



15 Beach Street #202 Manchester-By-The-Sea, MA 01944 (860) 459-4097

Trip Requests

We are a full-service travel agency with a vast range of knowledge and expertise. We have preferred partnerships all around the world that enable us to prepare unique and memorable vacations and incentive trips to just about any destination. Trip requests can be as detailed or minimal as you would like. We generally turn over an initial proposal within 24 hours for hotel-only requests and within a week for custom, multi-destination programs. We generally do not accept air-only requests unless they are for roundtrip, business class, or higher fares. Requests for minor revisions to your program are encouraged and welcomed. We will make every effort to make the necessary revisions to your program for as long as needed. We will accept 1 major revision request per program. A major revision is a complete change in destination, itinerary, or significant date change after trip planning has begun. Additional revisions may be subject to special handling fees. We are happy to assist with villa, home, and boat rentals through one of our preferred partners. However, we do not work with Airbnb, VRBO, and other 'people-to-people' home rental sites.

Planning Fees

Your Travel Advisor reserves the right to charge a planning fee at his or her discretion. This planning fee will be communicated and agreed upon prior to the start of trip planning. The amount of the planning fee is based on the complexity of the travel, including but not limited to destination, length of stay, dates of travel, and level of daily travel planning.

If you would like your Travel Advisor to build a custom, multiday itinerary or you would like your Travel Advisors to research various hotel options, you will be subject to a planning fee, which must be agreed upon before our travel planning commences. This planning fee will be agreed to verbally and in writing. You will be sent an invoice for the fee with details on how to pay the amount represented. The fee is 'non-refundable.'

At any time during the planning process, the client decides to cancel or postpone the trip, this fee remains non-refundable. At no time will this planning fee be eligible for a refund.

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Special Handling Fees

Bookings requested within 30 days of departure may incur special handling fees up to \$600 per trip.

Deposit & Final Payment

Quote/option pricing is not guaranteed until Travel Far & Well LLC Advisors receive payment or credit card guarantee. Certain products may have additional deposit requirements. Deposits may be refundable, partially refundable, or non-refundable; your Travel Advisor will notify you of the policy at the time of the quotation or on your balance due invoice. The deposit is applied to your final payment, which is due at least 90 days prior to departure. If we do not receive the final payment by the specified date, we reserve the right to cancel the reservation. In the case of billing errors, we reserve the right to re-invoice with correct pricing. Third-party charge cards are not accepted without written authorization.

Cancellations & Cancellation Fees

All cancellations must be advised in writing. At the time of booking your Travel Advisor will advise you of the cancellation policy of your hotel and/or program. If a cancellation policy has not been provided to you, you are to assume the booking is non-refundable. Cancellation policies vary and are implemented by the supplier. Please verify with your Travel Advisor if you have any questions about the cancellation policy. While you may feel some circumstances warrant leniency on cancellation penalties, it is not for us to make this decision. We always recommend travel insurance for this reason. We require the following cancellation fees unless otherwise noted:

- \$25 per hotel cancellation
- \$100 per person, cancellation fee for a custom trip that has been deposited but not paid in full
- \$200 per person, cancellation fee for a custom trip that has been paid in full

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Passports & Visas

A valid passport is required of all program participants. Your passport must be valid at least six months after your date of return to the U.S. The name on your reservation must match the name on your passport. Non-U.S. citizens must consult with the appropriate consulates to determine if any additional visas are needed. It is suggested that all passengers, regardless of the passport they hold, check with the appropriate consulates of the countries being visited to determine if any visas are needed. Securing any needed visas is the responsibility of the passenger, although your Travel Advisor will assist when possible. Currently, the following popular countries to visit require visas for United States citizens (please note, there are additional countries that require visas that are not included in this list):

- India (e-visa) • Australia (e-visa)
- New Zealand (e-visa)
- China
- Bhutan
- Russia
- Cuba
- Vietnam (visa upon arrival)
- Cambodia (visa upon arrival)
- Kenya (visa upon arrival)
- Maldives (visa upon arrival)
- Seychelles (visa upon arrival)

Program Prices

Program prices are per person, based on two persons sharing a room, unless otherwise stated. All prices are based on rates (including foreign exchange rates) known at the time of quotation. Guests are responsible for foreign exchange increases or decreases up until final payment is made. We reserve the right to recover from you any increase in airline-imposed fuel surcharges and taxes, charges or levies imposed by any government or its agencies, up to and including the first day of travel.

