




Terms & Conditions



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BOOKING POLICIES, TERMS, AND CONDITIONS: The following policies, terms, and conditions apply to all travelers, travel products, and services purchased through “Empathy Travels LLC”. Please make sure you have read and understood these terms in detail before proceeding with the booking services. By purchasing any travel product or service you’re confirming to have read these terms and conditions thoroughly and are in accordance and bound by the terms set forth in this agreement.



REFUND & CANCELLATION POLICY: Our Peace of Mind Cancellation Policy was designed to provide maximum flexibility while also ensuring the safety and wellness of all that travel with us.

Cancellations in writing (email info@empathytravels.org) must be received by Empathy Travels LLC for appropriate credit.

Up to 60 Days Prior: All deposited payments will be credited towards a future tour (for use within a year of date of cancellation)


59-46 Days Prior: 60% of tour cost can be credited towards a future tour

45-21 Days Prior: 20% of tour cost can be credited towards a future tour

20 days prior or less: No credit available.

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MISSED PAYMENTS: After two missed monthly payments, your trip is subject to cancellation. Once your trip is canceled you will be notified via the email you provided. You may reinstate your trip within 10 calendar days of cancellation by paying the full amount past due.



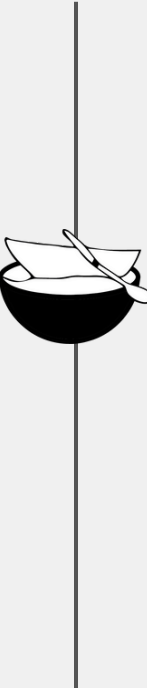
LATE/FINAL PAYMENT DATE: Payments must be paid in full by the payment dates listed in the confirmation email. If payment is not made by those dates a penalty charge of \$100 will be placed on the account after 5 business days each time a payment is late. After 7 business days of failing to make the final payment Empathy Travels LLC reserves the right to cancel the trip.

TRANSFER POLICY: You can transfer your trip to another traveler by notifying us via email 60 days prior to departure at no additional cost. If you fail to notify us 60 days prior, a one-time non-refundable transfer fee of \$200 will be applied and due at the time of transfer.

BOOKING PRICING & AVAILABILITY: Tour pricing fluctuates and at any time prior to a confirmed reservation the price of the tour may increase or decrease without notice. Once a tour is confirmed the price is locked in and will not increase; unless the offering is no longer available. Any changes in occupancy done post-booking will be done at the current pricing available.

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ROOMMATE POLICY: If you book double occupancy for your trip we will pair you with another traveler of the same gender, who also needs a roommate. However, if you reject this pairing and you do not have a roommate; you will be required to pay the single occupancy supplement for your trip. Payment of the single occupancy supplement can be paid over the 3 months prior to the trip departure date. Should you reject the pairing on the day of, payment will be due immediately and the single occupancy option is not guaranteed to be available.




ITINERARY CHANGES: While we make every effort to execute the itineraries provided, itineraries are subject to modification and changes due to availability or vendor partner changes. In the unlikely event that there are major changes to the itinerary, travelers are notified as soon as possible, and an equivalent alternative will be provided.

REQUIRED TRAVEL MEDICAL INSURANCE: All travelers attending an Empathy Travels trip are required to purchase a Travel Medical Insurance policy that includes (1) Emergency Medical Coverage, (2) Emergency Medical Evacuation, and (3) Repatriation of your remains should you perish, and (4) COVID 19 coverage. A Proof of policy document from your insurance provider is required 60 days prior to the trip departure date.

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HEALTH & WELLNESS POLICY: Most trips require that you are able to walk at least 3 miles each day on your own. You should consult your physician to confirm your fitness level for travel and participation in planned activities. Empathy Travels does not provide medical advice. Tours are made to be accessible based and Empathy Travels LLC commits to working with travels of all levels.




PHOTO/VIDEO RELEASE: Photography and video of the trip activity are taken throughout the experience and shared with our travelers post-trip. By participating on this trip or at this event you are giving Empathy Travels; its representatives, and employees the right to use photographs, video, and testimony given by you during any trips. Empathy Travels LLC will not disclose your name online or in printed media without additional expressed written or verbal consent.

VISA REQUIREMENTS: Travel visas are required for many countries visited on our packages. It is the responsibility of each traveler to comply with them and to secure the proper travel documents. To avoid disappointment and unnecessary expenses, please carefully review the requirements so that you can obtain all necessary documents well before your trip. Requirements are subject to change, often without notice, and we suggest you verify requirements with the relevant embassy or consulate. Empathy Travels will not be held responsible for any charges, trip interruptions, or cancellations due to incorrect or missing visas.

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PASSPORTS: A valid passport is required for all U.S. citizens traveling abroad. Due to TSA Secure Flight requirements, you must enter all traveler names on your reservation exactly as they appear on each traveler's passport, including titles such as Jr. or Sr. and any multiple first, middle or last names. If accurate information is not provided, airlines may charge penalties to make corrections or even deny boarding, and you may not be permitted to enter some countries. Any changes in names or passport information should be reported to us immediately via email. Note that any name changes or changes in passport information after you complete your booking may result in additional fees.



DAMAGES: Empathy Travels accepts no responsibility for accidents, damage, baggage losses, delays, and/or accidental expenses due to weather, strikes, acts of God, acts of governments or authorities, wars, terrorism, criminal acts committed by third parties, hostilities, civil disturbances, riots, force majeure events, sickness, quarantine, defects of vehicles or breakdown in the equipment, or to the fault or default of any company used for carrying out these packages. Regarding any and all services and accommodations furnished, we expressly disclaim all responsibility or liability over any matter whatsoever for loss, damage, injury, or expense to property or person due to any cause whatsoever occurring during the duration of the trip or otherwise. All such losses or expenses will be borne by the passengers.

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TRIP CANCELLATION FOR REASONS OUTSIDE OUR CONTROL: In the rare event that it becomes necessary to cancel the trip for reasons beyond our control, such as terrorism, strikes, acts of governments, weather, pandemics, force majeure, etc., Empathy Travels LLC will reschedule the trip. If you are unable to attend the new dates, we will offer refunds in a queue based on the booking date as we fill your spot, but Empathy Travels LLC cannot guarantee a refund. Your travel insurance should cover these circumstances should they occur.

TRAVEL DOCUMENTS: Travel documents and itineraries are sent via email approximately 4 weeks before the travel date provided full payment, medical disclosure, and emergency contact information have been received.

