



Ladies & Luggage Luxury Travel Group®

Building Sisterhood Through Travel

Terms & Conditions

Reservations: Please visit www.ladiesandluggage.com, call Ladies & Luggage at (866) 712-8728 or contact us via email at info@ladiesandluggage.com.

The terms and conditions set forth in this agreement (also referred to as “Terms”) constitute the entire understanding and agreement between you the tour participant (“Traveler”) and Ladies and Luggage Luxury Travel Group LLC dba “Ladies and Luggage Luxury Travel Group” and “Ladies and Luggage,” an Indiana company (“Ladies and Luggage,” “we,” or “us”) with respect to any and all bookings, reservations, tours or transactions made with Ladies & Luggage (“Tour” or “Tours”).

By booking a tour with us, paying a deposit or signing this agreement, you accept all of the terms in this agreement on your own behalf and on behalf of all persons listed on the booking, including but not limited any Minors for whom you are signing this agreement (also referred to individually as “Traveler” or “Travelers”), and direct us to perform services for each and every Traveler.

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

PAYMENTS: We use third party payment processing companies (e.g., Travel Joy) to process credit card charges. This allows you to make payments with any major credit/debit cards.

CREDIT/DEBIT CARD CHARGEBACK POLICY: If you are not happy with our services for any reason, you agree not to file a chargeback with your credit or debit card before you have given us an opportunity to address the matter. Your satisfaction is very important to us and we strive to stand behind our products and services. We will work to address any issue that you might have. By signing this agreement or booking a trip with us, you agree that chargebacks are not to be used for refund convenience, in other words, it is not an appropriate way to avoid our cancellation and refund policy to which you agree by signing this agreement. We view such chargebacks as a form of “friendly fraud,” but fraud nonetheless. We will vigorously dispute any

chargeback and reserve the right to report fraudulent chargebacks to authorities. Should we win any chargeback that you initiate, you agree to reimburse us for our attorney's fees, time, costs and expenses in rebutting the chargeback.

REFUNDS: You acknowledge and agree that all payments that you make to Ladies & Luggage are non-refundable and non-transferable. This is because Ladies & Luggage has contractual agreements with hotels, airlines and other vendors that will not allow us to obtain any refunds. This way we can keep our package prices competitive and allow you to make monthly payments for your vacation.

ROOMMATE MATCHING: Roommate matching is available for all our travel experiences. You will be matched with a roommate once you have paid 75% of the balance due for your selected trip and provided the person you will be matched with has done the same. You agree that we are not responsible for the actions or inactions of your roommate or for their health or medical condition (including but not limited to whether they have a communicable disease or virus such as coronavirus), and we make no representations or have any responsibility as to your compatibility.

PASSPORTS & VISAS: Travelers are responsible for ensuring that they have the proper travel documents and MUST CHECK with the respective consulate(s) or visa agency to determine whether any visas or passports are required. Passports are required to be valid at least 6 months after the date of travel. Some countries require a full blank "VISA" page in the passport for stamping purposes. Any information provided on travel descriptions pertains to US citizens only. Non US citizens should check with the respective consulate of the country(s) to be visited for current entry requirements. We strongly suggest all cruise passengers to have a valid passport in their possession while cruising.

Some nations require proof of vaccination for all travelers. Any required inoculations must be recorded by the traveler's health practitioner on a valid vaccination certificate, which the traveler must carry in his/her possession throughout the tour. You are also solely responsible for any adverse consequences, including additional costs and fees, resulting from incomplete or defective documentation. Passport and visa requirements may change at any point in time. It is the responsibility of each traveler to acquire the most up to date travel documents. Ladies and Luggage does not represent that the list is exhaustive or current. It is the sole responsibility of each traveler to obtain the necessary documentation for all aspects of their tour.

TRAVEL INSURANCE: All travelers must have adequate medical insurance to cover any medical emergencies or issues that might arise during your trip. Also, missing your trip is bad enough. Losing the financial investment you have paid towards your trip is worse. Therefore, we recommend Travel Insurance that helps provide coverage for Trip Cancellation, Travel Interruptions, Lost Baggage, Delays, Medical, and more. Expenses and more. You are required to select and purchase a policy on your own for domestic and international tours. We also strongly encourage that you consider purchasing insurance that permits you to cancel for any reason

("CFAR"). These CFAR policies must be purchased within a very short time period after you make your initial trip deposit so do not delay. We make no representations or guarantees whatsoever about the availability of travel insurance or coverage matters.

