



# TRAVEL SERVICE AGREEMENT

## RESERVATIONS

- **IDENTIFICATION**

Guests are required to make reservations in the full name that is listed on his/her government document they will use for travel. If you need to make any changes to a name after travel documents have been issued, clients will be responsible for all name change fees, if applicable.

- **DEPOSITS**

All reservations must be accompanied by a non-refundable deposit to the company. There are no exceptions to this deposit fee. This information is shared on the website and sales order form prior to your agreement to book traveler's destination. No travel arrangements will be booked unless the deposit is paid.

## IDENTIFICATION

- **PASSPORTS**

Passengers are responsible for securing the correct travel documents and must verify with consulates or visa agencies if a visa or passport is needed. Passports must be valid for at least six months after travel and may require a blank "VISA" page. Travel info applies to U.S. citizens only; non-U.S. citizens should check entry requirements with the consulate. We recommend all cruise passengers carry a valid passport.

As per TSA regulations, passengers must provide Let Sparks Fly, LLC with their full name (as on passport or ID), date of birth, gender, address, and contact info. Passengers are responsible for ensuring their names are correct on invoices. Let Sparks Fly, LLC is not liable for missed documents or denied boarding due to incorrect information.

- **NAME CHANGES**

Any changes to your booking, whatever the cause, Traveler will incur a \$200 charge plus any additional supplier fees. This includes name changes and removal of any services such as optional tours and transfers. Please note that name changes to airline reservations require the Company to fully cancel and rebook a new traveler. Changes or additions after departure are subject to local rates at the time of amendment and must be paid directly by the passenger to the Company. All unused services are non-refundable.

## PAYMENTS & CANCELLATIONS

- **PAYMENTS**

All reservations can be paid in full at the time of booking. If not paid in full, monthly installment payments are required. Reservations with payments overdue by 30 days will be automatically canceled, with no refunds, and deposits will be forfeited. A \$250 fee applies to reinstate a canceled reservation. If the final payment is not made by the due date, the reservation will be canceled, and all payments will be forfeited.

- **REFUNDS**

The Company does not provide refunds for any reason. As we have agreements with external providers, including accommodations, tour operators, airlines, etc., we are bound by their terms, conditions, and penalties. Travelers are encouraged to submit a travel insurance claim for reimbursement. If travel insurance was purchased, there should be no issue with obtaining reimbursement.

- **REINSTATEMENT OF RESERVATION**

If your travel reservations are canceled and you notify us within 14 days of your intent to reinstate, a \$250 service reinstatement fee for international tours will be added to your invoice. This fee must be paid in advance to proceed with the reconfirmation of services.

- **CANCELLATIONS**

Once reservations have been made, cancellations will only be accepted in writing.

- **TRIP INSURANCE**

Trip insurance is highly recommended for all travelers.

## **TRAVELER ACCOMMODATIONS**

- **ROOMMATE MATCHING**

Roommate matching is available for our International Tours. To participate, select "double occupancy" when making your reservation and complete the roommate match survey. You will be matched with a roommate once both you and your match have paid at least 75% of your travel balance.

Travelers opting for roommate matching agree to share accommodations for the entire trip. Any conflicts between matched roommates should be resolved independently. If conflicts cannot be resolved and new rooming arrangements are needed, each traveler will be responsible for securing their own separate accommodations. The Company is not liable for providing or covering any additional accommodation under any circumstances.

- **GROUP SYNERGY**

To maintain the desired group synergy, Let Sparks Fly, LLC reserves the right to accept, reject, or remove any individual whose behavior is deemed disruptive or incompatible with the group's interests. This includes, but is not limited to, individuals who are intoxicated or under the influence of drugs, causing a negative experience for the group.

Any expenses incurred, including cancellation fees or costs for alternative travel arrangements or early return, will be the responsibility of the passenger. All unused services are non-refundable.

- **PHOTOGRAPHIC RELEASE**

Let Sparks Fly, LLC may take photographs or video of its trips and trip participants grant Let Sparks Fly, LLC permission to do so and for it to use same for promotional or commercial use without payment of any compensation to participant.

## **AIRLINE ACCOMMODATIONS**

- **LUGGAGE**

Travelers are limited to one of the following luggage options: One (1) Checked Luggage + Personal Item OR One (1) Carry-On Luggage + Personal Item.

