

Families On The Go Travel, LLC

Passports and Visas

All passengers are responsible for assuring they have the proper (legal) documents required for travel. A valid US passport is required. The passport must be valid for six months beyond your travel date. Names provided to Families On The Go Travel, LLC for customers must be an exact match to the photo ID that will be used during travel. Passengers must check with the respective consulate (s) or Visa agency to determine whether visas are required. Go onto www.travel.state.gov for up to-date requirements.

The customer is responsible for all fees and expenses that may be incurred due to an incorrect name, or to the denial of travel due to an incorrect name. A name revision fee will be assessed by Families On The Go Travel, LLC of \$ 75.00 for name corrections or revisions, in addition to other fees assessed by airlines or other suppliers.

Health Requirements

Check with your healthcare provider for up-to-date requirements. You may also check the Center for Disease Control at www.cdc.gov for their recommendations. Required inoculations, if any must be recorded by passengers health practitioner on a valid vaccination certificate which the passenger must carry for proof of inoculation where required.

Airfare

Airfare once purchased is non-refundable. However some airlines may allow usage of ticket for one year from date of original travel. It is the responsibility of the traveler to check with the airline. Families On The Go Travel, LLC is not responsible for any change/cancellation penalties associated with these non-refundable airfares.

Airline Frequent Flier Programs

Passengers are responsible to contact their airline directly regarding mileage eligibility and accrual. Airline frequent flier programs determine whether to award miles in part or total based on their own rules which are updated frequently. We highly recommend passengers to provide their frequent flier account information at check-in or online.

Cancellation Policy

All request for cancellation must be in writing to Families On The Go Travel, LLC. Initial deposits are non-refundable. For cancellations, the following per person cancellation fees apply:

180-90 business days prior to departure 50% of total price

89-30 business days prior to departure 75% of total price

29-1 business days prior to departure 100% of total price.

If a guest cancels within 90 days to departure resulting in a single supplement charge, the guest, who is cancelling will be responsible for that charge. Airline, Hotel, Tour Operator, or other supplier cancellation penalties may also apply (depending on specific destination).

Reservations & Deposits

Reservations should be made as early as possible to guarantee desired departure dates. A non-refundable deposit is due at the time of reservation. If payment is not received by the due date, airline and all other reservations will be cancelled. Families On The Go Travel, LLC is not responsible for any penalties, fare increases or fees incurred due to late payment. Last minute reservations made within thirty days of departure must pay by credit card, money order, certified check or debit card.

Code of Conduct

For all tours Families On The Go Travel, LLC aims to foster an environment of respect that allows all customers to enjoy their group vacation. Guests who are disruptive, endanger the group or the travel experience, or break local laws may be removed from the program with no refund due and at their own expense. Families On The Go Travel, LLC reserves the right to accept or reject any program guest.

Unused Services

No refund will be made for any service in the Tour Price that is not utilized by the customer and in the event that the customer does not utilize any part of the scheduled itinerary for any reason whatsoever, such customer shall be responsible at own expense for all and any substitute arrangements.

Name Changes

No name change can be made. In order to change participants, your original reservation must be cancelled and a new reservation made reflecting the correct configuration of customer. Any non-refundable deposits paid on the original account will not apply to the new booking. The new booking made will be subject to normal non-refundable deposit requirements.

Customer Responsibilities

Customers are required to verify that the information shown on their reservation/registration is correct. Guests will be responsible for any and all change fees with airlines, and other providers in result of incorrectly advised names, visa and passport information.

Special Requests

If you have a special request for a facility or service e. g. adjoining rooms or low floor, we shall pass these on to the relevant supplier but cannot guarantee that it will be met and we shall have any liability to you if it is not met.

Payments

If making payment by credit card, you will see the charge listed as Families On The Go Travel. Payments will be withdrawn automatically on the scheduled payment dates using the credit card from your initial deposit. If paying by check, please make checks payable to the Families On The Go Travel, LLC. If you wish to change your method of payment for future payments, please contact our office, at least three business days prior to the scheduled payment date.

Tour Prices

All prices are charged per person based on two persons sharing a room. Families On The Go Travel, LLC is Not responsible for roommates or matching guests. All tours are based on tariffs, taxes, and rates of exchange in effect at the time of printing.

Physical Disabilities

Customers requiring special facilities, services or accommodations must disclose such needs to Families On The Go Travel, LLC at time of reservation. Wheelchair - accessible transportation and accommodations may be requested, but cannot be guaranteed. Available accommodations standards vary by hotel/cruise ship and are not within the control of Families On The Go Travel, LLC. Your foreign destination may not conform to the United States Americans with Disabilities Act requirements, and facilities for disable persons may be extremely limited. Families On The Go Travel, LLC assumes no liability for the failure for the provision of accommodations by a travel vendor.

Baggage Fees

Additional fees for baggage may apply. Please contact the airline or refer to its website for detailed information regarding their checked baggage policies.

Travel Insurance

Families On The Go Travel, LLC highly recommends that all travelers purchase travel insurance for their vacation package.

Release of Liability

Families On The Go Travel, LLC does Not own or operate any entity that provides good and or services for your travel including , without limitation: lodging facilities, motor coach or other transportation companies, guides or guide services, local ground operators, providers or organizers of optional excursions, food service providers etc. All such persons and entities are independent contractors and not affiliated with Families On The Go Travel, LLC.

Families On The Go Travel, LLC is not liable for any negligent or willful act or failure to act on the part of any travel service provider or any third party. Families On The Go Travel, LLC is not responsible for any injury, loss , death, inconvenience, delays , or damages to persons or property in connection with the provisions of any goods or services, whether resulting from but not limited to acts of God or force majeure, illness, disease, acts of war, or civil unrest, insurrection or revolt, animals, strike or other labor union activities, criminal or terrorist activities of any kind, overbooking or downgrading of accommodations, mechanical or other failure of airplanes or other means of transportation, or any failure of any transportation mechanism to arrive or depart on time. If due to weather, flight schedules, or other uncontrollable factors requiring you to spend additional nights you will be responsible for your own hotel transfer fees and meals cost.

Liability Disclaimer

Families On The Go Travel, LLC is not responsible for any errors, omissions or misquotes contained in their brochure, flier, invoices or other promotional documentation. The content of said brochure or promotional documentation, invoices may be changed anytime (including but not limited to rates and itinerary). Families On The Go Travel, LLC reserves the right to re-invoice if we have displayed the incorrect amounts. Families On The Go Travel, LLC Terms can be changed at any time. In no event shall Families On The Go Travel, LLC be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of, or in any way connected with the use of its website, or for any information, products, and services obtained through the website, or otherwise arising out of the use of the website.