visa fees
- optional extensions & excursions
- personal, baggage & travel insurance
- gratuities
- beverages
- items not specifically mentioned in the itinerary or "included features" list
- any items of a personal nature

UNUSED SERVICES: Unused services cannot be refunded once the trip has begun. No refund can be made for absence by travelers from any part of the itinerary.

Accommodations

Our packages include carefully selected accommodations set to double-occupancy or more. Special requests (bedding, smoking preference, etc.) are subject to availability and confirmation by the hosting location.

At least 14 days prior to departure, we will send out a detailed list of all accommodations on your package, including hotel addresses and telephone numbers. Sometimes it is necessary to change the accommodations used on your package. In that event, we will make every effort to ensure that substitutes meet or exceed the quality and location of the original.

While we do our best to select upscale accommodations, some hotels may not have air-conditioning, especially in rustic or remote locations. In such cases, other types of climate control are generally available.

Optional Activities

Any activity, transportation, meal, product, or service listed as optional and not expressly included in the itinerary or price of a package is considered an Optional Activity. In most cases, these Optional Activities are offered by Third Party Suppliers. Some may be purchased from us with your booking, while others must be selected and paid for in destination, sometimes in local currency. We cannot guarantee availability of Optional Activities, and for those paid for in destination, we cannot guarantee the price. If an Optional Activity you paid for with your booking is not available, we will refund your payment for that activity. We make no warranties and expressly deny any claims or liability whatsoever, including loss of enjoyment, arising from participation in, or the lack of availability of, Optional Activities.

Travel Insurance

We **highly recommend** you carry travel insurance or equivalent coverage. EH is not responsible for accidents, illness, emergencies, and other situations that may arise during travel.

Trip Operation

ITINERARIES: We make every effort to ensure our trips run smoothly and according to the posted itineraries. However, international travel is complex, and we reserve the right to modify our itineraries as we deem necessary to keep everything running comfortably. Please refer to the latest version of your itinerary on our website prior to travel, which we will also send you at least 7 days prior to departure. The planned itinerary is representative of the types of accommodations, transport and activities planned, but the actual itinerary, including routes, schedules, amenities, modes of transport, and other items, may still be subject to alteration or substitution without prior notice due to circumstances on the ground or upon recommendation of our partners in destination. In these cases, we will make every effort to ensure the changes result in an equivalent or better experience for our groups. We will not be held liable for any damages related to these alterations.

In rare cases, due to circumstances beyond our control (see **Force Majeure** below), and for the safety, comfort, and wellbeing of our travelers, it may become necessary to make major changes to our itineraries, including omitting certain destinations or segments of a tour, or even cancelling a departure entirely. Should this occur, we will inform you as soon as reasonably possible. We will also make every effort to obtain refunds from our suppliers for the unused services, which we will refund to you. However, it may not be possible to obtain refunds from all of our suppliers (especially for ticketed flights), and we cannot guarantee a refund of your entire package price. See our [refund policy](#).

FORCE MAJEURE: Certain unexpected circumstances may arise, such as (but not limited to) weather events, pandemics, quarantines, border closures, acts of governments or authorities, wars, hostilities, political uprisings or civil disturbances, riots, strikes, terrorist activities or the threat of terrorist activities, criminal acts committed by third parties, defects of vehicles or breakdown in equipment, or an Act of God, that are beyond anyone's control, which force a cancellation or disruption of services. These circumstances are considered a force majeure. We will not be held responsible or liable in any way for such events, including death, bodily injury, illness, damage, delay, or other losses caused by such events. While we will always strive to assist our travelers when such circumstances occur, any losses or costs resulting from these events will be the responsibility of the traveler.

THIRD PARTY SUPPLIERS: EH makes arrangements with airlines, cruise lines, hotels and other accommodation providers, coach companies, transfer operators, tour and local guides, activity providers, and other independent parties ("Third Party Suppliers") to provide you with some or all of the components of your booking. Third Party Suppliers may also engage the services of local operators and sub-contractors. We take great care in selecting Third Party Suppliers, but we do not supervise or control these suppliers and cannot be responsible for their acts or omissions.

