TRAVEL SERVICE AGREEMENT

RESERVATIONS

- **Identification**
  All guests must make reservations using the full name exactly as it appears on the government-issued identification they will use for travel. Any name changes requested after travel documents have been issued will be subject to applicable name change fees, which are the responsibility of the client.

- **Deposits**
  A non-refundable deposit is required to confirm all reservations. This policy applies without exception and is clearly outlined on both our website and sales order form prior to booking. Travel arrangements will not be processed until the deposit has been received.

IDENTIFICATION

- **Passports and Travel Documentation**
  It is the responsibility of each traveler to obtain the necessary travel documents, including passports and visas. Travelers should consult the appropriate consulate or visa agency to confirm specific entry requirements. Passports must be valid for at least six months beyond the return date of travel and may need at least one blank visa page. This requirement applies to U.S. citizens; non-U.S. citizens should verify entry requirements with the consulate of their destination country. For cruise passengers, we strongly recommend traveling with a valid passport regardless of itinerary.

  In compliance with TSA regulations, travelers must provide Let Sparks Fly, LLC with their full legal name (as it appears on their passport or government-issued ID), date of birth, gender, mailing address, and contact information. Travelers are responsible for reviewing their invoices to ensure all information is accurate. Let Sparks Fly, LLC is not responsible for any denied boarding, missed flights, or additional costs resulting from incorrect or incomplete information provided by the traveler.

  Please ensure your passport is valid for at least six months beyond your planned return date. Failure to meet this requirement may result in denied entry into certain countries or boarding restrictions.

- **Name Changes and Booking Modifications**
  Any modifications to an existing booking including name changes, removal of services, or other alterations will incur a $200 administrative fee, in addition to any applicable fees charged by suppliers. Name changes on airline reservations typically require cancellation and rebooking, which may result in higher costs and are subject to availability.

  Any changes or additions made after the start of travel are subject to local rates at the time of the amendment and must be paid directly by the traveler. Please note that all unused services are non-refundable.

PAYMENTS & CANCELLATIONS

- **Payments**
  Reservations may be paid in full at the time of booking. If not paid in full, monthly installment payments are required to maintain the reservation. Payments must be made on time according to the agreed schedule. Reservations with payments overdue for more than 30 days will be automatically canceled. All payments, including the deposit, will be forfeited and are non-refundable.

  Clients have 7 days from the date of cancellation to request a reinstatement, subject to a $350 rebooking fee. After this 7-day period, the reservation cannot be reinstated, and a new booking will be required at the current rates and availability.

  If a final payment is not received by the due date, the reservation will be canceled, and all payments made will be forfeited. Final payment must be made on time to avoid cancellation, and reinstatement is not available for reservations canceled due to missed final payment deadlines.

- **Refunds**
  Let Sparks Fly, LLC does not issue refunds for any reason. This includes, but is not limited to, cancellation, no-shows, missed flights, or dissatisfaction with services. As we work with third-party providers (airlines, hotels, tour operators, etc.), we are bound by their individual cancellation policies, terms, and penalties.

  All payments and deposits are strictly non-refundable and non-transferable. This policy is agreed to at the time of booking and is enforced to protect against chargebacks and financial disputes. Travelers are strongly encouraged to purchase travel insurance, which may offer reimbursement in the event of a covered cancellation.

- **Reinstatement of Reservation**
  As stated above, canceled reservations may be reinstated within 7 days of the cancellation date, subject to a $350 rebooking fee. After 7 days, the original reservation cannot be reinstated, and a new reservation must be made, subject to current availability and pricing.

- **Chargebacks**
  Let Sparks Fly, LLC takes chargeback fraud seriously. By booking with us, you acknowledge and agree to our clearly stated non-refundable and non-transferable payment policy. Filing a chargeback for services that were willingly purchased and agreed upon in writing—including deposits, installment payments, or full payments—is considered a violation of our terms and conditions.

  If a chargeback is initiated and found to be fraudulent or unjustified, the following actions will be taken:

  Immediate cancellation of any existing reservations.

  All payments made will be forfeited and will not be eligible for reinstatement or refund.
  The client will be permanently prohibited from booking any future travel or services with Let Sparks Fly, LLC.

  This policy is enforced to protect our business, our travel partners, and our clients. If you have concerns or questions about your reservation, we encourage open communication and will

make every reasonable effort to assist you.

- **Cancellations**
  All cancellation requests must be submitted in writing via the official cancellation form, which requires your signature for documentation and verification purposes. Verbal or emailed cancellation requests will not be accepted.

  To cancel your reservation, please complete the form at:
  https://form.jotform.com/242635984874170

  Submitting the form confirms your acknowledgment and acceptance of the cancellation terms.