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Itinerary Variations

If program improvements can be made or if unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute similar hotels.

Airfare

Airfare quoted by the air department at Coastline Travel or one of our Air Affiliates is only confirmed at the time of payment and when an E-ticket number has been generated. If you do not have an E-ticket number on your reservation, your ticket is not confirmed. Once an air ticket has been issued and a confirmation has been generated, any airline-imposed changes to seat assignments, departure and arrival locations/times, etc. are not a result of any actions by Coastline Air Department or Travel Far and Well LLC. However, we will make every effort to remedy the situation if you are not happy with the change. We do not work for any airline, nor are we directly affiliated with any one airline. Therefore, Travel Far and Well Advisors cannot be held liable for any changes or complications caused by an airline. It is the passenger's responsibility to confirm that all airline reservations are correct and include the proper spelling of legal names at the time of confirmation. We understand that air travel can be frustrating at times. A benefit of booking your air travel through Coastline Air Department/Travel Far and Well Advisors is that we are available to advocate on your behalf if you incur airline changes, cancellations, and other disruptions. Please remember that we only offer flight bookings as an additional service that supports your travel program. We will do the best we can within our capacity to make things right for our valued clients.

Travel Insurance

Travel insurance is highly recommended to protect you and your investment in travel. A variety of policies are available based on your needs and trip costs. Your Travel Advisor can explain the basics of each policy and provide a policy quote. Keep in mind that there are various inclusions and exclusions in travel insurance policies; it is the traveler's responsibility to ensure their needs are addressed. If you have specific questions about your policy, please contact the insurance provider; your Travel Advisor can give you their contact details. Pre-existing condition clauses and supplier financial default clauses vary by policy and generally require insurance to be purchased soon after the deposit. Please inform your Travel Advisor as soon as possible if you have any pre-existing conditions (note that pregnancy is also considered a pre-existing

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condition). Travel Far and Well LLC Advisors are not liable for supplier or financial defaults, but we rely on our professional knowledge to recommend companies we believe to be financially stable. We cannot endorse suppliers outside our preferred partner network when specifically requested by the traveler. Some insurance policies offer “Cancel For Any Reason” coverage, which must be purchased within 15 or 21 days of the base policy. Inquire with your Travel Advisor if you are interested in this type of coverage. Additionally, some insurance providers offer medical-only policy options. Travel insurance policies usually have limitations on emergency evacuation coverage; therefore, medical evacuation policies are also recommended.

Pandemics and Government Actions

In the extreme case of a pandemic or government action that cancels, delays, or interrupts your travel, Travel Far and Well LLC Advisors will comply with all government regulations and follow supplier-imposed policies. We are not liable for any losses incurred during these situations, such as when a supplier does not issue a refund during extraordinary, unforeseen circumstances. However, we will advocate for the traveler to the best of our ability and within reason before we are required to charge a minimum service fee of \$100 to the traveler. Please note that traditional travel insurance policies do not cover pandemics or government actions; you must purchase a “Cancel for Any Reason” add-on to be covered for these extreme events.

Documents

If documents are required, they will be mailed 21 days before departure. They will not be released until full payment and all guest details have been received.

Responsibility

The suppliers providing transportation, sightseeing arrangements, tours, shore excursions, and hotel/cruise accommodations are independent contractors and are not agents, affiliates, representatives, or employees of Travel Far and Well LLC or any of its subsidiaries, related companies, or parents. Travel Far and Well has no ownership interest in any Supplier. Any use of the Travel Far and Well Advisors name by a Supplier is for identification purposes only and does not constitute ownership, agency, supervision, or control by Travel Far and Well Advisors. All documentation, receipts and tickets are issued subject to the terms and conditions specified by the Supplier. By utilizing the services of the Suppliers, you agree that neither Travel Far and

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Well Advisors nor any of the Travel Far and Well Parties shall be liable for (1) any accident, loss, injury or damage to you or to those traveling with you in connection with any accommodations, transportation, or other services (2) loss or damage to property or injury to persons, caused by reason of any act or omission, intentional, negligent or otherwise by such third party Suppliers. For any service issue disputes, please contact one of our offices by phone or in writing within 30 days of your return. We will do everything in our power to resolve these issues.

California Seller of Travel: 2040360-10

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