In the absence of our own negligence, we shall not be responsible for any cancellations, delays, diversions or substitution of equipment; loss or damage to baggage or property; injury, illness, or death; or any claims, losses, damages, costs or expenses arising out of inconvenience, loss of enjoyment, upset, disappointment, distress or frustration, whether physical or mental, resulting from the any act, omission, error or negligence whatsoever by air carriers, rail, coach & ship cruise companies, hotels, transportation companies, other persons providing any of the services and accommodations to travelers, or any other person not our direct employee or under our exclusive control. Air carriers, rail, coach & ship cruise companies are not to be held responsible

for any act, omissions, or events during the times that passengers are not aboard their aircraft or conveyances. We are not responsible for any criminal conduct by third parties.

The international carriage of passengers is subject to international conventions and treaties, where applicable. These international agreements limit and, in some cases, exclude the carrier's liability to travelers. Where any claim or part of a claim (including those involving death or personal injury) concerns or involves any travel arrangements (including the process of getting on or off the transport concerned) provided by any air, sea, inland waterways, rail, or road carrier or any stay in a hotel, our maximum liability is the maximum which would be payable by the carrier, or the hotel keeper concerned under the applicable international convention, treaty, or regulation applicable to the travel arrangements or hotel stay in that situation.

Participation

JOINING A TOUR: You are responsible for making all necessary arrangements and allowing sufficient time to embark on any flights or transfers. If you miss your flights or transfers, contact us without delay. You are responsible for making your own way to the package starting point, usually the first hotel listed in the itinerary, unless stated differently in the trip itinerary. We will provide instructions for how and where to meet your tour group or guide. If for any reason you are unable to make it to the starting point on time, contact us without delay. We will make all reasonable efforts to assist you in making alternate arrangements to join your group, but you are responsible for any extra costs incurred, and no refunds will be issued for unused services.

TOUR MANAGERS: On our escorted group tours, you'll be accompanied by an EH team member who is an authority on the destination and is responsible for the safety and wellbeing of our travelers and for the smooth operation of the tour. The decisions of the tour manager are final on all matters likely to affect the safety or wellbeing of all travelers participating in the trip.

GROUP PARTICIPATION: On our group tours, you'll usually be traveling with a group of strangers, and this can sometimes be challenging, especially in a foreign country. To avoid any discord within our groups and to provide our travelers with a positive touring experience, we reserve the right to reject or remove any traveler whose behavior is determined to be incompatible with the group. If you fail to comply with a decision made by our trip leader, behave in a way that is judged to cause or likely to cause danger, distress, or material annoyance to others, interfere with the wellbeing or mobility of the group, are deemed to be fractious to the group, at the sole discretion of EH and/or our trip leaders and representatives, we may ask you to leave the tour. In this case, we will not refund any portion of the package cost, and all expenses incurred by the termination of the touring program are your responsibility. We may also elect not to carry you on any future trips.

AGE REQUIREMENTS: For most of our tours & packages, you must be 18 or older to make a booking.

TRAVELERS WITH DISABILITIES OR DIFFICULTIES: Travelers requiring any type of special assistance must notify us of their requirements at the time of booking. We will make reasonable attempts to accommodate such special needs and to notify our partners of these requirements. However, we cannot guarantee that all disabilities or difficulties can be accommodated, especially in foreign countries and remote locales. Our coaches are generally not equipped to handle wheelchairs. Due to the nature of our itineraries, we cannot accept travelers who require service animals. We regret that we cannot provide individual assistance to travelers for walking,

dining, entering and exiting motor coaches, ships, and other transportation vehicles, or to assist with other personal needs. Travelers who require such assistance must be accompanied by a qualified companion who is a paid traveler.

Our itineraries often feature sightseeing and other activities which may involve strenuous activities such as hiking moderate distances, walking up steps or over uneven surfaces, ascending to high elevations, or traveling in small boats. In general, travel conditions in some countries may be more difficult than what you are accustomed to. It is the responsibility of all travelers to consider their abilities, consult with appropriate medical personnel, and determine if they are in sufficient physical condition to comfortably undertake the requirements of each itinerary. If you are uncertain, please contact us to discuss.

