

TRAVEL BELIZE NOW

The Destination of Endless Possibilities



Travel & Concierge Services

Terms and Conditions

These terms and conditions apply in full to Travel Belize Now Concierge Services, LLC. It is the responsibility of the Client to read and understand these Terms and Conditions. The Client's request of services from Travel Belize Now Concierge Services, LLC constitutes their acceptance of Travel Belize Now Concierge Services, LLC Terms & Conditions.

I. Terms of Service:

By activating your account and using Travel Belize Now Concierge Services (TBNCS), you agree to all the terms and conditions of Travel Belize Now Concierge Services Usage Agreement ("Usage Agreement"). If you do not agree with any of the terms or conditions contained herein, please do not use Travel Belize Now Concierge Services. Travel Belize Now Concierge Services reserves the right to change, modify, add or remove portions of this Usage Agreement or the terms or conditions contained herein at any time. Changes to the agreement will be periodically made and included in a new "Usage Agreement" which will be posted in replacement of the old "Usage Agreement". Your continued use of Travel Belize Now Concierge Services following the posting of any changes will mean that you have accepted the changes.

II. Payment

All monthly membership packages and hourly services must be paid for up front by cash, personal check, or credit card. We accept Visa, MasterCard and American Express. Any rates listed by Travel Belize Now Concierge Services, are for services rendered directly by Travel Belize Now Concierge Services. Third party vendors charges, or merchandise purchased will be charge in addition to Travel Belize Now Concierge Services fees. One hour minimum on all services requested with billing then being charged in 15-minute increments. We can provide services to you 24/7 for emergency only, Travel Belize Now Concierge Services hours are 8:00 A.M. to 6:00 P.M. Monday through Friday. Services requested outside of normal business

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hours and/or on holidays may be subject to additional fees. Please read our Direct Debit Request Service Agreement, (DDRSA).

III. **Third Party Vendor Expenses**

At the User's request, Travel Belize Now Concierge Services may purchase items either over the Internet or on the phone with third party vendors with the User's credit card. If the User initially wants Travel Belize Now Concierge Services to make purchases for the User, the User will be asked for a credit card to be used for those charges. Such authorization must be done in writing. Any request over \$300 must be by email, or other written authorization. TBNCS shall not purchase any item on behalf of the client from a third party unless first authorized to do so by the client. Travel Belize Now Concierge Services does not warrant or stand behind any purchases made on the User's behalf. Travel Belize Now Concierge Services is merely acting to facilitate the purchase and all disputes with charges need to be addressed to your Credit Card Company or merchant. All invoices, shipping information, etc. will be sent directly to Users email address for vendor. If Travel Belize Now Concierge Services agrees to make a credit card purchase in behalf of the client (i.e. not made directly with the client's credit card), Travel Belize Now Concierge Services will charge client a convenience fee 12.5%.

IV. **Errands**

Hourly rate for onsite errand running begins from the time the office in San Pedro, Belize is left until the requested task is completed. Mileage over 10 miles of travel currently billable at \$.55 per mile. Travel Belize Concierge Services Areas of service include the Island of Ambergris Caye and Caye Caulker. Cost of traveling from Ambergris Caye to Caye Caulker will be charged to client. Our Meet and Greet Service Program serves Belize City only.

V. **Unused Hours**

All hours for monthly membership plans must be used within 30 days of the first hour used. Hours not used within 30 days will not be refunded or rolled over to the following month.

VI. **Cancellations**

Services scheduled with less than 24 hours' notice, may incur a convenience fee of \$25.00, to accommodate necessary scheduling changes. Services canceled without prior notice may result in the full price of service being

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charged.

VII. **Access to Property**

If the task requested by the client requires access to a business or residence, arrangements must be made to allow Travel Belize Now Concierge Services access to the property. If, for any reason, Travel Belize Now Concierge Services cannot gain access, the full charge will be assessed to the client. Clients may choose an option of a key safe to arrange for service access or arranging for key pick up and drop off if the client is not available.

VIII. **SERVICES:**

Concierge services includes but are not limited to: Personal Services, Travel Arrangements, Problem Solving, Party and Event Planning, Home Services, Domestic or International, Referrals/Recommendations Relocation and more. All A la Carte Concierge Services (see below) are available at an hourly rate or a per-request rate and only in available areas. In addition, concierge requests may include providing any secretarial services. Other than that, we can find, research, book, call, remind, order online and do just about everything else you'd like for us to do on your behalf.

- IX. **A la Carte Services** include all personal assistant services that involve personal errand running, on location and cannot be handled over the phone or Internet. For requests beyond what is covered by concierge requests, the charge will be billed hourly or on a per request basis.

Concierge specialists are always based in our home office location in San Pedro, Ambergris Caye, Belize, but it is not guaranteed that you will speak with or deal with the same concierge consultant each time you place a request, unless stipulated as part of your membership plan. Concierge specialists will do their best possible to provide you with the information or task at hand. However, there will be circumstances where such information or unusual requests are not fulfilled and Travel Belize Now Concierge Services will not be held accountable, liable or financially responsible for any inaccurate information provided.

