

MinMin Travel LLC – Terms and Conditions

Effective Date: August 18, 2025

By choosing MinMin Travel LLC (“MinMin Travel”) to plan your travel arrangements, you acknowledge and agree to the following terms and conditions in their entirety. By submitting a payment, signing a credit card authorization form, or providing your booking information for the purpose of holding or creating a reservation, you accept these terms and expressly authorize MinMin Travel to act on your behalf in securing and managing travel services.

Agency Role and Supplier Responsibility

MinMin Travel acts solely as a sales agent for airlines, hotels, car rental companies, tour operators, cruise lines, and other third-party travel service providers (“Suppliers”). All bookings are accepted by MinMin Travel as an agent for the disclosed Supplier.

You acknowledge and agree that:

- MinMin Travel is not the provider of travel services and is not liable for the acts, errors, omissions, representations, warranties, breaches, schedule changes, delays, or cancellations of any Supplier.
- MinMin Travel is not responsible for a Supplier’s failure to provide services, refusal to honor trip credits, or financial insolvency.
- MinMin Travel has no special knowledge of a Supplier’s financial condition and makes no representations regarding the advisability of accepting trip credits in lieu of refunds.
- All Supplier terms and conditions (including but not limited to refund, cancellation, rebooking, baggage, and liability policies) govern your travel arrangements.

Scope of MinMin Travel’s Role

While MinMin Travel is not the provider of travel services, we act as your dedicated advisor and advocate. Our role includes, but is not limited to:

- Recommending travel options tailored to your preferences and budget.
- Securing reservations and managing payments with Suppliers.
- Communicating important Supplier deadlines and requirements.
- Assisting with permitted reservation changes, upgrades, or modifications.
- Advising on required travel documentation, entry requirements, and check-in procedures.
- Monitoring relevant Supplier updates and relaying them to you in a timely manner.
- Offering destination guidance, pre-travel advice, and planning resources.
- Coordinating with Suppliers in the event of disruptions or issues and advocating on your behalf where possible.
- Leveraging industry partnerships and direct Supplier contacts, including Business Development Managers (BDMs), to assist with troubleshooting and escalation when appropriate.

Limitations of Agency Role

- MinMin Travel cannot guarantee the performance of any Supplier, the resolution of any complaint, or outcomes of escalation efforts.
- MinMin Travel does not control pricing, inventory, schedules, or operational decisions made by Suppliers.
- The final responsibility for complying with all Supplier and governmental requirements rests with you, the client.

MinMin Travel is a multi-advisor agency. If your primary advisor is unavailable, another qualified advisor may assist you to ensure continuity of service.

Client Responsibilities

As a client of MinMin Travel, you are expected to actively participate in ensuring that your travel arrangements are accurate, timely, and compliant with all Supplier and governmental requirements. By working with MinMin Travel, you agree to the following responsibilities:

- **Accuracy of Information:** You must provide complete and accurate information when completing all required forms, including but not limited to booking information forms and payment authorization forms. MinMin Travel is not responsible for errors, delays, or payment issues arising from inaccurate or incomplete information.
- **Form Submission and Acknowledgment:** You must complete and submit all required forms and acknowledge these Terms and Conditions before any reservations are finalized or payments are processed.
- **Review of Documents:** You are responsible for carefully reviewing all travel documents—including itineraries, invoices, tickets, and confirmations—for accuracy. Discrepancies must be reported to MinMin Travel immediately. The names on all documents must match exactly those on your government-issued identification.
- **Payments and Deadlines:** You are responsible for meeting all deposit and final payment deadlines. MinMin Travel may provide courtesy reminders; however, ultimate responsibility for timely payment rests with you.
- **Travel Documentation:** You are solely responsible for ensuring that all required travel documents (including passports, visas, vaccination records, and other identification) are valid, current, and compliant with the entry requirements of your travel destinations and any transit points. This includes responsibility for confirming requirements for cruises, visa waivers, and international connections.
- **Entry, Health, and Safety Requirements:** You are responsible for understanding and complying with all entry, health, safety, and visa protocols of your destinations, including but not limited to testing, vaccination, or quarantine requirements.

Failure to fulfill these responsibilities may result in denied boarding, cancellation, forfeited payments, additional fees, or other consequences for which MinMin Travel bears no liability.

Itinerary Changes by Cruise Lines or Tour Operators

Cruise lines and tour operators reserve the right to alter, amend, or substitute published itineraries at their sole discretion, including but not limited to changes due to weather, port congestion, mechanical issues, safety concerns, governmental restrictions, or other operational reasons. Such changes may occur without prior notice and do not entitle passengers to compensation, reimbursement, or refund unless expressly provided for in the applicable Supplier's terms and conditions.

MinMin Travel LLC is not responsible for itinerary changes made by Suppliers, nor does MinMin Travel have control over such decisions. Similarly, Suppliers are not liable beyond the remedies specifically outlined in their own contracts and conditions of carriage. By booking, you acknowledge and accept that itinerary modifications are a normal risk of travel and that neither MinMin Travel nor the Supplier guarantees any specific ports, schedules, or activities.

Service Categories:

Ocean and River Cruise Vacations

What Cruise Planning Includes

At MinMin Travel, **cruise planning and booking are always complimentary — no planning fees are charged when you book your cruise with us.** Our compensation comes from the cruise line, which allows us to provide professional support at no extra cost to you.