- **AIRLINE CONFIRMATION, SEAT ASSIGNMENTS, AND MISSED FLIGHTS**

Let Sparks Fly, LLC is not responsible for airline services, policies, or schedule changes. Penalties for tickets not issued by Let Sparks Fly, LLC are also not covered. Reservations may be adjusted by Let Sparks Fly, LLC to meet connection times or itineraries, and you will be notified. Airlines may require immediate ticket issuance for heavily booked flights, overriding normal payment terms. In such cases, full payment will be required immediately. Failure to pay will result in seat cancellation, and any rebooking costs will be the passenger's responsibility.

- **AIRLINE TICKETS**

Once full payment is received, Let Sparks Fly, LLC airline tickets will be issued and are fully nonrefundable. Should airline tickets require to be issued earlier than final payment due date, you may be required to pay a larger nonrefundable deposit and/or complete full payment.

- **AIRLINE SEAT ASSIGNMENTS**

The airline bears sole authority of assigning seats on group flights. All Let Sparks Fly, LLC airline contracts are for economy seats only. If you require another class of service, you may consider purchasing your own flights and purchasing the land only package from Let Sparks Fly, LLC.

- **AIRLINE FREQUENT FLYER PROGRAMS**

Passengers are responsible for contacting airlines about mileage eligibility. Airlines set their own rules for mileage accrual, which can change frequently. Some discounted, promotional, or code-share flights, as well as private fares like "Let Sparks Fly, LLC airfare," may not qualify for full or any mileage. Let Sparks Fly, LLC will record frequent flyer numbers if provided before issuing travel documents, but mileage eligibility is determined by the airline. Schedule changes can affect mileage. We recommend providing frequent flyer info at check-in. It's often too late to apply mileage credit after travel begins.

- **SCHEDULE CHANGES**

If an airline schedule changes, Let Sparks Fly, LLC will try to notify passengers of the new flight details before departure. However, Let Sparks Fly, LLC is not responsible for changes in schedule, routing, or stops, and cannot offer compensation for changes, seat modifications, or cancellations made by the airline. If passengers make changes directly with the airline, they must inform Let Sparks Fly, LLC in writing at [support@letsparksfly.net](mailto:support@letsparksfly.net). Let Sparks Fly, LLC is not responsible for land services, such as transfers, if flight changes are not communicated.

## **HOTEL ACCOMMODATIONS**

- **HOTEL ACCOMMODATION**

All requested rooms are standard twin-bedded (two single beds) with private facilities unless a king/double bed is specifically requested. Bed type requests are subject to availability, and room assignments are at the hotel's discretion. Triple and quad occupancy rooms typically feature two beds, and some single rooms may be smaller than standard size. Room size does not depend on the number of occupants.

Air conditioning in international hotels, especially in Europe, may differ from U.S. standards and is often limited or unavailable outside summer months. Hotel rates are based on Let Sparks Fly, LLC agreements and are non-negotiable. Check-in is generally after 3:00 PM and check-

out by noon. We may substitute hotels of equal standard if necessary, with no refunds for any rate differences.

- **MEALS**

As specified in each itinerary. Meals are based on the hotel's or restaurants buffet or set menu. In general, beverages are not included unless specifically stated. Although Let Sparks Fly, LLC cannot make guarantees, every effort is made to honor special dietary requests submitted in writing at least 4 weeks prior to departure at [support@letsparksfly.net](mailto:support@letsparksfly.net).

- **TRANSFERS**

Transfers, as specified for each tour, are provided by car, minibus, or motor coach when airfare is purchased through Let Sparks Fly, LLC. If you book a land-only tour or deviate from the stated arrival or departure dates, you will be responsible for arranging your own transfers to the hotel. In case of delays due to flights, immigration, customs, or baggage issues, you must arrange alternate transfers, such as a taxi, at your own expense.

## **TOURS & GRATUITIES**

- **SIGHTSEEING & ITINERARY**

Tours will be operated by motor vehicles based on group size. Let Sparks Fly, LLC accommodates both individuals and groups. Itinerary times are approximate and may include early starts to maximize daylight or avoid heat. It is your responsibility to arrive on time for all scheduled flights, cruises, and activities. Late arrivals may be considered a "no-show," with no refund for missed services. Group sizes can vary, but services remain consistent regardless.

During holidays or due to unforeseen events (e.g., weather), itinerary changes or substitutions, including hotels, may occur without cost adjustments. Monuments under renovation will not cancel tours but may affect views. Let Sparks Fly, LLC may suggest leisure activities, but participation is your decision, and not an endorsement of any provider.

- **TIPPING (ESCORTED TOURS)**

Drivers, including private cars and motor coach drivers: \$7 per person, per day. Tour Guides: \$8 per person, per day.