You understand and agree that should you choose not to purchase travel insurance, you will not be protecting your trip whatsoever through insurance and you will be fully responsible for any costs, losses or damages incurred in connection with your trip, including those relating to trip cancellation or interruption, loss or theft of personal property, medical expenses, and more.

Health Clause (including COVID / Upper Respiratory)

We reserve the right to conduct common travel industry health screenings (e.g. forehead temperature readings, questionnaires, and checks for observable signs and symptoms) and refuse travel to symptomatic or likely symptomatic guests. If necessary, we in collaboration with travel providers' and subcontractors' policies - also reserve the right to quarantine travelers with symptoms of infectious diseases aboard confined modes of transport such as ships, trains, etc. No refunds will be provided to you for any unused portion of your trip if you are quarantined.

TRAVEL DOCUMENTS: Provided full payment is received no later than your final payment due date, travel documents will be sent via email 20-30 days prior to travel. If documents are requested when e-documents are available, documents will be sent via USPS approximately 14-21 days prior, and a fee of \$30 will apply. A complete street address is required (no P.O Box).

CHILDREN: All children under 21 must be accompanied by an adult. Minimum age for children on most tours is 6 months. Minimum age for South Africa and Dubai is 12.

Minimum age for European Tour programs is 12. Minimum age for cruise tours is 6 months old and child must sail in a cabin with an adult over the age of 25. Discounts for children sharing a room as third person may apply to children under 12 at some resorts on Caribbean and Mexico Tours. Accompanying adults are responsible for the safety of their children, including providing any necessary safety equipment (such as infant toddler seats) where appropriate. Please note that many countries have adopted practices to prevent international abductions of children. If a person under the age of 18 will be traveling with an adult other than his/her parent, or with only one parent, a notarized letter written by the parents, or non-traveling parent granting authorization to travel, including the dates of travel should be carried.

PRICES: All prices listed are per person based upon twin room occupancy, unless otherwise clearly specified. Prices do not include items of a personal nature such as laundry, wines, water, beverages, food (other than at all-inclusive resorts or where clearly specified), passport or visa fees, travel insurance, and foreign port taxes unless specifically indicated in the package inclusions. Prices are correct at the time of publication; however, as air continually fluctuate and classes of service may have limited capacity, tour package prices and availability will change accordingly. In case of human or computer error, Ladies & Luggage Luxury Travel Group reserves the right to re-invoice for the correct price or service and if the increase is more than 10% of the total trip cost, a full refund will be made to passengers who choose not to pay the increase, provided Ladies & Luggage receives written cancellation within 5 days of the price

increase notification.

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PAYMENTS & CANCELLATIONS

DEPOSIT: A deposit is due at the time of reservation. All deposits are non-refundable and non-transferable. All reservations (except where specified) will require a deposit. Your booking confirmation will note the amount due and monthly payment plan.

RESERVATIONS, ACCEPTANCE OF BOOKING, AND PAYMENTS: A booking is not accepted, and there is no contract for services between us, until the required deposit is paid and you receive written confirmation from us. We reserve the right to treat any reservation that is not fully paid according to the reservation and payment terms as a cancellation and subject to the cancellation terms below.

FULL PAYMENT: All reservations can be paid in full at time of booking as long as the tour still has available space.

LATE PAYMENT: If there is any outstanding balance due by the final payment due date listed on your invoice, a late fee will be automatically added to your invoice one day after final payment due date. Late fees vary per tour and is described in each tour respectively.

REINSTATEMENT OF RESERVATION: If your travel reservation has been cancelled and you notify us within 14 days that you want to reinstate your reservation, a service reinstatement fee of \$50 (\$200 for international tours) will be added to your invoice and must be paid in advance in order to apply for reconfirmation of services.

LAST MINUTE RESERVATIONS: All reservations must be made no later than 30 days prior to departure. If requested services cannot be confirmed, payment will be refunded. If services are confirmed, final payment is due within 24 hours of a confirmed booking and all applicable cancellation penalties under this agreement will apply.

