



## LOVE LIFE TRAVELS

### CLIENT SERVICES AGREEMENT

By choosing Love Life Travels to plan your vacation, you signify your agreement with the following terms and conditions:

1. **Travel Documents:** You agree to review your itinerary and other travel documents for accuracy and to inform us promptly of any issues. The names on your documents must match your government-issued ID.
2. **Agent for Suppliers:** Love Life Travels, Inc. ("Love Life Travels") acts as a sales agent for any airline, hotel, car-rental company, tour operator, cruise line, or other service provider named in your itinerary or confirmation ("Suppliers"). We are not responsible for the acts or omissions of the Suppliers or their failure to adhere to their own schedules, provide services or refunds, financial default, or failure to honor future trip credits. We have no special knowledge regarding the financial condition of the Suppliers and no liability for recommending a trip credit in lieu of a refund.
3. **Risks of Travel and Release:** We assume no responsibility for and shall not be liable for the acts or omissions on the part of any other party not under our control or any acts of God, unsafe conditions, terrorism, health hazards including pandemics, illness, weather hazards, or the suitability for a disabled person of any portion of any trip. We have no special knowledge of dangers during travel or at destinations. For information related to such dangers, we recommend going to the State Department travel website at [travel.state.gov](http://travel.state.gov), click on "Find International travel Information" then click on "Country Information", and fill in the name of the destination country. For medical and health information, we recommend going to the Centers for Disease Control website at [cdc.gov/travel](http://cdc.gov/travel), then click on "Destinations" and scroll to the name of the destination country. It is your personal decision to travel, and you are doing so with full knowledge of current travel recommendations and travel restrictions with regards to the risks of COVID-19. YOU HEREBY EXPRESSLY ASSUME ALL OF THESE RISKS AND DANGERS, AND YOU HEREBY EXPRESSLY AGREE TO FOREVER RELEASE, DISCHARGE AND HOLD US, AND OUR AGENTS, EMPLOYEES, OFFICERS, DIRECTORS, ASSOCIATES, AFFILIATED COMPANIES, GUIDES, GROUP LEADERS, AND SUBCONTRACTORS HARMLESS AGAINST ANY AND ALL LIABILITY, ACTIONS, CAUSES OF ACTIONS, SUITS, CLAIMS, AND DEMANDS OF ANY AND EVERY KIND AND NATURE WHATSOEVER WHICH YOU NOW HAVE OR WHICH MAY HEREAFTER ARISE OUT OF OR IN CONNECTION WITH THESE RISKS AND DANGERS.
4. **Entry & Re-entry Rules:** You assume full and complete responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements of your destination and your connecting points, and all conditions regarding health, safety, security,



political stability, and labor or civil unrest at such destination. Make sure to note rules are subject to change whether your travels are foreign or domestic. Many countries require your passport to be valid for six months or more after your date of entry. Some countries will not admit persons convicted of a crime. Some countries require both parents' consent for minors to travel.

## 5. Reservations & Payments

Deposits and all payments may be made by cashier's check or credit card (Visa, MasterCard, American Express, and Discover), PayPal, Affirm, Flexpay, Klarna on any travel from Love Life Travels.

Deposit schedules are for travel costs only and are as follows:

- At time of reservation: set rate listed on invoice of the total cost
- 60 days prior to departure\*: Balance due.

\*Due to financial commitments, some travels may require final payment 90 days before departure. Travel plans with special events may require additional deposits and may be subject to alternate cancellation terms as indicated in the detailed itinerary. If you make your reservation less than 90 days prior to your scheduled departure, full payment will be collected at the time of booking.

### Deposit Policy:

All deposits paid to secure a experience with Love Life Travels are nonrefundable. However, if a written cancellation request is received more than 90 days prior to the travel scheduled departure date, the deposit amount may be applied as a credit toward a future travel with Love Life Travels, subject to availability and applicable pricing at the time of rebooking. Any cancellations made 90 days or less before departure will result in a full forfeiture of the deposit. This policy applies regardless of the reason for cancellation, including but not limited to personal circumstances, illness, or changes in travel plans or restrictions. We strongly recommend purchasing travel insurance to protect against unforeseen circumstances.

Costs not included in the travel plans are: Air transportation; airport taxes; passport and visa expenses; laundry, alcohol, and all items of a personal nature; expenses of guides, buses or cars for sightseeing not included in the itinerary; excess baggage charges; health, accident, baggage, and trip cancellation insurance; expenses incurred in recovering luggage lost by airlines, belongings left behind on a tour, and/or in shipping purchases or other goods home from abroad; gratuity to the hotel, cruise, train and restaurant staff as well as local guides and drivers for normal on-journey services or for any personal services when not specifically listed under tour inclusions; gratuity to the travel director; expenses due to the delay or interruptions of a trip for any reason, including but



not limited to Force Majeure events, as defined below; expenses and costs due to quarantine, refusal or interruption of service by third parties, or border closures/restrictions. and other items not mentioned as being included.

## 6. Cancellation Policy

The cancellation policy is applicable to all Love Life Travels trips and vacations. The written notice must be received by certified mail, fax, or email.