## **HEALTH & DISABILITIES**

- **HEALTH REQUIREMENTS**

Consult your healthcare provider for the latest requirements, or check the CDC and World Health Organization for recommendations. Required vaccinations must be recorded by your healthcare provider, and you must carry proof where needed. Individuals with heart disease, chronic illness, physical disabilities, advanced pregnancy, or mental illness should avoid these demanding travel programs. Anyone who becomes ill during the tour or arrives with a fever will be removed from the group and directed to a local medical facility. Only with medical clearance can they rejoin the group. All medical costs and related expenses, such as extra hotel stays or transportation, are the passenger's responsibility. Some countries require insecticide treatment for aircraft cabins on inbound flights; see <https://www.transportation.gov/airconsumer/spray> for details.

- **TRAVELERS WITH DISABILITIES**

To fully enjoy your Let Sparks Fly, LLC tour, choose a trip that matches your physical abilities.

If you require assistance due to physical, visual, or hearing impairments, please notify Let Sparks Fly, LLC before booking for review. You must bring a companion to provide any needed assistance, as tour staff, including guides and drivers, cannot offer personal help. Participants must be able to follow instructions for their safety and the smooth operation of the tour.

Let Sparks Fly, LLC reserves the right to remove or decline participation if prior notification is not provided or if continued participation hinders the group. Any related expenses, including cancellations or alternative travel, will be the passenger's responsibility. Tours often involve fast-paced, long walks over uneven ground, so clients should be able to keep pace with the group.

We can suggest options based on special needs. While we aim to accommodate disabled travelers, some features may not be accessible for those requiring wheelchairs or mobility devices. Please inform us of accessibility needs before booking to determine if accommodations are available. Let Sparks Fly, LLC will make every effort to meet these needs but cannot guarantee it in all cases.

- **INTERNATIONAL TOURS**

Hotels, sea and river cruises outside of the US are not required to comply with the ADA requirement and therefore may not have ramps, wide entryways or elevators to accommodate disabled passengers or devices such as wheelchairs and motorized scooters. Due to physical constraints and space limitations wheelchairs, walkers and motorized scooters may not be taken aboard coaches and river cruises.

## **ASSUMPTION OF RISKS**

- **RELEASE FROM LIABILITY**

Let Sparks Fly, LLC Luxury Travel Group, including its shareholders, directors, officers, employees, and affiliates, does not own or operate any providers of goods or services for your trip, such as hotels, airlines, transport companies, or local excursion operators. These are all independent contractors. Therefore, Let Sparks Fly, LLC is not liable for any negligent or willful actions or failures by these third parties.

Let Sparks Fly, LLC is not responsible for injury, loss, damage, death, delay, or inconvenience resulting from acts of God, government actions, war, strikes, criminal or terrorist activities, overbooking, mechanical failures, or any other causes beyond its control. This includes risks related to activities like swimming, hiking, and other recreational pursuits, as well as health issues or emergencies. By participating, you release Let Sparks Fly, LLC from liability, including its own negligence, and assume all risks.

- **BINDING ARBITRATION**

I understand that the travel I am undertaking involves risks of illness, injury, or death, which may result from natural forces, animals, insects, plants, negligence by Let Sparks Fly, LLC, others, or criminal acts by third parties. I acknowledge that weather conditions may be harsh and that medical services may not always be available during the trip. I willingly accept these risks as part of the adventure and take full responsibility for any illness, injury, or death, releasing Let Sparks Fly, LLC from liability, including third-party negligence. I confirm that I am physically and medically fit to participate and assume all risks related to any such conditions. I authorize Let Sparks Fly, LLC or local providers to arrange emergency medical treatment if necessary without further consent.

- **VOLUNTARY PARTICIPATION**

I acknowledge that I have voluntarily applied to participate on the trip designated on this application (or a trip which I may change to) and that I have read the description of the trip as it appears in the current Let Sparks Fly, LLC website relating to the trip, together with all information contained in this application. I am voluntarily participating in this trip with knowledge of the hazards involved.

- **KNOWING AND VOLUNTARY EXECUTION**

I have carefully read these Terms and Condition and the booking information sections of this document, and fully understand its contents. I am aware that this is a release of liability and a contract between myself and Let Sparks Fly, LLC Luxury Travel Group and agree of my own free will. By signing I agree to these Terms and Conditions and Let Sparks Fly, LLC release from liability, assumption of risk and binding arbitration clause for myself, each member of my traveling party and any minor children accompanying me.