FORM OF PAYMENT: We only accept major credit/debit cards via www.ladiesandluggage.com or the invoice you received immediately following deposit. You may pay by credit/debit card, wire transfer or check. Bookings are not confirmed until your check has cleared our bank. We provide a 3% discount for payments made by check or wire. Contact us for wire payment information and the discounted price if you wish to pay by check or wire.

REFUNDS: All payments are non-refundable. But if you purchased Travel Insurance you can put in a claim, qualifying reasons only, with your selected insurance provider.

CANCELLATION BY TRAVELER: Once reservations have been made, cancellations will only be accepted in writing. Email your cancellation request to info@ladiesandluggage.com with your

invoice number full name and date of travel. If you do not receive an acknowledgement within 72 hours(or 3 business days), please call (866) 712-8728 ext. 1 to ensure your information has been received. **As stated above, you acknowledge and agree that all payments that you make to Ladies & Luggage are non-refundable and non-transferable.**

RESERVATION CHANGES: Change requests must be made in writing. Changes to an existing reservation, whatever the cause, will incur a \$50 per person 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 are subject to full cancellation and rebooking.

Replacing a traveling passenger with another traveling passenger constitutes a cancellation, subject to penalties, and is not covered by this reservation change policy. Changes or additions after departure are subject to local rates at the time of the amendment and must be paid directly by passenger to the service provider. There are no refunds on unused services.

Substantial change requests by you such as a change of tour dates will normally be treated as a cancellation of the original booking and rebooking in which case cancellation charges will apply. This change will result in recalculation of your original tour price.

CANCELLATIONS OR CHANGES BY LADIES & LUGGAGE, AND FLEXIBILITY: Ladies & Luggage reserves the right to cancel, alter, modify, postpone or reschedule any tour without prior notice for the safety and/or comfort of travelers and for circumstances of Force Majeure (see information below). We shall not be deemed to be in breach of these terms and conditions or otherwise be liable to you, by reason of delay in performance, or by non-performance, of any of its obligations hereunder as a result of any actions that it takes or does not take under this section and under this Agreement.

You acknowledge that the amenities, accommodations, transportation, route, schedule, and itinerary may change without prior notice due to local circumstances or events, which may include mechanical breakdown, flight cancellations, illness, strikes, political disputes, weather, border crossing problems, and other unforeseeable factors. If, prior to departure, we make a significant change because of a problem with a supplier (e.g., bankruptcy), we will, as soon as reasonably possible, notify you of available alternatives.

Any changes that we make may require a supplemental payment from you. We will advise you in the event such a payment is required.

Regarding civil unrest, once we have investigated the prevailing situation as it deems fit, it shall remain in the sole discretion of Ladies & Luggage whether to proceed with the trip. If Ladies & Luggage is of the reasonable opinion that the trip may proceed, no refund will be payable to you and the cancellation provisions of this agreement shall apply.

No refunds will be provided if we cancel, alter, modify, postpone, or reschedule any trip for any reason, whether before or during your trip. We may, in our discretion without any requirement that we do so, use reasonable endeavors to reimburse you of any payments that you have made reduced by any and all non-refundable deposits and cancellation fees that we have paid to suppliers and other third parties to provide components of your trip. Our administration

costs in planning your trip are not refundable because of the work involved in planning, booking and management of your trip itinerary from the moment the trip is booked. This fee is 15% of the trip cost or five hundred dollars (\$500), whichever is less ("Administration Fee"), and one that we cannot recuperate, again because the time and materials already invested in the trip.

Additional Information regarding Force Majeure

In the uncommon situation where Force Majeure prevents, significantly hinders, renders it difficult, or makes it impossible for us or our Suppliers to provide the Services including but not limited to your trip, we and/or our suppliers shall be entitled to, in our sole and absolute discretion, take one or more of the following steps: vary, reschedule, postpone, cancel any trip itinerary or arrangement, including trip dates and the entire trip itself. We regret that no refunds will be provided if we take any of the preceding actions due to Force Majeure, unless and to the extent we are able to obtain any refunds from our suppliers. Any refund under this section will less our 5% Administration Fee. This policy is based on the fact that Suppliers, who are often located outside the United States, are not obligated to return non-refundable deposits or waive their cancellation fees in the case of Force Majeure. Further, it is not assured that we would easily be able to receive any refunds from our Suppliers once we have forwarded your deposits to them. Nor will we be able to pay you any compensation, costs or expenses you incur as a result. We will advise you if we are able to obtain any refunds from our Suppliers a Force Majeure situation.