When you book through MinMin Travel, **you receive:**

- **Personalized cruise recommendations** tailored to your travel style, budget, and preferences.
- **Exclusive value:** For certain cruise lines such as **Royal Caribbean and Celebrity**, we offer special group rates with advantages like lower pricing, refundable deposits, and added perks compared to published online rates. For other cruise lines, our clients can still take advantage of **exclusive value-adds** such as **onboard credits, complimentary bottles of wine, free specialty dinners, or prepaid gratuities.** *These perks vary by cruise line, ship, sail date, and stateroom category, and are available on select sailings.*
- **Quote preparation and comparisons** across itineraries, stateroom categories, and promotions — including advice on refundable vs. non-refundable rates.
- **Cabin selection guidance** — assistance in choosing the right room type, location, and deck to match your preferences.
- **Tips and advice from trained advisors:** All MinMin Travel advisors complete official **cruise line training and certifications.** In addition, our team works toward earning the **Accredited Cruise Counselor (ACC) certification** through CLIA (Cruise Lines International Association). This is one of the industry's most recognized professional designations, requiring extensive training, exams, and documented cruise experience — so you know you're working with an advisor who truly understands the products, policies, and best practices.

- **Reservation management:** MinMin Travel securely processes your payments directly with the cruise line (never through agency accounts) to ensure your funds are applied correctly and safely. We also monitor for eligible price drops and promotions, remind you of upcoming deadlines, and make any requested changes to your reservation — giving you peace of mind that your booking is always managed with care.
- **Pre-Cruise Guidance:** Assistance with required travel documentation, completion of online check-in, and preparation for embarkation to ensure a smooth start to your journey.
- **Trip Logistics:** Professional recommendations and booking support for pre- and post-cruise hotels, airport transfers, rental vehicles, and travel insurance, allowing for a seamless travel experience from start to finish.
- **Advisor Advocacy:** Direct communication with the cruise line on your behalf for inquiries, adjustments, or concerns, including escalation through Business Development Managers (BDMs) when necessary to achieve resolution.
- **Ongoing Support:** Continued access to your advisor for questions, updates, and guidance from the time of booking until your safe return home.

Cruise Quotation Policy

While our planning services are complimentary, preparing accurate cruise quotes requires professional time and expertise. **To ensure fairness and protect our advisors' time, we set reasonable limits on complimentary quotes per trip request, per household, across the entire agency.**

- **New clients: Up to 3 complimentary quotes** per trip request (per household, agency-wide).
- **Returning clients: Up to 4 complimentary quotes** per trip request (per household, agency-wide).
- **Extra requests:** Additional quotes beyond these limits may be purchased for **\$25 per quote.**

Additional notes:

- **Agency-wide policy:** All client inquiries are logged internally. **Quote limits apply across all MinMin Travel advisors,** and clients may not request additional complimentary quotes from another advisor once their household limit has been reached.
- **Social media inquiries:** If you ask about a **specific deal posted by MinMin Travel or one of our advisors,** that **inquiry does not count toward your complimentary quote limit.** This is offered as a thank-you for engaging with our travel community.
- **Non-booking requests:** **If a client repeatedly requests quotes but does not respond within five days ("ghosting"), MinMin Travel reserves the right to require a \$25 quotation fee for future requests.**
- **Discretion:** Complimentary quote limits may be adjusted at MinMin Travel's discretion based on booking history and client relationships.

- **Payments:** All quotation fees are invoiced and paid securely via Square. Quotation fees are nonrefundable once paid and not applied to the cost of the trip.

What a Cruise Quote Includes

A cruise quote from MinMin Travel **isn't just a quick price check** — it's a professional planning tool designed to help you choose the best option with confidence.

Each quote includes:

- **Multiple stateroom options with current pricing and availability** (typically 3–5 choices).
- **Cabin guidance:** whether you'd like help picking the perfect room location (forward, midship, aft, higher/lower deck, near amenities) or prefer a guarantee cabin where the cruise line assigns your stateroom.
- **Clear cancellation details, including refundable vs. nonrefundable terms.**
- **Itinerary confirmation**, with embarkation port and ports of call outlined up front.
- **Highlights of the ship's amenities** most relevant to your preferences.
- **Per-person, per-night cost breakdown** to make comparisons easy.
- **Applied promotions or group rates when available,**
- **Explanation of the benefits and trade-offs for each option.**

Cruise Cancellation Fee Policy (Refundable Deposit Bookings Only)

While MinMin Travel **does not charge a fee for booking a cruise, we do charge a \$50 per person cancellation fee for refundable deposit cruises** that are canceled without immediately rebooking. **This covers the significant time invested in planning, monitoring, and managing reservations** — since **travel advisors are compensated only when guests travel.**

Important Note: If you book and sail as planned, you will never be charged any fee by MinMin Travel.

Why Our Policy is Fair

Our cancellation fee is **lower and more flexible** than most cruise line penalties:

- Royal Caribbean and Celebrity **typically impose nonrefundable deposits** and \$100 per person change fees.
- By contrast, MinMin Travel's refundable bookings (usually with our exclusive lower priced group rates) **allow you to keep a 100% refundable deposit**, with only a \$50 per person fee if canceled.
- Even then, **if you rebook within 14 days, most of that fee comes back as \$45 onboard credit after your new cruise's final payment date.**

Scope of Policy

- **Applies only to refundable deposit bookings.**
- **Nonrefundable deposits: No MinMin Travel cancellation fee applies, but the cruise line's penalties will still apply.** MinMin Travel does not double up on fees if the cruise line charges a fee.
- Where possible, MinMin Travel will attempt to move refundable bookings directly to a new sailing without penalty.