X. **Monthly Subscription**

You will be billed 1 day prior to the beginning of your membership cycle each

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month automatically. Your subscription will renew automatically once you purchase your membership online and agree to these terms. Please note that your membership will begin from the date you signed up and automatically renew in 30 days. Memberships are not set to renew at the beginning or ending of each month, rather they begin on the day that you activate your membership. Please make sure that you provide a credit card that you plan on keeping, that you have the appropriate billing address information for and that you plan on using for our charges. Unused credits and requests DO NOT ROLL OVER. If clients utilize additional hours over their monthly membership package, they can either choose to purchase à la carte hours or upgrade to another package.

XI. **Monthly Subscription Cancellations**

Cancellations of monthly memberships are subject to review and must be requested in writing prior to the next billing cycle. Should you cancel any time after the 1st day of your renewed membership cycle, you will be billed for that month. If you sign up for a membership and want to cancel in the same month, you will not be eligible for a refund. We will bill you for that first month and revoke your membership thereafter and ensure that your membership no longer renews. For any reason, if you want to terminate your account, please email us at conciergeservices@travelbelizenow.com for further instructions on how to cancel your membership.

XII. **Upgrades/Renewals/Automatic Billing**

Your membership will automatically renew each month and you will be automatically billed. You will not be notified of the renewal. Therefore, you consent and allow Travel Belize Now Concierge Services to charge your card each month without contacting you in any way (see our DDRSA agreement), unless you notify us to cancel your account. You can upgrade / downgrade your account based upon your usage at any time. You are eligible to upgrade or downgrade your account after 15 days have passed since your membership had last renewed. For upgrading you will pay the portion of the new membership, minus the portion you paid for your lower grade membership.

XIII. **Limitations**

By agreeing to our terms, you realize that there are inherent limitations to the services we are to provide. We will not make illegal purchases on your behalf

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or represent you in any unlawful or illegal way. For purchases made on your behalf, Travel Belize Now Concierge Services nor its employees will be held accountable for returns, refunds, or guarantees on behalf of the products or services you are purchasing. We will take all the precautions necessary to protect your information, but we will not be held responsible or accountable or liable for any reason whatsoever should your information become exposed or if you are not pleased with the products or services you approved for us to charge on your behalf. Concierge agents will also not lie on your behalf for any reason or be involved or responsible for any of your personal, business, financial or other actions. Our agents will not honor fraudulent outbound calling, money collections, prank calling or other illegal activities.

XIV. Time Limitations

Please keep in mind that to better service all our clients we would appreciate your prompt inquires. Agents will not remain on hold for extended periods of time, or provide in depth research with concierge requests. If that is desired, we can perform that task at an hourly or per-request rate. We anticipate that most concierge request calls will commence from beginning to end in approximately 2-4 minutes. In addition, for ASAP requests, we advise that you make such requests via telephone.

XV. Refunds

There will be no refunds for services that are rendered. As mentioned above, to cancel monthly membership plans we must be notified in writing one month in advance. The current month will be billed for services accordingly, whereas the following month will not. Credits will be refunded only if there was an error committed by a Concierge agent. In that case, please notify our office that they had provided you with the incorrect information and they will then provide you with the correct information and credit your account. There will also be no refunds for purchases made on your behalf. When you ask for our representatives to make purchases on your behalf, we will not be held accountable should the product or service you are purchasing not meet the expectations you had in mind. Please review on your own, all refund and exchange policies with the service providers you intend for us to make purchases on your behalf, PRIOR to asking that we make any purchases for you. We will not be held accountable, liable or responsible in any way for purchases on your behalf that are lost during shipping, tickets arriving late,

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goods damaged in the mail, etc. We will make purchases on your behalf simply to save you time, but will not be responsible for the goods or services we are purchasing.

XVI. Travel Arrangements

Travel Arrangements are also offered as part of our services. Travel Belize Now Concierge Services will try to find you the best deal for air travel, hotel accommodations, transportation services, etc. We will not be responsible any way and do not represent the quality or vouching of any of these service providers. As the customer, you are accountable for the final selection of your destination or service provider. If you are not pleased with any services referred to by our agents, please contact the Travel Belize Now Concierge Services so we can help you with making another choice. Once we place a purchase or place an order for flights, hotels, or any other travel related services, we will not be held responsible for any refunds or disputes. It will be your responsibility to inquire upon any cancellation rules prior to booking and dispute any concerns you have directly with the service provider. Travel Belize Now Concierge Services will not refund, credit or be held responsible whatsoever for any travel related purchases.

XVII. Text Messaging

from time to time, an agent may offer to text you the information you are looking for. Whether you are looking for movie times, directions or a telephone number, we'll send you a text message. You agree that by saying yes to receiving the text message, you may be charged by your cell phone company. Travel Belize Now Concierge Services. will not reimburse or be responsible for your text message charges.