If you choose to cancel your trip, our standard cancellation terms that govern when a traveler cancels apply. See above section titled "CANCELLATIONS BY TRAVELER."

If Ladies & Luggage is affected by Force Majeure, Ladies & Luggage, if practicable, will notify you of the nature and extent thereof.

Ladies & Luggage will not be deemed in breach of this agreement or otherwise liable to you, by reason of delay in performance or nonperformance of any of its obligations under this agreement to the extent that any such delay or nonperformance is due to any Force Majeure. "Force Majeure" means any circumstances beyond our reasonable control, including without limitation acts of God, terrorist activities, insurrection, explosion, flood, tempest, forceful wind, fire or accident, war or threat of war declared or undeclared, sabotage, civil disturbance, labor strikes, requisition, sickness, quarantine, pandemic, epidemic, diseases and viruses that are known, unknown or novel such as coronavirus/COVID-19 (including any spread thereof), foodborne, airborne, and communicable illnesses and disease, government intervention of any kind that affect domestic and/or international travel, government restrictions or warnings, diplomatic or health organization (e.g., World Health Organization) warnings, border closings, weather conditions, and unforeseen circumstances.

LIMITATION OF REMEDIES: You agree that the sole remedy for any default by Ladies & Luggage arising under this Agreement shall be the return of the paid tour cost. To the maximum extent permitted under applicable law, Ladies & Luggage shall not be liable for any special, consequential, indirect, incidental or other damages arising out of this Agreement, including lost profits, whether such damages arise in contract, negligence, tort, under statute, in equity, at law, or otherwise, even if Ladies & Luggage has been advised of the possibility of such damages. You expressly waive any right it may have to recover such damages.

TRAVELERS WITH DISABILITIES

In order to fully enjoy your Ladies & Luggage trip, we recommend that you select a trip that is suitable to your physical capabilities. Tour participants requiring any form of assistance, including travelers with physical disabilities, sight and hearing impairments, are required to notify Ladies & Luggage prior to reservation for review and our agreement. Additionally, the tour participant must be accompanied by an individual responsible for

providing those services. Tour managers, guides and drivers or other tour, hotel, ship personnel are not able to provide such assistance. In order to participate in escorted tours, passengers must be able to understand and follow the instructions given by the Tour Director at all times, both for the successful operation of the tour as well as for their personal safety. Ladies & Luggage reserves the right to reject participation or remove any individual from a tour if notification was not provided and/or when, in our sole judgement, continued participation would significantly impact the services to be provided to you or other travelers.

Expenses including cancellation fees and/or cost for alternative travel plans or to return home, will be the sole responsibility of the passenger. Escorted tours are fast paced, often requiring lengthy walks over uneven terrain. In the interests of group harmony, clients should be able to maintain the pace of the tour. Clients with special needs may be better served independently, Ladies & Luggage can suggest touring options upon specific requirements.

WHEELCHAIRS & WALKERS: USA Tours: Ladies & Luggage seeks to accommodate disabled travelers to the extent possible and consistent with the specific tour itinerary. Nevertheless, you may find that certain tour features may not be accessible to the extent that you require a wheelchair, scooter, or other special equipment to participate. We cannot provide individual assistance to travelers with wheelchairs or other mobility devices. We regret that some itineraries cannot accommodate wheelchairs or motorized scooters. Passengers are required to advise Ladies & Luggage of their accessibility requirements prior to booking in order for Ladies & Luggage to determine if reasonable accommodations are available.

Ladies & Luggage will endeavor to accommodate special access needs but does not guarantee it will be able to do so in all cases.

INTERNATIONAL TOURS: Hotels, sea and river cruises outside of the US 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.

