



The Journey Group/ Caribbean Journey Terms and Conditions

RELATIONSHIP

In offering hotel accommodations, tour packages, villa rentals, airfare reservations and other valuable travel arrangements for sale, Caribbean Journey/The Journey Group acts only in the capacity of an agent/intermediary of the travel provider/supplier.

RESPONSIBILITY

Caribbean Journey/The Journey Group and all affiliated travel agents do not accept any responsibility for the following:

01/ Canceled or delayed vacations and/or flights due to improper or inadequate documentation of traveler.

Passports are required to visit any country outside the US. Please visit <http://travel.state.gov/> for full details. If you are not a US Citizen, please contact your embassy for possible visa requirements.

02/ Canceled or delayed vacations and/or flights due to poor physical or mental health of traveler from any cause.

03/ Canceled or delayed vacations and/or flights due to mechanical failure, adverse weather, government decisions, terrorist activity, diseases or any other force majeure.

04/ Canceled or delayed vacations and/or flights due to ticket holder's failure to follow policies and instructions of the independent suppliers or vendors; i.e. Airlines, Hotels, Car Rental Agency, Tour Company/Wholesaler, or Activity Provider.

05/ Canceled or delayed vacations and/or flights due to any actions of the above-mentioned independent suppliers and vendors including but not limited to: breach of contract, failure to provide services or to adhere to their own schedules, actions or omissions either intentional or not intentional, monetary crises.

06/ Canceled or delayed vacations and/or flights due to any other reason beyond the travel agent's control.

07/ Any injury, loss, claims, punitive/incidental/indirect/consequential damages that occur once the traveler has embarked on their vacation.

08/ Any fees that are the direct responsibility of the traveler including but not limited to: excessive baggage, departure taxes, tourist visas/cards, etc.

09/ Any change-of-ticket or reservation fees imposed by above-mentioned independent suppliers or vendors.

10/ Any refunds from above-mentioned independent suppliers or vendors. We will gladly assist you in obtaining any refund owed to you from the travel provider/supplier should you need to cancel your trip.

11/ Any damage, loss, delayed arrival or departure of baggage, and other goods belonging to traveler.

12/ Any transportation not previously arranged and pre-paid among the following; Airport, Hotel, Activity Location, or any other travel destination arranged by CaribbeanJourney.com.

13/ Any loss, damage, or theft to airline tickets and other documents once turned over to shipper, including while en route to traveler. (All responsibility goes first to traveler for shipping method chosen, then to the policy of shipper.)

TRAVEL INSURANCE

We highly recommend insurance coverage for the above mentioned incidents. Travel Insurance will be offered by your travel consultant.

TRAVEL DOCUMENTS

For any tour packages booked through Caribbean Journey, you will receive e-docs via email or paper documents via the US Postal Service within 2 weeks of your departure date. This documentation will include vouchers for your trip. While there is no monetary value to these documents, losing them or misplacing them could result in a delayed or canceled vacation.

CHANGE + REVISION FEES

Change and revision fees are set by the supplier – not Caribbean Journey/The Journey Group – and vary among suppliers. Tour package itinerary changes/revisions made by the traveler typically result in a “change fee” – ranging from \$50 to \$200 per person, per change. Common changes are name changes and date changes.

CANCELLATION FEES + REFUNDS

Cancellation fees & refund policies are set by the supplier.

BAGGAGE + AIRLINE POLICIES

It is the responsibility of the passenger to ensure they understand and comply with the airline’s baggage policy and any other policies pertaining to their travel booked with Caribbean Journey.

GROUP BOOKINGS

Group booking policies will differ from the policies stated above. Please refer to the policies listed on your group booking contract.

AGREEMENT

In booking your vacation with Caribbean Journey, you agree that all information supplied by you or members of your household is true and correct. Such information includes but is not limited to: legal name, legal age, and payment information.

WEBSITE DISCLAIMER

Caribbean Journey/The Journey Group is not responsible for:

- 01/ Any third party links contained on said CaribbeanJourney.com web site or provided and the information contained on any affiliated web sites.
2. Any information printed on this web site that was in any way misleading or non-factual, other than the information provided about our company. (All information printed is provided ‘AS IS’.)
- 02/ Any damage or loss whether punitive, incidental, or consequential resulting from direct or indirect use of this web site, or failure to access pages on this web site.

PRIVACY

Caribbean Journey/The Journey Group takes Internet privacy seriously. Your personal information will be used for the sole purpose described herein and will never be sold or shared with any third party. The Caribbean Journey/The Journey Group web site may offer links to other web sites such as tourist boards and organizations, which are intended to provide supplementary information about a specific destination. Caribbean Journey/The Journey Group and its affiliates are not responsible for content, privacy policies or practices of external web sites.

GENERAL

Caribbean Journey/The Journey Group reserves the right to change any of the above terms and conditions and any information provided on this site, without notice.

Forum for Disputes – Participant and Operator agree to resolve any dispute in a court of competent jurisdiction in the State of Georgia.