Fee Schedule (Refundable Bookings)

- **Book & Sail – No Fee**

You cruise as planned. No cancellation fee applies.

- **Rebook at Time of Canceling – No Fee**

If the cruise line allows a date change, your deposit carries over. If a cancellation is required, the **new deposit must be placed first so your replacement reservation is secured before the original booking is canceled.** This process ensures a smooth transition, avoids losing your preferred sailing, and keeps everything transparent.

Note: Royal Caribbean and Celebrity group bookings cannot be date-changed and must be canceled and rebooked.

- **Cancel, Then Book a New Cruise Within 14 Days – \$50 per person (with \$45 per person returned as onboard credit)**

The \$50 per person cancellation fee applies at the time of cancellation. If you **book a new sailing within 14 days, \$45 per person will be returned to you as onboard credit after the final payment is made** on the new cruise.

Important: If the new cruise is later canceled, the onboard credit is forfeited, and the same cancellation policy applies again to that booking.

- **Cancel Without Rebooking – \$50 per person (no onboard credit)**

Applies when you cancel and do not book a new cruise within 14 days.

Payment & Refund Process

- Cancellation fees are invoiced via Square and must be paid before MinMin Travel processes cancellation.
- Requests for cancellations must be made in writing via the Travefy Cancellation form.
- Deposits are refunded directly by the cruise line to your original payment method.
- Refund timelines vary by cruise line, bank, and card issuer.

Consequences of Non-Payment

If the cancellation fee is not paid:

- MinMin Travel will not process the cancellation with the cruise line, and the booking will remain active.
- This means your deposit will not be refunded or reapplied — it will remain tied to the active booking until cruise line deadlines pass. At that point, cruise line penalties may apply, and the deposit may be forfeited.
- To receive a refund of your refundable deposit, the \$50 per person cancellation fee must be paid at the time of cancellation.
- MinMin Travel may decline future booking requests until any outstanding fees are resolved.

Legacy Policy: Bookings made prior to September 1, 2025 are exempt from MinMin Travel's cancellation fee. Cruise line terms and penalties continue to apply.

All-Inclusive Resort Vacations

At MinMin Travel, we believe professional planning deserves professional value. Researching and comparing all-inclusive resorts requires significant time and expertise, which is why planning fees apply for resort vacations. These fees ensure fairness, clarity, and allow us to dedicate the time needed to find the perfect fit for your trip.

What's Included in Resort Planning

When you work with MinMin Travel, you're not just getting price checks — you're getting a personal travel concierge to make planning smooth and stress-free. Here's what we do for you:

1. Thorough Research & Comparisons

We compare multiple travel suppliers to find the best value, checking inclusions like airport transfers, resort credits, meal plans, promotions, and more — so you don't have to spend hours digging through fine print.

2. Personalized Recommendations

We match resorts to your budget, travel style, and preferences. Whether you're looking for family-friendly fun, an adults-only retreat, or a group-friendly property, we'll highlight the pros and cons of each and suggest the best fit for *your* trip.

3. Date & Package Guidance

We suggest travel dates that maximize promotions and value, coordinate with your flights, and let you know when a bundled package makes sense versus booking items separately.

4. Insider Tips & Clarity

We explain the differences between resort brands, dining quality, and locations. We'll also walk you through deposits, cancellation terms, and payment schedules so there are no surprises.

5. Booking & Ongoing Support

Once you're ready, we handle the booking details for you — making sure your traveler info and room setup are correct. We'll support you with payment schedules, making any requested changes, and answering your questions. In addition, if something unexpected happens during your trip, we'll advocate on your behalf with our resort partners.

Resort Planning Options

Free Option – *Book & Go Plan* (\$0)

- Includes **1 complimentary quote** if booked within **7 days** of inquiry.
- Client must already know their **resort, destination, dates, and room type**.
- Perfect for travelers responding to one of our advertised specials or who already know exactly what they want.
- **If not booked within 7 days, the complimentary quote expires.** At that point, clients may either:
 - Purchase individual requotes or new quotes at **\$45 each**, OR

- **Upgrade directly into a Select or Signature package with no upgrade fee (one-time courtesy).**
- If instead a client purchases a \$45 individual quote after the Book & Go window and later upgrades to a package, the **\$10 upgrade fee applies.**
- Flight research may be included; flight booking requires a separate service fee.

Select Resort Planning Package – \$99

- Includes **up to 5 quotes total** across **up to 2 destinations.**
 - Initial 3 quotes for one destination.
 - Up to 2 additional quotes (dates or property changes allowed; destination may change once).
- Preferred Rate: Additional quotes **\$35 each.**
- Extra destination changes (beyond 2) = \$45 for the first quote, then \$35 for extras.
- **Upgrade option:** Clients may upgrade to the Signature Package by paying the difference in cost **plus a \$10 upgrade fee. (\$60 total to upgrade to Signature)**
- **Best for:** Travelers comparing multiple properties in one or two destinations.

