



Passport: You DO NEED a passport for international trips. If you have a passport that is not from the US, or if you are not a US citizen, please let me know before paying the deposit. It will be your responsibility to ensure you meet all requirements for international, including passport validity, visa requirements (if applicable), and/or any other documents based on your country of residence. Each traveler outside of the United States will be asked to sign a waiver acknowledging responsibility. For guidance, please contact your country's embassy or consulate. **Your passport must have at least 6 months of validity after our arrival date.**

Payment Structure: Clients can opt for a monthly payment plan to manage the cost of their travel arrangements. The total cost of the trip will be divided into equal monthly payments.

- **Deposit Requirement:** A non-refundable deposit is required upon booking to secure your reservation. This amount will be applied toward your total trip cost.
- **Payment Schedule:** Monthly payments will begin on the month after your deposit is made and continue until the trip balance is paid in full.
- **Payment Methods:** Payments can be made via credit/debit card, Cashapp, Zelle, and PayPal. Clients are responsible for ensuring timely payments.
- **Late Payments:** Continuous late payments may result in the cancellation of the reservation.
- **Cancellation Policy:** Clients can cancel their trip under the standard cancellation policy listed below.
- **Changes to the Plan:** Clients may adjust their payment plan upon request, subject to approval. Changes may affect the total trip cost and payment schedule.
- **Confirmation of Payments:** Clients will receive confirmation of each payment received and their remaining balance.
- You can pay a large lump sum as well to reduce the balance quickly.

Payment Policy:

Due to vendor contractual payment due dates, please be mindful to make payments per the payment schedule. If payments start to fall behind, your reservation may be subject to cancellation. We understand that unforeseen circumstances can arise, so if you start to experience difficulties making your payments, please don't hesitate to reach out. We're happy to discuss potential options to keep you on track.

Cancellation policy:

We understand these are uncertain times and want to make sure that you feel confident about your options if your plans change

Deposits are non-refundable and non-transferable.

When a cancellation is made:

Cancellations within 10 days of arrival, including no-shows, incur a 100% fee and are non-refundable.

Cancellations made 11–30 days before arrival incur a 75% fee.

Cancellations made 31–60 days before arrival incur a 50% fee.

Communication is required. If we do not hear from you or payments are not up to date 61 days before your trip, we will cancel to avoid penalties for you and Spirit Travel and Tours. Refunds (excluding non-refundable deposits) will follow our cancellation guidelines.

1. Booking Terms

- 1.1. All bookings are subject to availability at the time of confirmation.
- 1.2. A non-refundable deposit is required at the time of booking to secure your reservation. Full payment must be made by the due date indicated on the booking confirmation. Failure to make payment on time may result in the cancellation of your booking.
- 1.3. Prices are subject to change until the booking is confirmed and payment is received.

2. Changes and Cancellations

- 2.1. Any changes to your booking must be requested in writing. Any changes made to a confirmed booking (such as name changes, dates, or destinations) may incur additional charges. All changes are subject to availability and the policies of third-party suppliers.
- 2.2. Cancellations made by the client must be submitted in writing. Cancellation charges will apply depending on the proximity to the travel date and the specific supplier's terms.

2.3. If the supplier cancels the trip, you will be notified immediately, and every effort will be made to provide an alternative arrangement or a refund in line with the supplier's policy.

3. Travel Documentation

3.1. It is the responsibility of the client to ensure they have valid passports, visas, and other necessary travel documentation for the destination. Spirit Travel and Tours will assist, but the traveler assumes responsibility for compliance.

3.2. Spirit Travel and Tours is not responsible for any consequences, including denied boarding or entry, arising from improper or invalid documentation.

4. Insurance

4.1. Travel insurance is strongly recommended to cover unforeseen events such as trip cancellations, medical emergencies, or lost baggage.

4.2. Clients must obtain their own travel insurance. The agency is not responsible for losses from insufficient coverage. If you decline insurance, you must sign a waiver confirming it was offered and refused.

5. Liability

5.1. Spirit Travel and Tours acts as an intermediary between clients and service providers (airlines, hotels, tour operators, etc.). Spirit Travel and Tours is not liable for any injury, loss, damage, or delay resulting from acts or omissions of third-party service providers.

5.2. Spirit Travel and Tours is not responsible for disruptions caused by circumstances beyond its control, including but not limited to natural disasters, strikes, or government regulations. Spirit Travel and Tours shall not be held liable for any injury, loss, theft, or damage to personal property, or any delay or disruption of services due to seen and/or unforeseen circumstances such as natural disasters, political unrest, or mechanical failures. Clients assume all personal responsibility for any risks during travel, including delays, illness, or accidents. Spirit Travel and Tours is not responsible for delays, cancellations, or failures of third-party providers.

6. Health and Safety

6.1. It is the client's responsibility to ensure they meet any health requirements for their destination, including vaccinations or medical certificates.

6.2. Spirit Travel and Tours recommends checking the government travel advisory websites for health and safety information relevant to your destination.

7. Complaints

7.1. Any complaints regarding the travel services provided should be reported to the agency in writing within 30 days of the completion of the trip.

7.2. Spirit Travel and Tours will seek to resolve complaints in a timely and fair manner but cannot guarantee refunds or compensation for dissatisfaction caused by third-party suppliers.