AIRLINES: Ladies & Luggage Luxury Travel Group is not responsible for the services and policies imposed by the airlines. Airline schedules and flights are subject to change without notice. Ladies & Luggage is not responsible for penalties incurred for tickets, international or domestic, not issued by Ladies & Luggage due to schedule and/or flight changes. Airline reservations completed online are subject to review and, should Ladies & Luggage deem it necessary, may be rebooked to match minimum connecting time requirements, and/or tour package itineraries, in which case you will be promptly notified. Airlines reserve the right to demand immediate issuance of tickets whenever they determine that specific flight heavily

booked even when normal ticketing rules do not require tickets to be purchased until a later date. In this instance, Ladies & Luggage will require immediate full payment of the airfare. This situation overrides invoice terms and conditions and payment due dates. If full payment is not received, seat will be cancelled by the airline and may not be available to be rebooked on the same flights or the same airfare. Any replacement air arrangements and airfare will be the responsibility of the passenger.

AIRLINE TICKETS: Once full payment is received; Ladies & Luggage airline tickets will be issued and are fully non-refundable. Should airline tickets require to be issued earlier than final payment due date, you may be required to pay a larger non-refundable deposit and/or complete full payment.

AIRLINE SEAT ASSIGNMENTS: The airlines bear sole authority of assigning seats on group flights. All Ladies & Luggage 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 Ladies & Luggage.

AIRLINE FREQUENT FLYER PROGRAMS: Passengers are responsible to contact the airline directly regarding mileage eligibility and accrual. Airline frequent flyer programs determine whether to reward miles in part or total based on their rules which are updated frequently. Some discounted or promotional airfares as well as some code share flights are not eligible for mileage accrual. Some private airfares such as a "Ladies & Luggage airfare" are not eligible for full mileage or may qualify for reduced mileage, even if the same airline class of service is eligible for full mileage when sold as an "instant purchase" published fare. Not all published airfares are eligible for mileage. Ladies & Luggage will record frequent flier numbers when provided by passengers prior to travel documents being issued.

However, the addition of frequent flier numbers to airline records does not guarantee mileage eligibility which is at the sole discretion of each airline. Airline schedule changes may result in flights which were originally eligible for mileage accrual no longer being eligible. We highly recommend passengers to provide their frequent flier account information whenever checking in online and/or at the airport check in desk. After travel has commenced, it is often not possible to apply frequent mileage credit. Passengers are also responsible to determine whether previously earned mileage may be applied to flights to secure upgrades.

CONTACT INFORMATION: Pursuant to TSA Secure Flight requirements, passengers are responsible to provide Ladies & Luggage with their name as it appears on their passport (or other government issued ID when traveling), date of birth, gender, address, phone number and email for all passengers. Passengers must ensure that names are correctly listed on their invoice. Ladies & Luggage Luxury Travel Group will not be responsible for passengers who do not receive an invoice or documents or are denied boarding due to inaccurate information.

AIRLINE NAME CHANGES: Any name changes including minor spelling corrections may require airline reservations to be canceled and rebooked. Reservations are subject to current availability and pricing at the time of rebooking. Once airline tickets are issued, subsequent name corrections will be subject to an airline rebooking fee which may be as much as the full value of the airline ticket plus a \$50 revision fee per change. Ladies & Luggage Luxury Travel Group will not be held responsible for the denial of services by a carrier due to any name discrepancies. Name changes must be advised in writing to info@ladiesandluggage.com

AIRLINE TAXES & FUEL SURCHARGES: If you purchased airfare, airline taxes and fuel surcharges are included. Prior to completion of full payment there is a potential for a price increase(s) due to increases in government levied taxes and fees and/or surcharges. To avoid potential increases, you may choose to accelerate your final payment in order to that your ticket may be issued. Once issued, airline tickets no longer are subject to potential increases but are fully non refundable. Certain overseas domestic flights are subject to air taxes which can only be paid locally; in these cases, the specific flights and amounts of those taxes are indicated in our package presentations and pre-departure documentation.