Signature Resort Planning Package – \$149

- Includes **up to 9 quotes total** across **up to 3 destinations.**
 - Initial 4 quotes for 1-2 destinations are provided to start with.
 - Up to 5 additional quotes (date or property changes allowed).
 - **Three total different destinations are included across the 9 included quotes.**
- Preferred Rate: Additional quotes **\$30 each.**
- Extra destination changes (beyond 3) = \$45 for the first quote, then \$30 for extras.

Best for: Travelers who want full flexibility to compare across several destinations and properties before deciding.

Individual Quote Option – \$45 each

- Available if not purchasing a package.
- **Upgrade option:** Clients may apply their quote fee toward a package within **7 days** by paying the difference in cost **plus a \$10 upgrade fee.**
- Discounts on extra quotes only apply when part of a Select or Signature package.

Why Packages Offer Better Value

- **Select Package (\$99):** Includes 5 quotes. Buying 5 individual quotes at \$45 each would cost **\$225. Savings = \$126 (about 50%).**
- **Signature Package (\$149):** Includes 9 quotes. Buying 9 individual quotes at \$45 each would cost **\$405. Savings = \$256 (about 64%).**
- Packages also include discounted extra quotes, destination changes, and flexibility that individual quotes don't provide.

Theme Park Vacation Planning

Planning a Disney or Universal vacation can be exciting — but it can also feel like a second job. Between hotel choices, ticket types, dining reservations, Genie+ or Express Pass strategies, and daily park flow, many travelers end up stressed and overwhelmed before the trip even begins.

That's where MinMin Travel comes in. We **simplify the process** and give you a **clear, customized plan** so you can focus on enjoying the magic instead of stressing over the details.

We are proud to have completed the official **Disney College of Knowledge training** and Universal Travel Advisor training.

- This means we're trained directly by Disney and Universal to understand their resorts, ticketing, systems, and updates.
- It ensures you receive accurate, insider-level advice — not just generic tips from a blog or guesswork.
- It also gives us access to exclusive resources and support, so you benefit from the most up-to-date park knowledge.

What You Receive with Theme Park Planning

When you book theme park planning with us, you'll receive:

- Expert guidance and booking for **hotels and ticket packages**
- Support with **reservations and park systems** (Genie+, Lightning Lanes, Express Pass)
- **Day-by-day park outlines** tailored to crowd levels, timing, and your goals
- Personalized **dining guidance** (with strategies to maximize hard-to-get reservations)
- A detailed **step-by-step itinerary** (optional Signature add-on) to make the most of your time in the parks
- **Tips & strategies** to help you beat the crowds, maximize ride time, and enjoy more of your vacation
- Ongoing **support and Q&A** to answer your questions before travel and ensure you feel fully prepared

Select Theme Park Planning Package – \$119

- Includes a **complete trip outline** with:
 - Hotel research & booking guidance
 - Park ticket recommendations and purchasing support
 - A **day-by-day park outline** based on crowd levels, promotions, and timing

Signature Theme Park Add-On – \$79 (optional)

- Can be added to the Select Package for **\$198 total**.
- Expands your planning to include:
 - **Dining guidance** (recommendations + reservation strategies)
 - **Detailed daily itinerary planning** with step-by-step park flow and ride order tips
 - Extra personalization for families, groups, or special celebrations

Rush Fee – \$100

- Applies when a trip is booked within **60 days of travel** or requires planning to be completed in **72 hours or less**.
- Rush planning ensures your itinerary and reservations are prioritized despite the short timeline.

Custom FIT Itineraries (Land-Based Travel)

Not every trip fits into a single package. Sometimes you want something more personal — a journey that blends destinations, experiences, and pacing in a way that feels truly your own. That's where our **Custom FIT (Flexible Independent Travel) itineraries** come in.

These itineraries are perfect for:

- Multi-destination adventures (like a Europe rail trip or Asia tour)
- International travel that requires careful coordination
- **Domestic road trips** that need day-by-day structure and logistics support
- Any trip where you want a **day-by-day plan** with activities, dining, and transportation mapped out
- Families or groups who need extra support staying organized and on schedule

At MinMin Travel, our advisors are highly trained in itinerary planning. Every advisor has either earned or is actively working toward the **Certified Travel Associate (CTA)** designation — a professional credential that includes in-depth training on custom itinerary design, pacing, and client experience. That means you can trust that your trip will be handled with the same level of care and expertise that goes into planning for seasoned world travelers.

With MinMin Travel, you'll get more than just bookings — you'll get a **personalized, professional itinerary** that takes the stress out of planning while giving you the freedom to explore.

What's Included in Custom FIT Planning

When you purchase a custom itinerary, you'll receive:

- A **personalized day-by-day itinerary** with suggested activities, pacing, and must-see highlights
- **Hotel recommendations** based on value, comfort, and location
- **Restaurant and dining suggestions**
- **Flight research with pricing** (booking available for a separate service fee)
- Assistance booking **tours, activities, and tickets** upon request
- **Local transportation guidance** (car rentals, transfers, trains, public transit)
- A mobile-friendly **digital or PDF itinerary** you can carry with you on the trip
- **Two included rounds of revisions** (additional available for purchase)
- Advisor support: MinMin Travel will coordinate with suppliers and advocate on your behalf if issues arise (though outcomes cannot be guaranteed)

Custom FIT Pricing

Base Daily Rate

- **Domestic Itineraries (U.S. & territories): \$40 per day** of planned travel
- **International Itineraries: \$60 per day** of planned travel

Traveler Coverage

- Pricing includes up to **4 travelers**.
- Additional travelers: **\$40 flat rate** (domestic) or **\$60 flat rate** (international).

