

TRAVEL BELIZE NOW

The Destination of Endless Possibilities



following general terms and conditions apply, however regional circumstances and regulations, contractual obligations to suppliers, and matters relating to location, product type and supply logistics may cause these to be varied slightly for specific products, or specific destinations.

Travel arrangements and prices detailed on our web site are provided and coordinated by Travel Belize Now LLC, "the Agent" and its "Suppliers".

Travel Belize Now LLC has taken due care and responsibility to verify and check all information on our web site as at the time of compilation, however, as this information is supplied by the relevant accommodation & tour/cruise operators in our brochures, it accepts no responsibility for any inaccuracy or misdescription contained in the publications.

I. Terms and Conditions

- a. Travel Belize Now LLC, (Db, Call Belize Home Ltd) is a US and Belize Tour, Concierge, Travel Agency, Real Estate, and Business Consulting Agency.
- b. These Booking Conditions apply to the person making the booking and all other persons on whose behalf the booking is made.
- c. Please read these Booking Conditions carefully. They apply to all bookings made through Travel Belize Now LLC ("TBN"), who are acting as "**agents**" on behalf of all "**the suppliers**" (including airlines, tour and cruise operators, car hirers and accommodation providers) in your booking.
- d. You are contracting with the suppliers; whose terms and conditions apply to your booking. Copies of those terms and conditions are available upon request.
- e. These booking conditions govern your relationship with Travel Belize Now LLC.
- f. The person making the booking must be at least 18 years of age and must be authorized to make the booking on behalf of the members of the party. The person making the booking must also provide a copy of these booking conditions to the other members of the party.

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- g. **The Contract** - After we have received your deposit or full payment (if applicable) and we have issued a confirmation invoice, a contract will exist between you and each of the suppliers, effective from the date printed on your invoice. The terms and conditions of each supplier you have booked with will apply to your booking. Once the contract(s) is made, the airlines, accommodation provider and any other supplier is responsible for providing you with what you have booked.
- a. **Agency** – Travel Belize Now LLC acts as a travel agent. We arrange travel services and sale travel related products on behalf of suppliers such as airlines, tour and excursion operators, car hirers and accommodation providers. In doing so Travel Belize Now LLC gives no warranty nor makes any representation regarding the services to be supplied or the products purchased by you. Your booking will be subject to the terms and conditions applied by the provider of the service or products. You agree that if the travel services or products are not supplied in accordance with your booking your remedy lies with the service provider and not Travel Belize Now LLC.
- b. **Prices** - Every effort is made to ensure that the prices quoted to you are correct; however, Travel Belize Now LLC acts only as an agent and relies on information provided to us from the suppliers of the travel services and products. We will bring to your attention any change in price made prior to you completing your booking and paying the balance of the price. Please note some tour operators and travel service providers reserve the right to increase the price of your travel arrangements due to increases in airfares, hotel accommodation charges and currency fluctuations.
- c. **Airfare Conditions** - Many airfares are subject to strict conditions regarding amendments, cancellations and refunds. In addition, airlines impose taxes fees and charges. It is your responsibility to ensure the type of airfare you purchase is suitable for your needs.
- d. **Airline Taxes and Fuel Surcharges** - All airfares are subject to taxes and charges levied by both government and the airlines themselves; in addition, global fuel costs are constantly increasing. Airlines pass on the increase in taxes and fuel surcharges without notice and whilst we will endeavor to advise you of these charges in advance that may not always prove possible. Travel Belize Now reserves the right to pass on fuel and tax increases, levied by airlines, without notice.