If during travel, our representatives become concerned that your physical health or mental condition may make it unsafe for you to continue to participate in the planned itinerary, they may ask you to avoid certain activities. In extreme cases, we or our representatives may ask you to leave the tour. In this case, we will make reasonable attempts to transport you to the appropriate airport or other departure point, but otherwise, you will be responsible for all costs incurred. In either case, there will be no refund of unused services. You grant us and our representatives permission to discuss your situation, including your physical health or mental condition, and share any information we deem relevant with any travel companion, family member, medical professional, designated emergency contact, or other person we believe would be necessary or appropriate to deal with such concerns, at our sole discretion. We recommend you carry travel insurance.

ACCEPTANCE OF RISK: You acknowledge that travel, especially to foreign and remote destinations, may involve some risk to your health and safety. The degree and nature of personal risk involved depends on the products or services booked and the location(s) in which a product or service operates. There may be a significant degree of personal risk involved in participating in physical and/or high-risk activities (such as ziplining, snorkeling, or hot air balloon rides), carriage by watercraft, or traveling to high altitudes, remote locations, or countries with developing infrastructure. Standards of hygiene, accommodation, and transport in certain destinations we visit are often lower than the standards you may expect in your home country, and there may be a risk of food poisoning, disease, or injury.

By booking with us, you acknowledge that you have considered the potential risks, dangers and challenges, and your own personal capabilities and needs, and you assume responsibility for all such risks. You agree to take all prudent measures in relation to your own safety while traveling, including but not limited to the proper use of safety devices (including seatbelts, harnesses, flotation devices, and helmets) and obeying all posted signs and oral or written warnings regarding health and safety. Absent any negligence on our part, EH and our representatives will not be held liable for any claims or causes of action arising from any losses, damages, injuries, or death resulting from failure to comply with safety instructions or warnings or the risks inherent in travel and participating in adventurous activities included in our itineraries or otherwise offered by us or our representatives.

EMERGENCY MEDICAL TREATMENT: Should any medical emergency arise which precludes your ability to consent to emergency treatment when such authorization is required, we or our representatives will endeavor to communicate with your designated emergency contact to request permission for any necessary treatment. If our representatives believe, at their sole discretion, that time or circumstances do not permit such communication, you authorize our

representatives to consent on your behalf to any medical treatment, including all types of medical examinations, diagnoses, medication, treatment, or physician or hospital care, that is deemed advisable by, and is to be rendered under, the supervision of any physician or surgeon. You agree not to hold us or our representatives responsible for actions relating to any such medical or emergency treatment.

BAGGAGE & PERSONAL EFFECTS: You are responsible for safeguarding your luggage, camera, and other personal effects, including any items purchased while on tour, while in your possession. We are not responsible for lost or stolen personal items. Luggage or other personal items that are damaged by airlines are the responsibility of the airline. Should this occur, be sure to submit a baggage claim form before exiting the airport, typically in the baggage claim area.

LOCAL PURCHASES: We make every effort to give you an opportunity to browse local markets, shops and stores, time permitting. Some itineraries include scheduled stops at specialty stores or factories where you can view a demonstration of a local craft or purchase merchandise. If you decide to purchase these or any other items while on tour, you are responsible for those purchases. We are not responsible for the quality or authenticity of these items. It is always a good idea to comparison-shop and to thoroughly inspect all merchandise before leaving the store or shop, as most stores will not permit you to return or exchange purchased items. Prices may not include shipping/handling fees or customs charges. We are not responsible for the delivery or receipt of any item you purchase while traveling.

LOCAL LAWS: During travel, you must always comply with the laws and regulations of all places visited. Committing any illegal act may result in your removal from a tour and put you at risk of fines or punishment by local authorities, for which we cannot be held responsible.

Passports, Visas, and Entry Requirements

We provide information about the requirements for U.S. passport holders to enter each destination we offer. Travelers with passports from other countries should determine the passport, visa, identification, and entry requirements that apply to them. Requirements are subject to change, often without notice, and we suggest you verify requirements with the relevant embassy or consulate. Ultimately, it is the responsibility of each traveler to understand and comply with all entry requirements, including acquiring and carrying the proper travel documents and paying any **Entry & Exit Fees**. We will not be held responsible for any trip interruptions, cancellations, or costs incurred by failure to comply with these requirements.