Multi-Country Travel

- For itineraries covering more than one country, an additional **\$75 per extra country** applies.

Rush Fee

- A **\$100 rush fee** applies if planning is requested within **60 days of travel** or if the itinerary needs to be completed within **72 hours or less**.

Terms & Flexibility

- Each itinerary includes **two complimentary rounds of revisions**.
- **Additional revisions are \$50 each**.
- **Planning fees are due in full prior to quoting in most cases**.
- At the advisor's discretion, the planning fee may be divided into **two payments**: half due at the start of planning, and the remaining half due once the itinerary is approved and ready to book.
- **Planning fees are non-refundable and are not applied toward the cost of the trip**.
- MinMin Travel will provide support and advocate with suppliers as needed, but we cannot guarantee specific outcomes (e.g., upgrades, refunds, or special exceptions).

Luxury-Level Travel

For Custom FIT itineraries totaling **\$10,000 or more**, our **Luxury FIT Planning Policy** applies. This ensures premium concierge-level service, including **flight booking**, expanded supplier coordination, and enhanced client support.

See the **Luxury Travel Planning section below** for full details.

Luxury Travel Planning

For highly customized or luxury-level trips where the total trip cost is **\$10,000 or more**, enhanced planning requirements apply. These trips involve a greater level of detail, supplier coordination, and personalized support.

- **Luxury Planning Fee:** 5–7% of the total trip cost (based on complexity).
- This fee covers the **elevated level of service** needed for high-value trips, including:
 - Priority access to your advisor for questions and revisions
 - Enhanced supplier coordination (private tours, transfers, fine dining, exclusive activities)
 - Extra time spent curating luxury experiences, amenities, and unique opportunities

- **Flight research and booking included** (domestic or international)
- Ongoing support before and during travel to ensure a seamless experience

We present this as part of your **investment in peace of mind**. Luxury travel deserves luxury-level planning — and our goal is to ensure every detail of your trip matches the value of your investment.

Flight Booking Services

At MinMin Travel, we're happy to provide **complimentary flight research and recommendations** to help you find the **best options to pair with your cruise, resort, or custom itinerary package**. This way, you'll have a clear picture of schedules, pricing, and connections before deciding how you'd like to proceed.

In most cases, it is often best for clients to **book flights directly with the airline**. This allows you to:

- Access the same pricing we see in most situations
- Manage seat selections, schedule changes, and special requests directly
- Avoid paying MinMin Travel's flight booking fee

That said, some clients prefer the convenience of having us handle everything for them. If you'd like us to secure and manage your flights, **a separate flight booking fee applies**. **Airlines no longer pay travel advisors commissions on flights, which is why a service fee is required for the time, coordination, and support we provide**. This applies whether flights are purchased individually, bundled in a resort package, or booked through a cruise line. We'll always disclose this fee in writing so there are no surprises.

Flights are **only booked in conjunction with a vacation package booked through MinMin Travel**. **We do not book flights as a standalone service**.

What the Flight Booking Fee Includes

- Securing your reservation with your preferred schedule, cabin class, and airline (based on availability)
- Ensuring connections, layovers, and arrival times align smoothly with your cruise, resort, or custom itinerary
- Processing ticket issuance and confirming all details with the airline
- Monitoring for airline schedule changes before your trip and notifying you of any adjustments
- Providing guidance and assistance in the event of schedule changes, delays, or cancellations prior to departure
- Coordinating with the airline (and when applicable, your cruise/tour supplier) to adjust travel plans if disruptions occur
- Advising on seat assignments, baggage policies, and check-in requirements
- Offering pre-travel reminders specific to your flights

Flight Ticketing Fees

Individual Flights

- **Domestic Flights (U.S., Canada, Mexico, Caribbean, Central America): \$40 per person**
- **International Flights (South America, Europe, Asia, Africa, South Pacific): \$60 per person**

Group Air (10 or more travelers on the same itinerary)

- **Domestic Group Air:** \$25 per person
- **International Group Air:** \$40 per person
- Group air involves additional contract review, deposits, deadlines, and supplier coordination, which is why a separate fee applies.

Flight Notes

- **Vacation Packages:** When flights are bundled with resorts, flight fees may appear as a disclosed markup (typically \$80 per trip) rather than a separate invoice. This will always be disclosed in writing.
- **Cruise Line Flights:** No commission is earned on flights booked through a cruise line, so MinMin Travel's flight booking fees still apply.
- **Complimentary Advice:** Free flight research and recommendations are included with any booked trip (resort, cruise, or custom itinerary).
- **Client-Booked Flights:** If you book flights on your own, MinMin Travel is not responsible for schedule changes, rebooking, or flight management.
- **Nonrefundable Fees:** Flight booking fees are nonrefundable once ticketing is complete. Airline-imposed change/cancellation fees are separate and remain the responsibility of the traveler.
- **"Same Itinerary" Definition:** Refers to travelers booked together on the same flights under a single trip plan. Group air policies and discounts apply only to groups of 10 or more travelers ticketed together.