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- e. **Airline E-tickets** - International and domestic airlines are replacing paper tickets with electronic tickets called e tickets. All passengers travelling on an e ticket will be required to produce photo identification at check in.
- f. **Airline Schedules** - The airline on which you are booked may change its departure time. It is your responsibility to contact the airline to check there has been no change to the time of departure.
- g. **Liability** - As Travel Belize Now LLC is only acting as an “agent” we have no liability in respect of the supply of any element of your booking, including any liability for illness, personal injury, death or loss of any kind, delay and inconvenience caused directly or indirectly by any provider of travel services or products or by other third parties unless caused by our negligence. Any claim for damages for injury, illness, loss or death must be brought against the relevant supplier of the travel services or products.
- h. Nothing in these terms and conditions shall be read as excluding, restricting or modifying rights under the “Vicarious Liability Of Principal For Acts Of Agent” and other legislation given to consumers in relation to the supply of goods and services.
- i. **Force Majeure** – Travel Belize Now LLC shall not be liable for any loss or damage incurred by you because of Travel Belize Now LLC or any of the suppliers being unable to perform its obligations under your contract(s) due to the unusual or unforeseeable circumstances (a “force majeure event”) beyond the control of the party affected by the force majeure event. "Acts of God or the public enemy; war, insurrection or riots; fires; governmental actions; strikes or labor disputes; inability to obtain aircraft materials, accessories, equipment or parts from suppliers; or any other cause beyond “Agent” reasonable control."
- j. **Travel Insurance** - Travel Belize Now LLC strongly recommends that you take out comprehensive travel insurance at the time of paying a deposit. The policy should provide cover for loss of deposit, cancellation and additional expenses, medical expenses and repatriation and loss or damage to baggage and valuables. You are responsible for making any special or increased insurance arrangements which you deem are necessary.
- k. **Service Fees** - Travel Belize Now LLC does not charge any service fees, but if certain condition arises, Travel Belize Now LLC may at its discretion charge an additional service fees.

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- l. **Refunds**- All refund requests must be in writing, and made direct to us or through the Agent from whom the travel arrangements were purchased. Claims must be made within 10 days of completion of travel arrangements. Refunds will not be made for bookings cancelled due to inclement weather or illness or under a “Force Majeur Event”(see paragraph I) . These must be claimed through your travel Insurance. A \$50 processing fee applies to all approved refunds. No refunds will be made for services once travel arrangements have commenced. No guarantee is provided or warranted that any refund will be available.
- m. **Payment by Credit Cards/Chargeback** - card surcharges may apply to payments made by credit card. In the event you pay by credit card but the services are not provided by a third-party provider of travel services or products you agree that you will not take steps to charge back your payment to Travel Belize Now LLC.
- n. **Passport and Visas** - It is your sole responsibility to ensure you have a valid passport at the time of travelling and that you hold all necessary visas and permits. All US and Canadians must hold a valid passport for international travel. Some countries require you when entering to hold passport with at least six months validity. Check with your State Agency or Embassy if traveling with children.
- o. **Complaints** - We hope you will have no reason to complain but if you are unhappy with any aspect of the services provided you must report it immediately to the supplier, or contact Travel Belize Now LLC. We shall attempt to resolve the matter immediately but if you remain dissatisfied you must write to us within 28 days from the end of your trip or holiday. Failure to complain at your destination may mean we will be unable to resolve the dispute after you return home. Any abnormal incidents including injuries, service problems, cancellation of a service or dissatisfaction must be reported to Travel Belize Now LLC during the event to allow us an opportunity to rectify the situation or provide assistance.
- p. **Data Protection** - To process your booking, we may need to pass your details to the relevant suppliers. We will take all reasonable precautions to ensure the security of that information. We may also use the information you provide for marketing purposes and, if you do wish to receive any further information, please inform Travel Belize Now LLC.

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- q. Travel Belize Now LLC will never share your financial information's directly to vendors/suppliers when booking through Travel Belize Now LLC.
- r. **General** - Travel Belize Now LLC, reserves the right to alter these terms and conditions at any time.
- s. **Governing Law** - Your contract with Travel Belize Now is governed by the laws of Wyoming, USA and you agree to submit to the jurisdiction of the courts of Wyoming, USA to determine any dispute pertaining to the contract.

Travel Belize Now LLC acts as an agent on behalf of airlines, tour operators and other service providers only. Travel Belize Now LLC accepts all monies paid and commitments given subject to our terms of trade and schedule of fees and those stipulated by other service providers you may use as part of your overall arrangements handled by us. These conditions apply to yourself, your family or travelling companies that you represent or make payments on their behalf.

Our professional Travel Agents will advise and provide you with all the relevant documentation and schedule of fees prior to your financial commitment being made.

Travel Counsellors strongly recommends travel insurance.

II. Terms and Conditions of Booking

- a. **Bookings - Deposits & Final Payments:** Bookings travelling more than 45 days out will be required to pay a non-refundable deposit of \$100 at the time of confirmation with the balance owing payable 45 days prior to travel (the "due date"). Prior to the due date, the balance owing may be paid by credit card or you may transfer into our bank account directly to avoid card fees. We will email you a final payment reminder. Travel vouchers and booking confirmations cannot be issued until final payment is received. If you fail to pay by the due date we reserve the right to automatically charge the credit card provided to complete the final payment. Any booking not paid in full by the due date is subject to automatic cancellation without further notification. Any deposit paid will be forfeited or, at your request, it may be used as a payment towards an alternative

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Deposit conditions for certain accommodation and tour products may vary and we will advise you of these conditions and request your consent prior to proceeding with the booking.