  This policy protects both parties and ensures clear documentation for all transactions, helping prevent chargeback claims.

- **Trip Insurance**
  Travel insurance is strongly recommended for all travelers. If you choose not to purchase insurance, you accept full responsibility for any costs associated with cancellations, travel delays, medical emergencies, or other unexpected events. This includes any medical expenses incurred while abroad.

  Let Sparks Fly, LLC is not responsible for covering or reimbursing these expenses under any circumstances.

  **For example, *Client A* experienced a medical emergency while traveling without insurance, resulting in medical bills exceeding $15,000. Because no travel insurance coverage was in place, the client was fully responsible for all associated costs. Situations like this highlight the importance of securing comprehensive travel insurance before departure.

  Request Travel Insurance Quote Here: https://bit.ly/LSFTravelInsuranceQuote

TRAVELER ACCOMMODATIONS

- **Roommate Matching**
  Roommate matching is available for international tours. To participate, select “double occupancy” when booking and complete the required roommate match survey. Roommates will be assigned once both travelers have paid at least **75% of their total travel balance**.

  By choosing the roommate matching option, travelers agree to share accommodation for the full duration of the trip. Let Sparks Fly, LLC is not responsible for any disagreements or conflicts that may arise between matched roommates. Should irreconcilable issues occur, travelers are solely responsible for securing and covering the cost of alternative accommodation. The Company does not provide or reimburse separate lodgings under any circumstances.

- **Group Conduct & Behavior Policy**
  To preserve the quality and enjoyment of the group travel experience, Let Sparks Fly, LLC reserves the right to accept, decline, or remove any participant whose behavior is disruptive, inappropriate, or negatively impacts the group dynamic. This includes, but is not limited to, aggressive behavior, harassment, excessive intoxication, or the use of illegal substances.

Participants who become intoxicated or engage in substance abuse, including the use of marijuana or other controlled substances, may be removed from group activities or the tour entirely at the discretion of the tour leader. Any traveler removed for these reasons will be responsible for any additional costs incurred, including but not limited to alternative accommodation, transportation, and cancellation fees. No refunds will be provided for unused services.

By booking a trip with Let Sparks Fly, LLC, travelers agree to always uphold a respectful and considerate group environment.

- **Photographic & Video Release**
  Let Sparks Fly, LLC may capture photographs or videos during trips for promotional or commercial purposes. By participating in any tour, travelers grant Let Sparks Fly, LLC full permission to use these images and recordings in marketing materials, advertisements, social media, and other promotional content without compensation. Travelers waive any rights to inspect or approve the final use of such materials.

AIRLINE ACCOMMODATIONS

- **Luggage**
  Travelers are generally permitted to bring two (2) checked bags and one (1) personal item. However, luggage allowances and fees are determined by the airline and are subject to change. It is the traveler's responsibility to verify specific airline baggage policies prior to departure.

- **Airline Confirmation, Seat Assignments & Missed Flights**
  Let Sparks Fly, LLC is not responsible for airline operations, policies, delays, or schedule changes. If your flight reservation was not issued by Let Sparks Fly, LLC, we are not liable for any penalties, fees, or issues associated with the ticket.

  In some cases, flight reservations may need to be adjusted to meet itinerary requirements or ensure proper connections. Travelers will be notified of any such changes. For certain high-demand flights, airlines may require immediate ticketing, overriding the usual payment deadlines. In these cases, full payment will be due immediately. Failure to comply may result in the cancellation of the booking, and any rebooking costs will be the sole responsibility of the traveler.

- **Airline Tickets**
  Airline tickets booked through Let Sparks Fly, LLC will be issued 30 days prior to departure, provided full payment has been received. Once issued, tickets are non-refundable and non-transferable.

  In situations where tickets must be issued earlier than the standard deadline, travelers may be required to make a larger non-refundable deposit or submit full payment ahead of schedule to secure their flight.

- **Seat Assignments**
  Seat assignments for group flights are determined solely by the airline. All group bookings through Let Sparks Fly, LLC are for economy class. Travelers who prefer alternative seating (e.g., premium economy or business class) are encouraged to book their own airfare and purchase the land-only package from Let Sparks Fly, LLC.

- **Frequent Flyer Programs**
  Travelers are responsible for confirming their eligibility for frequent flyer mileage directly with the airline. Please note that some fairs, particularly group rates, discounted fares, or private contracts may not qualify for full mileage credit.

  Let Sparks Fly, LLC will include frequent flyer numbers if provided before travel documents are issued; however, the airline retains full control over mileage eligibility. We recommend providing your frequent flyer information at the time of check-in, as it may be too late to claim credit once travel begins.