Additional Notes:

- Flight booking fees apply even when flights are bundled as part of a package (e.g., resort packages). In these cases, the fee may be included in the package cost rather than invoiced separately and will always be disclosed in writing.
- Flight booking fees are nonrefundable once ticketing is complete.
- Any airline-imposed change or cancellation fees are separate from MinMin Travel's service fee and are the responsibility of the traveler.
- "Same itinerary" refers to travelers booked together on the same flights under a single trip plan. Group air policies and discounts apply only to 10 or more travelers ticketed together.

General Fee Policy

- **All service fees** (including planning fees, quotation fees, cruise cancellation fees, and related charges) are **nonrefundable** once processed.

- Fees are **invoiced securely through Square** and must be paid to MinMin Travel at the time of service.
- Fees are **not applied toward the cost of your trip** with any supplier.
- Planning and quotation fees are considered **payment for the advisor's professional time, research, and expertise**. These fees remain nonrefundable even if you choose not to book your trip through MinMin Travel.
- Cruise cancellation fees are charged separately from supplier deposits and must be paid before MinMin Travel will process any cancellation.

Assumption of Travel Risks and Liability Waiver

Travel inherently involves risks that are beyond the control of MinMin Travel, including but not limited to:

- Acts of nature (extreme weather, natural disasters, hurricanes, earthquakes, floods).
- Political instability, terrorism, or civil unrest.
- Health hazards (pandemics, epidemics, foodborne illness, or other medical risks).
- Supplier-related risks (operational failures, strikes, or service disruptions).
- Personal injury, illness, disability, or death.

MinMin Travel has no special knowledge regarding unsafe conditions, health hazards, or weather risks at destinations. For up-to-date information, you should consult:

- The U.S. Department of State: travel.state.gov
- The Centers for Disease Control and Prevention (CDC): cdc.gov/travel

By booking with MinMin Travel, you acknowledge and voluntarily assume all risks associated with travel, whether expected or unexpected, and you agree to release and hold harmless MinMin Travel, its owners, employees, affiliates, and independent contractors from all liability, claims, or legal actions arising from your participation in travel.

Important Note: This waiver does not release Suppliers from their own obligations under their contracts with you, nor does it waive your right to pursue claims directly against a Supplier.

Entry and Re-Entry Requirements

It is your responsibility to verify and comply with all passport, visa, vaccination, and other entry or transit requirements for each country you visit, as well as for any countries through which you transit. This includes:

- Ensuring passports are valid for at least six (6) months beyond your return date.
- Obtaining necessary visas, electronic authorizations (e.g., ESTA), or other travel permits.
- Meeting vaccination or health-related entry requirements.
- Verifying requirements for minors traveling without both parents' consent.
- Being aware that travelers with criminal records may be denied entry in some destinations.

Entry requirements may change at any time, sometimes without notice. Failure to comply with entry or re-entry requirements may result in denied boarding, denied entry,

deportation, or other penalties, often without refund. MinMin Travel is not liable for losses or costs incurred due to your failure to obtain or comply with necessary documentation.

Price Changes and Fees

All travel pricing is controlled by Suppliers and is subject to change until full payment is received and processed by the Supplier. Taxes, fees, and surcharges imposed by governments or airlines may change at any time and are outside MinMin Travel's control. If a Supplier reduces the price of your trip after booking, MinMin Travel will make reasonable efforts to assist with repricing, applying promotions, or rebooking if allowed under the Supplier's terms. We cannot guarantee that price adjustments will be honored, as policies vary by Supplier.

Air Booking Practices and Violations

You agree not to engage in prohibited air booking practices, including but not limited to:

- "Hidden city" ticketing (purchasing a ticket with no intention of completing all segments).
- "Back-to-back" ticketing (purchasing overlapping or round-trip fares to circumvent fare rules).
- Using a round-trip ticket for one-way travel when not permitted by the airline.

Such practices violate airline policies and may result in:

- Automatic cancellation of the remaining itinerary.
- Loss of frequent flyer points, vouchers, or status.
- Assessment of additional fares or financial penalties.

You agree to indemnify and hold MinMin Travel harmless from any claims, penalties, or financial consequences assessed by airlines as a result of engaging in such prohibited practices.

Travel Insurance Recommendation

Travel insurance is strongly recommended for **every trip** booked through MinMin Travel. Even the most carefully planned vacation can be disrupted by unexpected events outside of your control. Travel insurance provides financial protection and peace of mind, helping to reduce the risks associated with travel.

Why Travel Insurance Matters

Travel insurance can provide coverage for:

- **Trip Cancellation or Interruption** – Reimbursement if you must cancel or cut short your trip due to covered reasons such as illness, injury, family emergencies, or severe weather.
- **Emergency Medical Expenses** – Coverage for medical treatment if you become ill or injured while traveling. Many health insurance plans (including Medicare) do not cover international medical care.
- **Medical Evacuation** – Coverage for emergency transportation to the nearest appropriate medical facility, or to return home if needed. Without insurance, this can cost tens of thousands of dollars.

- **Baggage Loss, Theft, or Delay** – Reimbursement if your luggage is lost, stolen, or delayed during your trip.
- **Travel Delays or Missed Connections** – Coverage for meals, lodging, or additional transportation if your trip is delayed for a covered reason.
- **Supplier Default** – Some plans cover financial loss if an airline, cruise line, or tour operator ceases operations.

