



TERMS AND CONDITIONS

THE AGREEMENT

Terms and Conditions are intended to provide Traveler(s), Client(s), and Customer(s) accuracy, transparency, and clarification when using Roxy Global Travel, LLC (“The Company”), Travel Agent/Advisor, and *Roxana Lupu*, Individually for all travel-related activities, services, features, or resources. In addition, this agreement is placed to protect the Travel Agent/Advisor, Individually, and is not for any other person(s), company, or service provider that is not employed or operating under Roxy Global Travel, LLC specifically.

DEFINITIONS

The Parties stated in this agreement will be described as follows:

The Company, Travel Agent/Advisor, Individually: *Roxana Lupu*, the principal for Roxy Global Travel, LLC (“The Company”), and the individual who administers, manages, and publishes the website for www.roxyglobaltravel.com, which contains specific services and information available to users such for purchases relating to travel services, which may require to obtain personal, demographic information for booking purposes, booking services on Traveler(s) behalf, obtaining payment information, and other travel-related tasks.

Travel Host Agency, Travel Agency, Hostess: The Travel Agent operates under TravelFun.Biz (“Travel Host Agency”), [TravelFun.Biz Terms and Conditions](#), and resources provided to the independent Travel Agent to administer and expand their business. The Hostess services consist of a combination of back-end tech, marketing, training, and commission payment processing.

Please note that the Travel Host Agency Terms and Conditions are separate from this Agreement published for Roxy Global Travel, LLC (“The Company”) only.



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Travel Supplier, Travel Vendor, Travel Provider: Any and all organizations that provide management and/or travel-related activities, services, features, or resources to travelers and consumers or those that travel agencies and travel agents can advertise or utilize.

Traveler(s), Client(s), Customer(s): An individual or group that is/are legally considered an “adult” and is/are over the age(s) of eighteen years old that purchases or inquires to any of the travel-related services from Roxy Global Travel, LLC, the Travel Agent, and/or TravelFun.Biz referred by the Travel Agent.

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

BOOKING PROCESS

Potential seeking Traveler(s) may be required to pay a **\$70.00 non-refundable deposit fee** in order to receive a quote after submission of a completed [Travel Inquiry Submission](#) for all travel-related services. This deposit will be held and applied to the final payment upon booking from the proposed quote to secure the Client(s) reservation. If the Client(s) proceeded and submitted payment to receive a quote and decides to deny, change, or issue a new quote, The Company holds the right to keep the deposit. *However*, the **\$70.00 deposit fee can be applied to any and all travel-related services for future bookings**. The Client(s) will not be charged an additional deposit fee to apply for a new inquiry/quote. Traveler(s) must provide complete and accurate personal information for booking purposes. Upon booking, any amendments or modifications for any changes to the booking reservations will most likely require modification fee(s). Booking reservations and confirmations are subject to availability and payment confirmation.



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PAYMENT

All payments must be made using a Secure Credit Card Authorization form provided by the Travel Host Agency that will be sent from the Travel Agent. Payment plans may or may not be offered following the final payment based on the Travel Suppliers' payment policies, which will be provided to the Traveler(s) before booking. Prices are subject to change and can not be guaranteed by The Company and Travel Agency. Payments are non-refundable unless stated otherwise or adequate travel coverage is purchased to cover costs.

CANCELLATION AND REFUND POLICY

Customer(s) are responsible for understanding the Travel Providers' ("Travel Supplier") cancellation and refund policy the Traveler(s) booked services with. Cancellation fee(s) may apply and refunds are subject to the terms outlined in the Travel Providers' policy. Fee(s) may be avoided with adequate travel insurance purchased upon booking. It is important to carefully review the cancellation policy at the time of booking to understand refund rights and regulations, which the Travel Agent will provide with further details. The Travel Agency and the Travel Agent are not liable for any costs incurred due to refund denials or lack of adequate travel insurance coverage.

TRAVEL INSURANCE

Travel insurance is highly recommended to provide a safety net for trip cancellations, delays, medical emergencies, and other mishaps that could potentially disrupt travel plans and incur significant costs. By investing in travel insurance, the Traveler(s) protect their financial investments and reduce risks associated with travel. Travel insurance is particularly crucial when traveling to international destinations where medical expenses can be exorbitant and healthcare systems may be different from what is normally accustomed to in the United States. Without travel insurance, the Traveler(s) could be left to cover these expenses out of pocket, which can be financially



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devastating. Client(s) are responsible for securing their own travel insurance. The Travel Agency and the Travel Agent are not liable for any costs incurred due to the lack of adequate travel insurance coverage.