XVIII. Third Party Vendors

The list of merchants participating in the program is constantly changing. Due to circumstances beyond Travel Belize Now Concierge Services' control, merchants periodically drop from the program or change their discount offer. At the same time, new businesses may be accepted to the program. For the most updated listing, please contact conciergeservice@travelbelizenow.com or visit our website at www.travelbelizenow.com . If the merchant does not appear on the website, it is no longer in the program. You will not be entitled

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to a discount if a merchant has dropped out of the program, so be sure to check the website frequently. In the event that a participating merchant or vendor changes the discount for any reason, Travel Belize Now Concierge Services, will not be held responsible. This may occur because of change of ownership, management, or a misinformed employee. However, Travel Belize Now Concierge Services, will use reasonable efforts to attempt to secure the merchant's compliance with the program. Please notify us of such inaccuracies at conciergeservice@travelbelizenow.com. In addition, while certain franchisees of national merchants with multiple locations may offer a discount, not all franchises or locations participate in the program. For more details about specific merchants, you must visit the business listings.

XIX. **Privacy Policy**

Your privacy is important to Travel Belize Now Concierge Services. Maintaining the trust of our clients is key to the success of our business, and this Privacy Policy is intended to make you feel as comfortable as possible visiting our website and using our services. This Privacy Policy discloses the privacy practices for the concierge services, web sites and any other sites and services operated by Travel Belize Now Concierge Services. This Privacy Policy will provide you with information on our policies regarding:

1. What Personal Information is collected
2. Who collects the Personal Information
3. How the Personal Information is used
4. With whom the Personal Information may be shared
5. The choices available to users regarding collection, use and distribution of the Personal Information
6. How you can correct any inaccuracies in the Personal Information
7. What kind of security procedures we use to protect the loss, misuse, or alteration of your Personal Information under our control

Personal Information.

"Personal Information" is information that would allow someone to identify

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or contact you, including, for example, your full name, address, telephone number, Social Security number, or e-mail address. Personal Information does not include aggregated information that, by itself, does not permit the identification of individual persons (like statistics about how many persons visited our web site last month, or how many visitors are male and how many are female).

If you feel that this company is not abiding by its posted privacy policy, you should contact our corporate staff by e-mail at conciergeservices@travelbelizenow.com.

XX. Limitation of Liability

In no event will Travel Belize Now Concierge Services, any of its partners, providers, affiliates, including their respective officers, directors, employees or representatives, be liable for any indirect, incidental, compensatory or punitive damages or damages resulting from loss of profits, lost data or business interruption arising out of the use, inability to use, or the results of use of the service. You agree to indemnify, defend and hold harmless Travel Belize Now Concierge Services, its service providers, and each of their subsidiaries, affiliates, officers, directors, shareholders, beneficiaries, members, partners, employees, consultants, attorneys and agents and their respective successors and assigns, if any, (collectively the "Indemnified Parties") from and against all claims, actions, losses, liabilities, damages, costs and expenses (including, but not limited to, attorneys' fees and costs) arising from or relating to your use of the Services. Travel Belize Now Concierge Services has carefully checked some its third-party vendors and we have vendors contract agreement with them. As much as we would like to assure you that all our vendors or merchants will provide you with the service you expect, recommendations of third party vendors not contracted by us are at your own risk and Travel Belize Now Concierge Services shall not be held responsible for any dissatisfaction from any service or merchandise. The decision to use non-contracted third-party service vendor is totally your own, and is only a recommendation by us and holds no guarantees for satisfaction. Any complaints, refunds, etc. should be directed to the specific vendor contracted or not and not to Travel Belize Now Concierge Services. The concierges' comments and recommendations

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presented are based on research and opinions collected by the concierges, and are subject to change at any time. In addition, all responses will be provided based upon REASONABLE research and efforts on behalf of our staff.

We do provide third party real estate, financial, and relocation consulting services. Consult an attorney or do your due-diligence before using third- party vendors in these matters

We use all reasonable endeavors to monitor the goods and/or services provided by our service partners but we cannot accept responsibility for any loss, liability or cost incurred by you as a result of any acts or omissions of service partners nor can we guarantee the accuracy of information supplied to you by service partners. No guarantees can be given on behalf of any service partners. You shall require seeking compensation for any loss or damage suffered directly from the service partner, vendor or merchant.

XXI. **Travel Belize Now Concierge Services** holds the right to refuse any business it feels is unsafe, illegal and unsuitable for its employees.

XXII. **Notice:**

All notices to a party shall be in writing and shall be made via e-mail. Notice shall be deemed given 24 hours after an e-mail that is not returned to the sender is sent.

Attn.: Patrick Parmentier CEO

Patrick.parmentier@travelbelizenow.com

TBNCS will from time to time make changes to our terms of use policy as circumstances require. Changes will be effective when they have been posted on the TBNCS website.