Important Exclusions & Limitations

It is important to understand that not all situations are covered. Common exclusions may include:

- **Cancel For Any Reason (CFAR):** Standard policies do *not* allow cancellation for any reason. CFAR is a separate upgrade that must typically be purchased within **14 days of your initial trip deposit**. It provides additional flexibility if you want the option to cancel outside of standard covered reasons.
- **Pre-existing medical conditions:** Allianz policies offered through MinMin Travel **do cover pre-existing conditions**, but only if the policy is purchased within **14 days of your initial trip deposit**. If purchased later, coverage for pre-existing conditions is excluded.
- **Pandemics or epidemics** (though some newer plans may offer limited COVID-19 coverage).
- **High-risk activities** (such as scuba diving, extreme sports, or adventure excursions, unless optional riders are purchased).
- **Known events** – Insurance generally does not cover losses from events that were already public knowledge (e.g., storms already named, strikes already announced).
- **Intentional acts or reckless behavior** – Losses due to intoxication, drug use, or unlawful activity are excluded.

Because exclusions vary by provider and plan, clients must **review their policy documents carefully** to understand what is and is not covered.

MinMin Travel's Role

- **Not an Insurance Broker:** MinMin Travel is not licensed to sell or interpret insurance coverage. We cannot provide legal or binding advice on what is or is not covered.
- **Trusted Partner:** We partner with **Allianz Global Assistance** to offer reliable policies that many clients have successfully used.
- **Questions on Coverage:** Any coverage questions, claims, or disputes must be directed to the insurance company directly.
- **No Guarantee:** MinMin Travel cannot guarantee approval of claims or insurer decisions.
- **Waiver of Liability:** If you decline to purchase travel insurance, you accept full financial responsibility for all losses arising from trip disruptions, cancellations, medical emergencies, or other travel-related risks, and you agree to hold MinMin Travel harmless.

Why Purchase Through MinMin Travel

While you can purchase insurance directly from Allianz, there are many benefits to purchasing your policy through MinMin Travel:

- **Same Price:** Policies cost the same whether purchased directly or through your advisor. You always pay Allianz directly, not MinMin Travel.
- **Advisor Guidance:** We can recommend which plans may best fit your trip and personal needs. All of our advisors have completed the **Allianz Travel Advisor Training Program** — a respected certification that ensures we know the types of plans offered, what they cover, and how they can support travelers (though this does not make us licensed insurance agents).
- **Claims Support:** While you must file your own claims, we can help you understand the process and provide guidance along the way.
- **Support Small Business:** When you purchase through MinMin Travel, it's the **exact same price** as buying directly from Allianz. The difference is that instead of the insurance company keeping all the money, a portion comes back to support your trusted travel advisor and small business — at no extra cost to you.

Client Acknowledgement

MinMin Travel recommends travel insurance for **every trip**. By reviewing this policy as part of the **Terms & Conditions you sign for each booking**, you acknowledge that you have been informed of the importance of travel insurance and the protections it can provide as outlined above.

If you choose to decline travel insurance, you understand that you are fully responsible for any financial losses resulting from trip cancellations, interruptions, medical emergencies, or other unexpected events. By declining coverage, you also agree that MinMin Travel will not be held liable for such losses.

Credit Card Payments and Chargebacks

You are fully responsible for all charges, fees, duties, taxes, and assessments arising from your travel bookings. By submitting a credit card authorization form, you authorize MinMin Travel to transmit your payment information to Suppliers and process travel-related payments directly with them on your behalf.

Except in cases of verified fraud, you agree not to file a chargeback or payment dispute as a means to avoid or circumvent Supplier terms and conditions. If you initiate a chargeback or reversal, MinMin Travel reserves the right to collect all costs, attorney's fees, and administrative expenses incurred in responding to or defending against the dispute.

All payments are due according to each Supplier's policies. Failure to pay may result in cancellations and forfeiture of amounts already paid. Cancellation requests must be submitted to MinMin Travel in writing. Supplier-imposed cancellation penalties will apply.

Payment Authorization and Currency Conversion

By authorizing MinMin Travel to process your booking, you grant permission for charges to your designated payment method for all costs associated with your reservations.

- Payments made in non-USD currency are subject to conversion at the exchange rate in effect at the time of processing.
- MinMin Travel is not responsible for exchange rate fluctuations, bank fees, or international transaction charges assessed by your financial institution.

Disabilities and Special Needs

If you or a member of your traveling party has a disability or special need, you must notify MinMin Travel in advance. We will make reasonable efforts to request accommodations or assistance through Suppliers. However, MinMin Travel cannot guarantee that all requests will be met and is not liable for a Supplier's failure or refusal to provide such accommodations.

Cruise Lines, Tour Operators, and Supplier Terms

Each Supplier maintains its own contracts, rules, and penalties that govern your booking. You are bound by those terms in addition to MinMin Travel's Terms and Conditions.

- Pricing and availability are subject to change at any time without notice.
- Suppliers are not required to honor typographical or system errors, including erroneous pricing.
- MinMin Travel is not responsible for errors or omissions contained in third-party materials provided by Suppliers.

Advisor Service Standards

MinMin Travel advisors are independent contractors who set their own work schedules.

While our advisors strive to respond promptly, please allow up to:

- 24 business hours for standard inquiries, and
- 48 business hours during periods of high client volume.

Some advisors may not be available on weekends or holidays. We appreciate your patience and understanding.