[Click here for further Travel Insurance information.](#)

TRAVEL DOCUMENTS

Traveler(s) are responsible for obtaining and carrying all necessary travel documents, including valid identification, visas, passports, and vaccination status (*if required*). The Travel Agency and the Travel Agent are not responsible for any issues arising from incomplete or incorrect travel documents. The Travel Agency and the Travel Agent will not be held accountable for any denied boarding or entry due to inadequate documentation. **Please ensure the Traveler(s) passport is within the six-month rule which must be valid for at least six months after the date of departure or arrival from a country. This rule applies to both international and domestic travel.**

[Click here for more passport information and requirements.](#)

CHANGES AND AMENDMENTS

Any changes or amendments to bookings are subject to availability and may incur additional modification fee(s). Customer(s) should contact The Travel Agency and the Travel Agent immediately to request any changes to their itinerary. In the event, changes do occur due to unforeseen circumstances such as weather conditions, strikes, and/or safety concerns. Traveler(s) will immediately be informed of any changes and alternatives will be provided. Whether your trip is refundable depends on the terms and conditions set by the Travel Provider ("Travel Supplier") the Client(s) booked travel-related services with; followed by adequate travel insurance coverage if purchased upon booking. It is important to carefully review the cancellation and



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refund policy at the time of booking to understand refund rights, which the Travel Agent will provide all Traveler(s) with this information.

[Click here for contact details.](#)

HEALTH AND SAFETY

Customer(s) are responsible for ensuring their own health and safety, and capability of participating in planned activities on booked trips. In certain circumstances, the Traveler(s) may require special travel accommodations due to a medical condition, which may need medical clearance to travel. Traveler(s) and their primary doctors should check with the airline's medical department as regulations may differ between airlines. The Travel Agency and the Travel Agent are not liable for any accidents, injuries, or illnesses that may occur during the travel period. **The travel agency will provide general safety guidelines, but the Traveler(s) must take personal responsibility for their well-being during the trip.**

PRIVACY POLICY

The Travel Agency ("Travel Host Agency") and the Travel Agent are committed to protecting the Client(s) privacy and ensuring the security of any personal information the Client(s) provide to The Travel Agency ("Travel Host Agency") and the Travel Agent. The Company may collect personal identification information from Client(s) in a variety of ways, including but not limited to when Client(s) visit the website, register on the website, fill out an inquiry/form, and in connection with other travel-related activities, services, features, or resources The Company makes available. Client(s) may be asked for their name, e-mail address, mailing address, phone number, and payment information as appropriate. **The Company will only collect personal information from Client(s) and potential Traveler(s) if they voluntarily submit such information to the Travel Host Agency and the Travel Agent.** This Privacy Policy outlines the type of information The Company collects, how it uses it, and the measures the



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Travel Host Agency and the Travel Agent take to safeguard all Client(s) data information.

[Full Privacy Policy information can be found here.](#)

LIABILITY

The Travel Agency and the Travel Agent are not liable for any loss, damage, or inconvenience caused by the Travel Provider (“Travel Supplier”), natural disasters, or other unforeseen circumstances beyond its control. **Travelers are advised to exercise caution and follow local laws and customs during all travels.**

COMPLAINTS AND DISPUTES

Customer(s) are encouraged to contact The Travel Agency (“Travel Host Agency”) and the Travel Agent promptly if they have any complaints or disputes regarding any travel experiences booked with The Company (“Roxy Global Travel, LLC”) or Hostess referred by the Travel Agent. The Travel Agency and the Travel Agent will strive to address and resolve any issues in a timely and fair manner.

GOVERNING LAW

These Terms and Conditions are governed by the laws of the jurisdiction in which the agency is registered. Any disputes arising from these Terms and Conditions will be subject to the jurisdiction of the relevant court.

ASSENT AND ACCEPTANCE

By booking with the Travel Host Agency and the Travel Agent, the Customer(s) agree to abide by the Terms and Conditions provided by both. Failure to comply with any of the above terms may result in the cancellation of a booking without a refund. It is recommended that the Customer(s) carefully read and understand these terms before making a booking for all travel-related services to ensure a smooth and enjoyable travel experience.



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The Travel Agency (“Travel Host Agency”) and the Travel Agent (“Individually”), both strive to provide a straightforward and memorable experience and appreciate the Client(s) advanced cooperation in adhering to the guidelines above-mentioned.

Effective Date: June 26, 2024

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