Cancellation fees are as follows:

- Cancellations received 90-61 days prior to departure: 25% of the tour price per person.
  - Cancellations received 60-31 days prior to departure: 50% of the tour price per person.
  - Cancellations received within 30 days prior or en route: 100% of the tour price per person.
7. You may transfer your reservation, depending upon availability, from one travel to another (in the same calendar year) by notifying us at least 91 days prior to the travel for a transfer fee of \$50 per person, after which time our cancellation policy applies. Love Life Travels is not responsible for additional expenses such as airline cancellation fees, visa fees, vaccinations, purchases of clothing or equipment, or other expenses that may occur as a result of the cancellation.
8. Fees and Price Drops: You agree to pay the travel planning, change, and other fees charged by suppliers. If a Supplier drops the price of a trip after booking, we will try to assist you with rebooking if the Supplier allows it, and a fee may apply. We do not guarantee any refunds or successful rebooking.
9. Price Increases: Travel arrangements involving airline and cruise components are subject to Suppliers' supplemental price increases that may be imposed by the supplier and/or government, even after you have completed your purchase. You hereby consent to any such price increases and authorize your credit or debit card to be used for them. Suppliers have their own contracts covering cancellation penalties and other terms and conditions, and you may be bound by those contracts regardless of whether you receive notice of their terms.
10. Reservation Rule Violations: You agree not to purchase a ticket or tickets containing flight segments that you will not be using, such as a "point-beyond", "hidden-city", or "back-to-back tickets". You further agree not to purchase a round-trip ticket that you plan to use only for one-way travel. You acknowledge that the airlines generally prohibit all such tickets, and therefore we do not guarantee that the airline will honor your ticket or tickets. If you do not



use one of the flights in your reservation, the airline will cancel your remaining itinerary, and it may confiscate your frequent flyer points. You agree to indemnify us against airline claims for the difference between the full fare of your actual itinerary and the value of the ticket or tickets that you purchased

11. Insurance: For your protection, we strongly recommend that you purchase trip cancellation and travel accident insurance. Please note that most policies have a specific clause stating they do not cover epidemics and pandemics, especially when travel warnings are in place. No representation or description of the insurance made by our staff constitutes a binding assurance or promise about the insurance. You agree to hold us harmless for your election not to purchase travel insurance or for any denial of claim by travel insurer as it relates to COVID-19 or any other claim under the policy.
12. Credit Card Merchant: We also strongly recommend that you use a credit card for your purchase, so that you can exercise your rights under the Fair Credit Billing Act if you do not receive the services you purchased. However, if we are the credit card merchant, our role is to facilitate the sale, collect funds on your behalf, and remit those funds to the Suppliers. If the Suppliers do not provide the services, your only recourse would be against the Suppliers, and you agree not to initiate a chargeback against us.
13. Claims Deadline and Exclusive Jurisdiction: You agree to present any claims against us within 30 days after your trip ends and to file suit within one year of the incident, and you acknowledge that this expressly limits the applicable statute of limitations to one year. You agree that the courts in Person County, North Carolina will be the exclusive jurisdiction for all claims brought by you or us, and you hereby submit to the personal jurisdiction of those courts.
14. Express Assumption of Risk and Responsibility  

In acknowledging the foregoing ACKNOWLEDGMENT OF THE RISK section, CLIENT CONFIRMS THEIR UNDERSTANDING OF THE FOLLOWING: you confirm that you are physically and mentally capable of participating in the activity, that you are willingly and knowingly electing to participate in this vacation package in spite of the potential risk of Injuries and Damages, and you willingly and voluntarily assume full responsibility for any Injuries or Damages suffered by you or caused by you, whether caused in whole or in part by the negligence of the owners, directors, agents, officers, employees, contractors or subcontractors of Love Life Travels
15. Release of Liability  

In consideration of the services and arrangements provided by Love Life Travels, you, for yourself and for your heirs, personal representatives or assigns, do hereby release, waive, discharge, hold /harmless, and agree to indemnify Love Life Travels, and its owners,



officers, directors, agents, contractors, subcontractors and employees from any and all claims, actions, or losses for bodily injury, property damage, wrongful death, loss of services, lost profits, consequential, exemplary, indirect or punitive damages or otherwise which may arise out of or occur during your travel in connection with the scheduled vacation package and any activities conducted in conjunction therewith. YOU SPECIFICALLY UNDERSTAND THAT YOU ARE RELEASING, DISCHARGING AND WAIVING ANY CLAIMS OR ACTIONS THAT YOU MAY HAVE PRESENTLY OR IN THE FUTURE FOR THE NEGLIGENT ACTS OR CONDUCT OF THE OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, AGENTS, CONTRACTORS OR SUBCONTRACTORS OF LOVE LIFE TRAVELS.

I, THE CLIENT, HAVE READ THE ABOVE-MENTIONED PROVISIONS, WARNINGS, ACKNOWLEDGEMENT OF RISKS & RESPONSIBILITY, AND RELEASE OF LIABILITY AND AGREE WITH ALL TERMS OF THIS AGREEMENT.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_