PASSPORTS: In general, passports are required for all citizens of the U.S. and other countries traveling abroad. Your passport should be valid for at least six months after your date of return (longer for some destinations), or you may be denied entry. Some countries also require a specific number of blank visa pages in your passport.

The names of all travelers must be provided to us exactly as they appear on their passport, including titles such as Jr. or Sr. and any multiple first, middle, or last names, when you complete our **Registration form**. Any errors that are not corrected prior to travel could prevent you from boarding your flights or your entry to some countries and may require the purchase of new airfare.

For some trips, you must send us color copies of your passport photo/signature page within 5 days of booking or with your final payment, whichever is sooner. If we do not receive this promptly, your booking may be subject to cancellation.

TRAVEL VISAS & OTHER DOCUMENTS: Travel visas are required for many countries visited on our trips. Some countries also require proof of immunization against certain diseases. Please review the requirements for each individual country by visiting a trusted government website. As a courtesy, we will send visa instructions for U.S. passport holders after you book. Any travelers that are not U.S. passport holders are responsible for determining the visa requirements that apply to them.

ENTRY & EXIT FEES: Some countries, airports, or ports may require the payment of entry or exit fees, border crossing fees, or other taxes or fees upon arrival or departure, which must be paid directly by the traveler and cannot be included in our package prices. You are responsible for payment of these fees. In some cases, these may be paid by credit card, but others may only be payable in U.S. or local currency. We do our best to inform you of such fees when you book and/or prior to travel, but we are not responsible for omissions or errors.

Your Information and Privacy

PRIVACY POLICY: When you make a booking, we require certain personal information (see below). When you use our website (<https://www.expeditionhumanitarian.org/>), sign up for our newsletter, request trip information, or interact with us in other ways, we may collect additional or other information, as described in our Privacy Policy. By using our website, booking travel with us, or submitting any personal information to us, you indicate your acceptance of our Privacy Policy.

REQUIRED INFORMATION: To make a booking, we require that you supply certain personal information, including the full legal name, gender, birthdate, and passport information for each traveler, as required by law and/or reasonably required to enable us and our suppliers to provide your trip services. For each traveler, we also require the name and contact information of a designated emergency contact person who is not traveling. You are responsible for verifying that any information you provide for yourself and on behalf of other travelers on your booking is complete and accurate. Under no circumstances will we be liable for any errors or omissions in the information you have provided to us, or any fees or damages related to such errors or omissions.

IMAGES & MARKETING: While participating in any of our packages, images, photos, or videos may be taken by us, our representatives or contractors, or other participants that may contain or feature you. You consent to any such pictures being taken and grant a perpetual, royalty-free, worldwide, irrevocable license to us, our contractors, sub-contractors and assigns, to reproduce for any purpose whatsoever (including marketing, promotions and the creation of promotional materials by or with sub-licensees), in any medium whatsoever, whether currently known or hereinafter devised, without any further obligation or compensation payable to you.

Miscellaneous

These Terms represents the entire agreement between travelers and EH. There is no additional liability.

If any provision of these Terms is so broad as to be unenforceable, such provision will be interpreted to be only so broad as is enforceable. The invalidity or unenforceability of any provision hereof will in no way affect the validity or enforceability of any other provision.

These Terms will inure to the benefit of and be binding upon the parties and their respective heirs, legal and personal representatives, executors, estate trustees, successors, and assigns. In the event that some other person or entity seeks compensation for claims from which you have released us from liability by agreeing to these Terms, you (or your estate) will indemnify and hold harmless EH for all sums reasonably incurred in response to such claims, including our reasonable attorney costs and fees.

These Terms and purchases with us are subject to the laws of St. Lucie County, the State of Florida, and the United States. Any dispute arising from these packages shall be litigated only in the courts of St. Lucie County, Florida, which shall have exclusive jurisdiction.

We reserve the right to update or alter these Terms at any time. We will post amendments to these Terms on our website at <https://www.expeditionhumanitarian.org>, and any amendment will take effect immediately upon posting.

We retain the right at our sole discretion to deny access to anyone to our website (<https://www.expeditionhumanitarian.org/>) and the products and services we offer, at any time and for any reason.