SCHEDULE CHANGES: In the event of an airline schedule change, Ladies & Luggage will make every effort to inform passengers of the schedule change and new flight prior to departure. Ladies & Luggage is not responsible for schedule changes including, when applicable, changes in routing and/or the number of stops in the itinerary. Ladies & Luggage is unable to provide compensation for schedule changes, seat assignments modifications, or cancellations implemented by an airline. In the event of any change in flight itinerary made directly between passengers and airline, it is the passengers' responsibility to advise Ladies & Luggage of amended flight details in writing at info@ladiesandluggage.com. Ladies & Luggage cannot be held responsible for land services, including arrival and/or departure transfers, if flight is changed without its knowledge.

HOTEL ACCOMMODATIONS: All rooms requested are standard twin-bedded (two single beds) rooms with private facilities, unless you have specifically requested a king/double sized bed. Please understand although we will make a bed type request on your behalf, bed

types are subject to availability. ROOM SELECTION IN ALL CASES IS STRICTLY AT THE DISCRETION OF THE HOTEL MANAGEMENT ON A RUN OF HOUSE BASIS. Triple and Quad occupancy rooms consist of two beds for cruises, where triple and quad rooms will consist of twin bed for each person. Some single rooms are smaller than a standard size. The number of persons accommodated does not dictate the room size. Although available at most 4 and 5 star hotels, use of air conditioning abroad differs greatly from the US. Many European hotels were built before central air conditioning was introduced. Air conditioning is often shut down at night until the start of summer months. All hotels rates are based on Ladies & Luggage agreements with its suppliers and are not negotiable. Hotel check in time is generally not before 3:00pm local time and check out is prior to noon local time. Please be sure that adequate arrangements for accommodations have been taken into consideration when a light night flight is being used. If a day room is included in the itinerary, check out will normally be 6:00pm. We reserve the right to make substitutions with hotels of equal standard. There will be no refunds for any difference in the cost of accommodations.

HOTEL & CRUISE PROFILES: Ladies & Luggage Luxury Travel Group hotel and cruise profiles are based upon information provided to Ladies & Luggage by the hotel and cruise ship partners and their representatives, including images and descriptions of individual properties. Star ratings may differ from country to country. Ladies & Luggage does its best to maintain current information, however is not responsible for any inaccuracies, changes in description and details or amenities, or images provided by third parties.

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 Ladies & Luggage cannot make guarantees, every effort is made to honor special dietary requests submitted in writing at least 4 weeks prior to departure at info@ladiesandluggage.com

TRANSFERS: Transfers are provided as indicated for each tour by car, minibus, or motorcoach provided airfare is purchased from Ladies & Luggage, in most cases. If you purchase a land only tour, or if you deviate from the arrival and/or departure dates as stated in the itinerary, you will have the responsibility to purchase your own transfers to the hotel. Your arrival transfer is guaranteed for up to one hour from your scheduled arrival time in order to compensate for minor delays. Ladies & Luggage or the transfer company will not be responsible for flight delays, for any reason, beyond one hour from your originally scheduled arrival time. In case of delay, whether due to flight delay, immigration and customs, or time spent reporting baggage damage or loss, it will be your

responsibility to make other arrangements such as taxi, uber, etc. Transfer costs are non-refundable and any additional expenses will be your responsibility. The cost of transfer is more expensive than hiring a taxi, Ladies & Luggage transfers necessarily includes round trip service, or 'dead-leg", meaning that our driver must come to the airport, hotel or pier only to pick you up and necessarily loses a one-way fare. Often the places of call (airports, seaports, hotels) demand entrance and parking fees, where drivers may have to wait for up to an hour. Ladies & Luggage transfer drivers, while not employees of Ladies & Luggage, are reliable. They provide you with full service, transfer to you to the correct location and are prepared to answer any questions along your ride. Passengers comfortable hiring a taxi on their own and do not require assistance will save money.