Room Views and Category Variations

MinMin Travel will advocate on your behalf when booking accommodations and will provide information available from Suppliers. However:

- We cannot guarantee specific room views, layouts, or locations within a hotel, resort, or cruise ship.
- Supplier marketing terms (e.g., "Ocean View," "Partial Sea View," "Deluxe Balcony") are subjective and may vary.
- Minor differences such as balcony size, floor level, or angle of view are determined by the Supplier.

If a particular room feature is important to you, please communicate your preferences during the planning process. We will request accommodations whenever possible, though they cannot be guaranteed.

Limitations on Assistance for Unbooked Services

MinMin Travel is only able to provide professional support for trip components booked through our agency. We cannot assume responsibility for services, bookings, or arrangements made independently by you with other providers. This policy ensures compliance with our professional liability insurance requirements.

Amendment Fees

MinMin Travel reserves the right to assess a reasonable administrative fee for voluntary, non-emergency client-initiated itinerary changes that require additional research or rebooking. Examples include:

- Changing travel dates,
- Switching hotels or cabin categories,
- Adding or removing destinations.

Any such fees will be disclosed in advance and invoiced through Square.

Group Booking Discretion

Group bookings often involve additional administrative work and coordination.

Accordingly:

- Planning and cancellation fees may be assessed per room, cabin, or booking unit.
- Larger groups requiring multiple invoices, customized quotes, or extensive communication may incur additional administrative fees.

All group-related fees will be clearly communicated and agreed to in advance.

Client Communication Expectations

MinMin Travel is committed to providing professional, timely, and friendly service. To ensure a productive partnership, clients are expected to uphold the following standards:

- **Respect & Courtesy:** Communication should remain courteous and professional at all times.
- **Response Times:** Please review documents and respond promptly to avoid missed deadlines or cancellations. Extended unresponsiveness (“ghosting”) may result in forfeited reservations or payments.
- **Business Hours & Availability:** Standard communication occurs Monday–Friday during business hours. Weekend or holiday responses are at your advisor’s discretion. Urgent travel issues will always be prioritized.
- **Approved Channels:** Please use email, phone, or designated platforms for official communications. Social media or casual texts are not monitored for time-sensitive matters.
- **Documentation Requirement:** All booking changes, cancellations, or authorizations must be confirmed in writing (e.g., email or signed form). Verbal requests alone are not binding.
- **Fair Use of Quotes & Services:** Research, quotations, and proposals prepared by MinMin Travel are professional work products. Clients agree not to share these with other advisors for price-matching purposes, nor to misuse them outside the scope of booking with MinMin Travel.

- **Prohibition on Misrepresentation:** Individuals posing as clients for the purpose of gaining access to MinMin Travel's proprietary processes, pricing structures, or services—including but not limited to competing travel advisors—are expressly prohibited. MinMin Travel reserves the right to immediately terminate such engagements and may pursue remedies for misuse of intellectual work, misrepresentation, or bad faith conduct.

If communication repeatedly breaks down—or if misuse, misrepresentation, or unproductive behavior occurs, MinMin Travel may discontinue services. Any fees already paid will be forfeited.

Definitions

- **Supplier:** Any third-party travel provider, including but not limited to cruise lines, airlines, hotels, resorts, tour operators, car rental companies, and activity providers. MinMin Travel acts solely as a sales agent and intermediary for these Suppliers. Payments for travel services are processed directly with Suppliers and not through MinMin Travel's business accounts.
- **FIT (Fully Independent Travel/Traveler):** Refers to a customized, independent travel itinerary that is not part of a pre-packaged tour. FIT services include personalized recommendations, day-by-day itineraries, and individually booked travel components tailored to client preferences.
- **Planning Fees:** Service fees charged by MinMin Travel for professional research, itinerary creation, and trip customization. Planning fees are invoiced separately from Supplier payments and are nonrefundable once work begins.
- **Quotation Fees:** Fees that may apply when a client requests multiple cruise or resort quotes beyond the complimentary number provided or repeatedly requests quotes without booking. Quotation fees are charged to protect advisor's time and ensure fair service availability for all clients.
- **Cancellation Fees:** Administrative fees charged by MinMin Travel when refundable reservations are canceled without rebooking, as outlined in these Terms. Cancellation fees compensate for advisor's time spent assisting with bookings, monitoring, and managing modifications.
- **Supplier Payments:** Any deposits, balances, or final payments made directly to a Supplier (e.g., cruise line, resort, airline, hotel, or tour operator). These payments are subject to each Supplier's own terms, conditions, and refund policies, which may vary.

Governing Law & Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of laws principles. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the state and federal courts located in **Mecklenburg County, North Carolina**.

Closing Statement

At MinMin Travel, our mission is to take the stress out of planning so you can focus on enjoying your journey. These Terms and Conditions are designed not to overwhelm you, but to set clear expectations and protect both you and us throughout the planning and travel process. By booking with us, you acknowledge that travel involves responsibilities, risks, and Supplier rules that are outside of our control.

That said, we are committed to being your trusted travel partner — advocating on your behalf, offering expert guidance, and supporting you every step of the way. If you ever have questions or need clarification on any part of these Terms, please reach out. We believe open communication and mutual respect are the foundation of a smooth, worry-free travel experience.

Acknowledgment of Terms

By signing a credit card authorization form, submitting payment for services, or confirming a booking request with MinMin Travel LLC, you acknowledge that you have read, understood, and agreed to these Terms and Conditions in full. These Terms constitute a binding agreement between you (“the Client”) and MinMin Travel LLC and apply to all travel-related services arranged through our agency.