- **Schedule Changes**
  If the airline modifies your flight schedule, Let Sparks Fly, LLC will make every effort to notify you of the updated itinerary in advance of travel. However, we are not responsible for airline-imposed changes, including adjustments to flight times, routing, layovers, or seat availability. Compensation will not be offered for disruptions caused by the airline.

  If you make changes to your flight directly with the airline, you must notify Let Sparks Fly, LLC in writing at support@letsparksfly.net. We are not liable for missing land services such as transfers, accommodations, or excursions if flight changes are not communicated in advance.

HOTEL ACCOMMODATIONS

- **Hotel Accommodations**
  All hotel accommodations are based on standard twin-bedded rooms (two single beds) with private facilities, unless a king or double bed is specifically requested. Bed type requests are subject to availability and room assignments remain at the discretion of the hotel. Triple and quad occupancy rooms are not permitted under Let Sparks Fly, LLC reservations.

  Please note that air conditioning standards in international hotels—particularly in Europe—may differ significantly from those in the U.S. and are often seasonal, limited, or unavailable outside the summer months.

  Hotel rates are contracted by Let Sparks Fly, LLC and are non-negotiable. Standard check-in time is after 3:00 PM, and check-out is typically by 12:00 PM. If necessary, hotels of equal standard may be substituted. No refunds will be issued for any differences in hotel rates or amenities.

- **Meals**
  Meal inclusions are specified in each itinerary and are typically served as a buffet or fixed menu at the designated hotel or restaurant. Unless clearly stated, beverages are not included with meals.

  While Let Sparks Fly, LLC cannot guarantee accommodations for dietary restrictions, we make every effort to honor special dietary requests that are submitted in writing at least 8 weeks prior to departure by completing the Pre-Travel Profile form at:
  https://bit.ly/4j2yA8C

- **Transfers**
  Transfers, where included in the itinerary, are provided via car, minibus, or motorcoach and are available only when airfare is booked through Let Sparks Fly, LLC.

Travelers who choose a land-only package or deviate from the designated arrival/departure schedule are responsible for arranging their own transfers to and from the hotel.

In the event of delays due to flight changes, immigration, customs, or lost baggage, Let Sparks Fly, LLC is not responsible for missed transfers. Travelers must secure alternate transportation (such as a taxi or ride service) at their own expense in such cases.

TOURS & GRATUITIES

- **Sightseeing & Itinerary**
  All tours will be conducted using appropriate motor vehicles based on the size of the group. Let Sparks Fly, LLC accommodates both individual and group travelers, and group sizes may vary. Regardless of group size, the level of service provided remains consistent.

  Itinerary times are approximate and may include early morning departures to take advantage of daylight hours or to avoid excessive heat. It is the traveler's responsibility to be punctual for all scheduled activities, including flights, cruises, and excursions. Late arrivals may be treated as a no-show, and missed services will not be refunded.

  Occasionally, due to public holidays, weather conditions, or unforeseen circumstances, adjustments may be made to the itinerary, including substitutions of hotels or scheduled stops. These changes are made to maintain the quality of the experience and do not warrant refunds or price adjustments.

  Renovations or maintenance at monuments or attractions will not result in tour cancellations, though access or visibility may be affected.

  Let Sparks Fly, LLC may recommend optional leisure activities during your trip. Participation is voluntary, and such recommendations are not endorsements of third-party vendors.

- **Tipping (Escorted Tours)**
  Let Sparks Fly, LLC has a mandatory tipping policy in place for all escorted tours. A gratuity of $15 USD per person, per day is required and will be collected on Day 1 of the trip.

  This amount is designated for local tour guides, drivers, restaurant staff, and other on-the-ground service providers who contribute to the overall quality of your travel experience. These individuals are essential in delivering a smooth and enjoyable journey, and tipping ensures they are fairly compensated for their service. We appreciate your cooperation in honoring this policy as part of a respectful and positive group travel experience.

HEALTH & DISABILITIES

- **Health Requirements**
  It is the responsibility of each traveler to ensure they are medically cleared to travel by their primary healthcare provider. For up-to-date travel health information and vaccination requirements, travelers should consult their physician, as well as resources such as the CDC and World Health Organization.

  Travelers with serious health conditions, physical limitations, or advanced pregnancy should carefully consider whether the itinerary is appropriate. Those who become ill during the trip or show symptoms such as a fever may be removed from the group and referred to a local medical facility. Rejoining the group will require medical clearance.

All medical expenses, along with any additional costs for accommodations or transportation, are the responsibility of the traveler.