- b. **Alterations made by you** - If you want to change any part of your booking, we will do all we can to help. However, the suppliers are under no obligation to make any change, although with reasonable notice, changes may be possible. If a supplier is able to make a change, Travel Belize Now LLC may charge you an administration fee per booking.
- c. **Cancellation Fees** - If you cancel your booking you may incur a cancellation charge. The amount of this charge will vary depending on when and how the cancellation is made and the terms and conditions of the supplier of travel services or product. If you are entitled to a refund please note Travel Belize Now LLC is unable to provide you with funds until they are received from the supplier. Travel Belize Now will charge a cancellation fee per booking as set out in our attached Standard Cancellation Policy.
- d. **Amendment Fees:** Any amendments made to confirmed bookings will incur a fee; bookings of a value up to \$1,000 a fee of \$25, bookings of a value over \$1,000 a fee of \$50. The fees are charged per amendment. This is in addition to any fees that may be levied by the supplier or airline.
- e. **Late Booking Fees:** A late booking fee of A\$50.00 can be charged if booking is made within 72 hours prior to departure. This depends on the amount of administration work involved, and if applicable, you will be notified at time of reservation request from you or your agent.
- f. **Bookings during Thanksgiving, Christmas and New Year's** (High Season) require a non-refundable deposit of between \$300 & \$500, and final payment 60 days prior, as this is non-refundable under any circumstances.
- g. **Bookings made less than 45 days prior to travel:** Bookings made within 45 days of travel are payable in full by Credit Card only.
- h. **Airline Bookings:** Airlines are instant purchase and Airlines require full payment upfront by credit card only.
- i. **ZERO CARD FEES:** We dislike companies that add sneaky fees during the booking process as much as you do! So, we refuse to do it! ZERO credit card fees and ZERO booking fees. Full stop.
- j. **PayPal:** There are no fees associated with this form of payment.

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- k. **Direct Deposit:** There are no card fees associated with this form of payment. Direct Deposits must be made 48 hours prior to the due date to ensure funds are received in time.
- l. **Payment Processing Terms & Conditions:** By providing your credit card details and accepting our Terms & Conditions, you authorize Travel Belize Now LLC to arrange for funds to be debited from your nominated credit card, in accordance with the terms & conditions of the Direct Debit Request Service Agreement (DDRSA) as amended from time to time.
- m. Your bank or credit card provider may apply currency conversion fees. Credit Cards are required to secure bookings if you are travelling within 14 days.
- n. **Credit Card Chargeback Fees:** Any fees charged to Travel Belize Now LLC by our credit card payment provider arising from a chargeback or a disputed charge on the cardholder's credit card will be charged to the cardholder. This fee is non-refundable.
- o. **Change Of Itinerary After Holiday Has Commenced:** Any alteration or cancellation of services after your holiday has commenced can incur penalties. There is no refund for unused services.

III. Standard Cancellation Policy when Booking with Travel Belize Now

- a. All Bookings cancelled inside 30 days prior to travel are non-refundable.
- b. Deposited bookings cancelled 30 or more days prior to travel - The \$100 deposit is non-refundable PLUS you will be charged any cancellation fees that are levied by the hotel, airline or other suppliers.
- c. Fully paid bookings cancelled 30 days or more prior to travel - The \$100 deposit is non-refundable PLUS you will be charged any cancellation fees that are levied by the hotel, airline or other suppliers.
- d. Cancellations must be in writing and should be addressed to the consultant handling the booking.

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e. If

a credit has been approved it is valid for 6 months from the date the cancellation was made.

Flight Cancellation Policy:

- a. Flights booked on this website are governed by the terms and conditions of the airfare you purchased and are determined by the Airline (not Travel Belize Now LLC).
- b. In most cases, airfares are fully non-refundable and non-transferable.
- c. Airline charges or part or full cancellation fees may apply to your airfare.
- d. Travel Belize Now will charge a cancellation fee per booking as set out in our attached Standard Cancellation Policy
- e. A Travel Consultant will help you wherever possible within these terms and conditions.