SIGHTSEEING & ITINERARY: Will be operated by motor vehicle, its size is dictated by the number of participants. Ladies & Luggage tours have been designed to accommodate individuals as well as groups. Times listed in itineraries are approximate and meant only for guidance. Some itineraries may have early morning start times for sightseeing in order to complete the touring during daylight hours or avoid afternoon heat in tropical and desert climates. It is your responsibility to arrive on time for all scheduled flights, cruises, and package components. Arriving late may be considered a "no show" in which case you will not be eligible for a refund for the unused service(s). We cannot guarantee the number of passengers who will be on any given tour. You may find that you are traveling with a sizeable group or only with your own companions. Services, however, will remain constant no matter the number of tour participants. Persons requiring any assistance or who have any form of disability should refer to section "Travelers With Disabilities." On dates including, but not limited to religious holidays and national celebrations, some monuments and sites may be closed. On these occasions, touring itineraries may be amended to reflect these closures. Occasionally, during holidays and certain periods, and/or due to unforeseen circumstances including weather conditions, there may be last-minute changes, sometimes after arrival, in affecting the sequences of the tour, location visited and/or hotels. Therefore, we reserve the right to adjust the sequences and/or substitute any hotels with others of similar category. In such cases there will be no cost adjustment. National monuments and tourist sites regularly undergo renovations, which can obscure the monuments views. No tour will be canceled due to renovations, however Ladies & Luggage will decide based on the conditions whether to amend an itinerary. Ladies & Luggage itineraries may contain suggestions for activities for your leisure time; these suggestions do not constitute an endorsement of any specific service provider and the decision to participate in any such activities should be made independently and with due consideration.

RAIL: Once full payment is received, Ladies & Luggage will select train times, rail tickets will be issued and fully non-refundable. Except where requested in writing prior to final payment. Passengers traveling with a group may not request alternative train times. Once issued, rail tickets are valid for dates and time specified. Some exchanges must be done locally at the station due to fare restrictions. Changes may be subject to local charges, fees, and fare increases. Once the booked train has departed, changes are no longer possible nor can amendments be completed on board the train. Ladies & Luggage does not control seat assignments which are entirely at the discretion of the rail companies. Once rail tickets are issued they are fully non-refundable and non-changeable.

GROUP HARMONY: To ensure the desired group synergy, Ladies & Luggage reserves the right to accept, reject or expel any individual who is deemed disruptive or incompatible with the interests of the group, including, but not limited to, individuals who are intoxicated and/or under the influence of drugs leading to a negative experience for the remainder of the group. Expenses, including cancellation fees and/or costs for alternate travel plans or return home, will necessarily be borne by the passenger. All unused services are non-refundable

CRUISES

SHIP & ITINERARY CHANGES: Cruise itineraries and ships are subject to change without notice. Furthermore, cruise ships may be chartered and/or departure dates canceled, in which case all monies will be refunded. Ladies & Luggage takes no responsibility for ship substitutions or itinerary changes imposed by a cruise line and is not responsible for any losses you may incur including the issuance and/or cancellation of airline tickets or visa fees.

MEDICAL SERVICES: Many ships do not carry a doctor or nurse onboard. Should medical attention be required, local services will be contacted. Resulting charges will be the responsibility of the passenger. Ladies & Luggage and the cruise ship operator are not responsible for the services provided.

HEALTH REQUIREMENTS: Check with your healthcare provider for up-to-date requirements. You may also check the centers for disease control and/or World Health Organization for their recommendations. Required inoculations, if any, must be recorded by clients health practitioner and a valid vaccination certificate which the client must carry

proof of inoculation where required. Individuals with heart disease, chronic illness, physical disabilities, advanced pregnancy, or mental illness should not participate in these rigorous travel programs. Any person who arrives to the destination ill with apparent fever or become ill during the tour, will be removed from the group and directed to the local medical facility for diagnosis. Only upon clearance by an accredited medical facility will the individual be allowed to resume with the group. All costs associated with medical treatment and related expenses such as additional hotel nights or transportation not included in the original itinerary, will necessarily be borne by the passenger. Please note that some countries may require aircraft cabin insecticide treatment for inbound foreign flights. All list of such countries are available at: [:https://www.transportation.gov/airconsumer/spray](https://www.transportation.gov/airconsumer/spray)

LUGGAGE(AIRLINES): Checked bags are typically limited to a total dimension of 62 inches by adding length+width+height (example: 26"=26"+10"=62"), and a maximum of 50lbs (23KG). Many airlines apply charges to checked bags. Ladies & Luggage is not responsible for checked bags fees, excess luggage or weight charges levied by an airline. If your luggage is lost or damaged by the airline, a baggage claim form **MUST** be filled out with the carrier before leaving the airport. We recommend that you use brightly colored luggage tags, straps or other identifiers to help you locate your luggage upon arrival or to describe if it is lost.