Some destinations require insecticide spraying of aircraft cabins. For details, visit: https://www.transportation.gov/airconsumer/spray

- **Travelers with Disabilities**
  To ensure the best experience on a Let Sparks Fly, LLC tour, guests should select an itinerary that aligns with their physical capabilities. If you require assistance due to a physical, visual, or hearing impairment, you must notify Let Sparks Fly, LLC prior to booking so your request can be reviewed. Travelers who need assistance must travel with a companion who can provide necessary personal support, as tour staff—including guides and drivers—are not able to offer individual care or assistance.

  Participants must be able to follow instructions and keep pace with the group for their safety and the smooth execution of the itinerary. Let Sparks Fly, LLC reserves the right to decline or remove a participant if a disability or need for assistance is not disclosed in advance or if participation disrupts the group experience. Any costs associated with removal, cancellation, or alternate arrangements will be the sole responsibility of the traveler.

  Tours may involve long periods of walking, uneven terrain, and quick transitions. Guests must be physically able to participate without slowing down the group.

  We are happy to suggest options based on specific needs. While we strive to accommodate travelers with disabilities, not all destinations, transportation, or activities may be fully accessible. Please contact us before booking to discuss your accessibility requirements. We will make every effort to accommodate you, but some limitations may apply.

- **International Tours**
  Hotels and transportation providers outside of the United States, including those operating sea and river cruises, are not subject to the Americans with Disabilities Act (ADA). As a result, these accommodations may lack features such as ramps, wide doorways, or elevators necessary for wheelchairs and other mobility aids.

  Due to limited space and logistical constraints, wheelchairs, walkers, and motorized scooters may not be permitted aboard certain coaches or vessels. Travelers must be able to move independently and manage boarding and disembarking without assistance. Our team is not authorized to carry or physically assist clients at any time during the tour.

  Please assess your physical condition prior to booking to ensure it is suitable for the trip itinerary and group pace.

Liability Release, Binding Arbitration

- **Release from Liability**
  Let Sparks Fly, LLC, including its owners, employees, agents, affiliates, and representatives, acts solely as an intermediary between travelers and independent third-party suppliers, such as airlines, hotels, transportation providers, tour operators, and other service vendors. Let Sparks Fly, LLC does not own, operate, or control any of these suppliers and is not responsible for their acts or omissions.

By booking and participating in travel arranged by Let Sparks Fly, LLC, you acknowledge and agree that the company is not liable for any injury, illness, loss, damage, delay, inconvenience, or death arising from acts of God, force majeure, war, terrorism, civil unrest, government restrictions, criminal activity, natural disasters, mechanical failures, delays, overbooking, or any other events beyond our control. This includes, but is not limited to, risks associated with recreational activities (such as swimming, hiking, excursions), travel by air, land, or sea, and any health-related events.
Travelers assume full responsibility for all such risks and release Let Sparks Fly, LLC from any and all claims, including those arising from the negligence of the company or its affiliates. All participation is at the traveler's own risk.

- **Binding Arbitration Agreement**
  By booking with Let Sparks Fly, LLC, you agree that any dispute, claim, or controversy arising out of or relating to these Terms and Conditions, your booking, or your participation in any travel arrangements will be resolved exclusively by binding arbitration under the rules of the American Arbitration Association. Arbitration will be conducted in the state of Texas, and judgment on the arbitration award may be entered in any court having jurisdiction.
  You agree to waive your right to a trial by jury and understand that arbitration is the exclusive means of resolving any disputes. You also agree not to initiate or join any class action lawsuit against Let Sparks Fly, LLC.

- **Voluntary Participation and Assumption of Risk**
  By confirming your reservation, you acknowledge that participation in any Let Sparks Fly, LLC tour or service is entirely voluntary and that you have reviewed the itinerary, destination, and requirements. You are choosing to travel at your own risk and are solely responsible for ensuring that you are physically and medically fit to participate in the itinerary as described.

- You also acknowledge that medical services may be limited or unavailable during travel and that weather conditions or environmental hazards may increase risks. Let Sparks Fly, LLC is not responsible for any resulting consequences and is not liable for arranging or covering emergency medical treatment or related expenses.

  You authorize Let Sparks Fly, LLC and its partners to secure emergency medical care on your behalf if necessary, and agree to cover all associated costs.

- **Acknowledgment of Terms and Conditions**
  By signing or submitting your reservation, you confirm that you have read, understood, and voluntarily agreed to Let Sparks Fly, LLC's Terms and Conditions, including the Release from Liability, Assumption of Risk, and Binding Arbitration clauses. You accept these terms on behalf of yourself, all members of your travel party, and any accompanying minor children.

  You further agree that failure to comply with these terms, or any attempt to dispute charges in violation of this agreement, may result in the cancellation of your reservation without refund, and you may be prohibited from booking future services with Let Sparks Fly, LLC.