Accommodation Cancellation Policy

- a. Accommodations booked on this website are governed by the terms and conditions of the accommodation you purchased and are determined by the accommodation (not Travel Belize Now LLC).
- b. In most cases, each individual accommodation will have a cancellation policy. Check with them before booking your accommodations. Cancellation policy may vary based on the season.
- c. Accommodation charges or part or full cancellation fees may apply to your booking.
- d. Travel Belize Now will charge a cancellation fee per booking as set out in our attached Standard Cancellation Policy
- e. A Travel Consultant will help you wherever possible within these terms and conditions.

Special Cancellation Conditions:

- f. Certain tour, excursion, car rentals, and other products will apply additional cancellation charges. These cancellation conditions and costs are determined by the suppliers, tour and excursion operators (not Travel Belize Now LLC).
- g. Travel Belize Now LLC. will charge an administration cancellation fee of 20% of the total cost of booking if cancellation is received inside 30 days prior to travel.

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IV. General

- a. **Validity of Rates:** Prices are valid for the dates indicated.
- b. **Currency:** All rates are quoted in US Dollars, or as otherwise indicated.
- c. **Children's Rates:** Child costs are based on sharing a room with adults and using existing bedding. Cost for additional bedding and rollaway are available on request.
- d. **Payment Options:** Travel Belize Now LLC offers a secure server for your credit card payments or make a direct deposit.
- e. **Accommodation:** Accommodation is as specified in the accommodation section of our web site. All costs are shown in US or Belize dollars. We reserve the right to offer alternative accommodation of a similar standard in the case the accommodation operator overbooks their property or for any reason beyond our control. All rates are subject to change without notice. Not all properties provide instant availability and in these cases Travel Belize Now LLC checks availability once we receive the booking request.
- f. **Flights:** Airfares show instant availability and fares at the time of quoting however we will not proceed with booking flights until your accommodation is confirmed. This is to avoid strict fees charged by airlines for flight amendments. This may result in fare and/or availability changes.
- g. **Check In / Check Out Times:** These vary according to operator. Generally, your accommodation check-in is 2pm and check out 10am. Please note that most properties will require a credit card authorization on check-in and may need to see photo identification. In the instance that you don't have a credit card usually a cash bond will be required.
 - a. **Single Supplement Costs:** If not shown in your selected accommodation cost, this is available on application.
 - b. **Accommodation Ratings:** Are based on existing supplier ratings. Our ratings are for guidance only and are not to be construed as our supplier endorsement.
 - c. **Group and Incentive Travel:** As group and conference rates are specially contracted rates specific for that group, they have different terms and conditions to standard

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If you are booking a group or incentive, please ensure that these conditions are explained to you.

- d. All maps, photographs, illustrations and computer based graphics are included for general purposes only and are not always indicative of the subject matter. Hotel room photographs (graphics) may not be specific to the actual room occupied. Maps are not to scale.
- e. **Quotations:** All quotations are subject to availability of services quoted and are not guaranteed until the booking is confirmed and deposit received. Quotes are valid for 48 hours from issue date.

V. Inclusions and Exclusions

- a. **Prices DO Include:** Accommodation, transfers, tours/cruises, car hire, government taxes and any other inclusions as specified in writing on the relevant web pages for each supplier's product.
- b. **Prices DO NOT Include:** Any costs incurred en route to and from the destination, Meet and Greet service, meals (unless specified), alcoholic beverages, telephone calls, items of a personal nature, and personal services not specified as being included in costs on the relevant web pages for each supplier's product. Rates do not include Marine Park taxes, as this must be paid direct to the operators.
- c. Travel Belize Now LLC, reserves the right to alter these terms and conditions at any time.
- d. **Governing Law** - Your contract with Travel Belize Now is governed by the laws of Wyoming, USA and you agree to submit to the jurisdiction of the courts of Wyoming, USA to determine any dispute pertaining to the contract.

Travel Belize Now LLC acts as an agent on behalf of airlines, tour operators and other service providers only. Travel Belize Now LLC accepts all monies paid and commitments given subject to our terms of trade and schedule of fees and those stipulated by other service providers you

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may use as part of your overall arrangements handled by us. These conditions apply to yourself, your family or travelling companies that you represent or make payments on their behalf.

Our professional Travel Agents will advise and provide you with all the relevant documentation and schedule of fees prior to your financial commitment being made.