LUGGAGE (ESCORTED TOURS): All Ladies & Luggage escorted tour buses allow one piece of luggage per person, plus carry - bag. Additional baggage will be subject to handling charges of \$100 per piece. Ladies & Luggage will not be responsible for loss or damage to luggage and personal belongings, you **MUST** report any loss or damage immediately at the time of the incident and obtain a written report from the local authority for submission to your insurance provider.

TIPPING: Complete tipping guidelines are as follows:

Drivers Including private car and motorcoach drivers: \$5-10 per person, per day Tour

Guide: \$10-20 per person, per day

I understand the physical requirements of the activity in which I will be participating, and I currently have no known physical, medical, or mental condition that would impair my ability to participate in this tour or my safety in this activity, and I am willing to assume all risks that may

be created, directly or indirectly, by any such condition. I hereby authorize Ladies & Luggage or my local ground handler or other to arrange for any emergency medical treatment and hospitalization as may be necessary for me because of participation in this activity without further consent.

BINDING ARBITRATION: I agree that any dispute concerning, relating or referring to this Agreement, the brochure or any other literature concerning my trip, or the trip itself, shall be resolved exclusively by binding arbitration pursuant to the Federal Arbitration Act, either according to the then existing Commercial Rules of the American Arbitration Association (AAA) or pursuant to the Comprehensive Arbitration Rules & Procedures of the Judicial Arbitration and Mediation Services, Ind (JAMS). Such proceedings will be governed by substantive (but not procedural) Indiana law and will take place in Hammond, IN. The arbitrator and not any federal, state or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable. Please understand that by agreeing to these terms and conditions, you (and we) are waiving our right to a trial by jury.

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 Ladies & Luggage 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.

PHOTOGRAPHY RELEASE: Ladies & Luggage Luxury Travel Group may take photographs or videos of its trips and trip participants grant Ladies & Luggage permission to do so and for it to use same for promotional or commercial use without payment of any compensation to participate.

USE OF WEBSITE: www.ladiesandluggage.com

Agreement between customer and Ladies & Luggage www.ladiesandluggage.com is offered to you, the customer, conditioned on your acceptance without modification of the terms, conditions and notices contained herein. Your use of www.ladiesandluggage.com constitutes your agreement to all such terms, conditions and notices.

LIABILITY DISCLAIMER: The information, products, and services published on this web site may include inaccuracies or typographical errors. Changes are periodically made to the information which appears here. The content of this site is not guaranteed to be complete, accurate, or available and may be changed at any time without notice. Ladies & Luggage Luxury Travel Group may make improvements or changes on the website at any time. In no event shall Ladies & Luggage be liable for any direct, indirect, punitive, incidental, special, or

consequential damages arising out of, or in any way connected with, the use of this web site, or for any information, products, and services obtained through this web site, or otherwise arising out of the use of the web site.

LINKS TO OTHER WEBSITES: www.ladiesandluggage.com may contain hyperlinks to other websites operated by parties other than Ladies & Luggage Luxury Travel. Such hyperlinks are provided for your preference only. Ladies & Luggage does not control such Websites and is not responsible for the contents.

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 Ladies & Luggage Luxury Travel Group and agree of my own free will. By signing I agree to these Terms & Conditions and Ladies & Luggage release from liability, assumption of risk and binding arbitration clause for myself, each member of my traveling party and any minor children accompanying me.

I intend to purchase travel insurance to cover my investment. Should I not purchase said insurance, I understand that I am assuming any financial loss associated with this Trip.

I agree that any electronic and faxed copies of any documents with signatures that I provide to Ladies & Luggage or receive from Ladies & Luggage shall be treated as original.

I have read this entire Agreement, and I am signing it freely. I understand that this is a legally binding contract. No other representations concerning the legal effect of this document have been made to me. I confirm that I have had an opportunity to have all of my questions about this Agreement answered by Ladies & Luggage. My signature applies to all pages of this agreement.

Signature: _____

Print Name: _____

Date: _____

Parents and/or Legal Guardians must sign for participants under the age of 18

Signature of Minor Participant's Parent/Guardian

Date

Print Name of Participant's Parent/Guardian

Print Name of Minor

