



TERMS AND CONDITIONS

THE AGREEMENT

These Terms and Conditions are designed to provide Travelers, Clients, and Customers with transparency, accuracy, and clarity when using the services of **Roxy Global Travel, LLC** (“The Company”), its Travel Agent/Advisor, and **Roxana Lupu**, individually, for all travel-related activities, services, features, or resources. This agreement is also intended to protect the Travel Agent/Advisor, individually, and applies solely to services provided under **Roxy Global Travel, LLC**. It does not extend to any other persons, companies, or service providers not directly employed by or operating under **Roxy Global Travel, LLC**.

DEFINITIONS

The parties referenced in this agreement are defined as follows:

The Company, Travel Agent/Advisor, Individually: Roxana Lupu, principal of **Roxy Global Travel, LLC**, manages the website www.roxyglobaltravel.com and provides travel-related services, which may require collecting personal and payment information for booking purposes.

Travel Host Agency, Travel Agency, Hostess: The Travel Agent operates under TravelFun.Biz, LLC (“Travel Host Agency”) and follows its Terms and Conditions. The Host Agency provides technology support, marketing tools, training, and commission processing for independent Travel Agents.

Travel Supplier, Travel Vendor, Travel Provider: Any organization that provides travel-related services or resources to travelers or that may be utilized or advertised by travel agencies and agents.

Traveler(s), Client(s), Customer(s): Individuals or groups over the age of 18 who purchase or inquire about travel-related services from **Roxy Global Travel, LLC**, the Travel Agent, or TravelFun.Biz through the Travel Agent.



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The Parties: Collectively, the Travel Agent, Travel Host Agency, Travel Supplier, and Traveler(s) shall be referred to as the “Parties” to this Agreement.

Please Note: The Travel Host Agency Terms and Conditions are separate from this Agreement and apply only to Roxy Global Travel, LLC.

BOOKING PROCESS

Travelers may be required to pay a **\$50–\$100 non-refundable but transferable deposit per person to receive an accurate quote**. This is not a fee. In some cases, such as simple itineraries or bookings up to one year in advance, a deposit may not be required.

Deposits are applied to the final payment upon booking to secure the Client’s reservation. If a Client requests a new quote, changes, or cancels after submitting a deposit, the Company reserves the right to retain the deposit. However, the deposit can be applied to **any future travel services booked through the Company**, and no additional deposit will be required for a new inquiry or quote.

For **complex itineraries, group bookings, or specialized travel arrangements**, additional **service fees may apply**. Any such fees will be **disclosed to the Client(s) prior to booking**.

Travelers must provide complete and accurate personal information for booking purposes. Changes or modifications to confirmed bookings may incur **modification fees**. All bookings are subject to availability and payment confirmation.

PAYMENT

All payments can be made using a **Secure Credit Card Authorization** form provided by the Travel Agent through the Travel Host Agency. Clients also



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have the option to pay via **Zelle** or over the **phone** with the Travel Agent, based on their preference.

Payment plans may be available depending on the Travel Supplier's policies, which will be shared with Travelers prior to booking. Prices are subject to change and cannot be guaranteed by **Roxy Global Travel, LLC** or the Travel Agent until payment is confirmed. Payments are **non-refundable** unless otherwise stated or if adequate travel insurance has been purchased to cover costs.

CANCELLATION AND REFUND POLICY

Travelers are responsible for understanding the Travel Supplier's cancellation and refund policies. Fees may apply, and refunds are subject to the Supplier's terms. **In addition, the Company may charge cancellation or administrative fees** as needed. Travel insurance may help avoid or reduce these fees. The Travel Agent and Company are not liable for costs incurred due to a lack of adequate coverage.

TRAVEL INSURANCE

Travel insurance is **highly recommended** to protect against cancellations, delays, medical emergencies, and other travel disruptions. It is especially important for international travel, where medical expenses or trip interruptions can be costly.

The Company works with a **third-party insurance provider** to offer travel insurance plans for Clients' convenience. Clients are responsible for purchasing coverage or, if they choose to decline, must **decline in writing**. Travelers who decline coverage assume all financial risk for any loss, delay, or unexpected expense.

The Company and Travel Agent are **not liable** for any costs incurred due to the lack of adequate insurance coverage or actions of the third-party insurance provider.



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TRAVEL DOCUMENTS

Travelers are responsible for obtaining all necessary documents, including passports, visas, and vaccinations. Passports must be valid for at least six months beyond the travel dates. The Company and Travel Agent are not responsible for denied boarding or entry due to inadequate documentation.

CHANGES AND AMENDMENTS

Booking changes are subject to availability and may incur fees from both the Travel Supplier and/or the Company. The Travel Agent will notify Travelers of changes due to unforeseen circumstances (e.g., weather, strikes, safety). Refunds depend on Travel Supplier policies and any travel insurance coverage purchased.

HEALTH AND SAFETY

Travelers are responsible for their own health and ability to participate in activities. Medical clearance may be required for certain conditions. The Company and Travel Agent are not liable for accidents, injuries, or illnesses. Travelers should follow safety guidelines and take personal responsibility.

PRIVACY POLICY

The Travel Agent and Company are committed to protecting Client privacy. Personal information may be collected via website registration, inquiry forms, and booking processes. Information includes name, contact details, and payment information. Data is collected only when voluntarily provided.

LIABILITY

The Company and Travel Agent are not liable for loss, damage, or inconvenience caused by Travel Suppliers, natural disasters, or other circumstances beyond their control. Travelers should follow local laws and customs.



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COMPLAINTS AND DISPUTES

Travelers are encouraged to contact the Travel Agent promptly regarding complaints or disputes. The Travel Agent and **Roxy Global Travel, LLC** will make reasonable efforts to resolve issues fairly and in a timely manner.

Any public negative reviews, statements, or social media posts that are false, defamatory, or misleading will be taken seriously. Clients are encouraged to address concerns directly with the Travel Agent before posting publicly, to allow the Company the opportunity to resolve matters amicably.

GOVERNING LAW

These Terms and Conditions are governed by the laws of the jurisdiction where the agency is registered. Disputes will fall under the jurisdiction of the relevant court.

ASSENT AND ACCEPTANCE

By booking with the Travel Agent or Travel Host Agency, Travelers agree to these Terms and Conditions. Non-compliance may result in **booking cancellation without refund**, and the Company reserves the right to **refuse service to any client** at its discretion.

Travelers are encouraged to read and understand these terms before booking. The Travel Agent and **Roxy Global Travel, LLC** strive to provide a seamless and enjoyable travel experience for all clients.

Effective Date: March 14, 2026

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