8. Amendments to Terms

8.1. Spirit Travel and Tours reserves the right to amend these terms and conditions at any time without prior notice.

8.2. The terms and conditions in place at the time of booking will apply to your reservation.

9. Governing Law

9.1. These terms and conditions are governed by the laws of the United States, and any disputes will be subject to the exclusive jurisdiction of its courts.

To ensure a positive experience for all participants, it is expected that travelers will maintain a respectful, cooperative, and courteous attitude toward fellow travelers, staff, and third-party service providers throughout the trip. The following guidelines must be adhered to:

Fairness and Integrity: Only travelers who have booked accommodations and excursions through Spirit Travel and Tours may share rooms, join excursions, use group transportation, or participate in group activities. Guests not confirmed on Spirit Travel and Tours list cannot join these services. This policy ensures fairness to paying guests and maintains organization for all group bookings.

Respect for Others: Travelers should respect the cultural norms, personal space, and privacy of fellow travelers and the communities we visit.

Cooperation: Group travel requires cooperation. Travelers should follow the itinerary, be punctual for scheduled activities, and communicate with the group leader or tour guide if any issues arise.

Prohibited Behavior: Any behavior that causes discomfort, endangers others, or disrupts the group experience (such as verbal or physical harassment, violence, or excessive intoxication) will not be tolerated.

Resolution of Conflicts: Should any conflicts arise between travelers, the tour leader or a designated representative will mediate the issue, and travelers are expected to cooperate with these efforts to maintain harmony.

Failure to comply with these guidelines may result in the removal of the traveler from the tour, with no refund provided for missed portions of the trip. The traveler will be responsible for any additional costs incurred as a result of their behavior.

At Spirit Travel and Tours, we strive to maintain positive and respectful relationships with all of our clients. If at any point, the professional relationship between the client and Spirit Travel and Tours is compromised due to communication challenges, unmet expectations, or other factors, Spirit Travel and Tours reserves the right to discontinue services and remove the client from the trip.

In such cases, the following terms will apply:

Notification: The client will be notified in writing of the decision to discontinue services, along with the reasons for this action.

Refunds and Costs: Any refunds or cancellation fees will be subject to the terms outlined in the original agreement, taking into account non-refundable deposits or payments made on behalf of the client. Spirit Travel and Tours will work to minimize losses, but clients should be aware of any non-recoverable costs. Please note that if you choose to miss an excursion or any portion of the trip for any reason, we are unable to offer a refund.

Transition of Services: Upon cancellation, Spirit Travel and Tours will provide the client with any relevant information, bookings, and contacts needed to assume control of the remainder of the trip independently.

Privacy Notice

At Spirit Travel and Tours, your privacy is important to us. This Privacy Policy outlines how we collect, use, and protect your personal information when you use our services. By engaging with Spirit Travel and Tours, you consent to the practices described in this policy.

1. Information We Collect

We collect the following types of personal information to provide our services:

- **Personal Identification Information:** Name, address, email address, phone number, and date of birth.
- **Travel Preferences:** Destinations, activities, accommodation preferences, and travel itineraries.
- **Payment Information:** Credit card details, billing address, and transaction history.
- **Passport and Visa Information:** Passport numbers, expiration dates, visa status, and other required travel documents.

- Special Requests: Dietary restrictions, medical conditions, or accessibility needs.

2. How We Use Your Information

We use your personal information for the following purposes:

- To book and arrange travel services, such as flights, hotels, car rentals, tours, and other travel-related services.
- To personalize your travel experience and suggest destinations, accommodations, and activities based on your preferences.
- To process payments for bookings and send confirmations.
- To provide customer support and respond to inquiries.
- To comply with legal and regulatory requirements related to travel services.
- To send you updates, newsletters, promotions, or other marketing communications

3. How We Protect Your Information

We implement a variety of security measures to protect your personal information, including:

- Encryption of sensitive information, such as payment details.
- Access to personal information is restricted to authorized personnel who need it to provide our services.
- Regular reviews and updates of our security protocols to safeguard your data from unauthorized access or breaches.

4. Sharing Your Information

We only share your personal information with third parties when necessary to provide our services, including:

- Airlines, hotels, and other travel service providers.
- Payment processing companies.
- Government agencies, if required for visa applications or travel documentation.
- Any other parties with your consent or as required by law.

We do not sell or trade your personal information with third parties for marketing purposes.

5. Your Rights

You have the following rights regarding your personal information:

- Access: You may request access to the personal information we hold about you.
- Correction: You may request corrections to any inaccurate or incomplete personal information.
- Deletion: You may request the deletion of your personal information under certain circumstances.
- Opt-Out: You may opt-out of receiving marketing communications at any time.

To exercise these rights, please contact us at info@spirittravelandtours.net

Tracking Technologies

We may use cookies and similar technologies to enhance your experience on our website and improve our services. You can control the use of cookies through your browser settings.

7. Changes to This Policy

We may update this Privacy Policy from time to time.

8. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us at: Sprit Travel and Tours
info@spirittravelandtours.net

By proceeding with your booking and paying the non-refundable deposit, you acknowledge that you understand and agree to all of these terms and conditions. Thank you for adhering to the above terms and conditions. We are excited about planning your next adventure!