

TERMS & CONDITIONS

ACCEPTANCE: The purchase/payment of any travel services offered by Tourinvest Inc. / dba GT Experiences, herein know as GT Experiences constitutes a contractual arrangement between the Passenger and/or Travel Agent (all together as “You”) and GT Experiences and represents your acceptance of GT Experiences Terms and Conditions (“Terms and Conditions”) as outlined below. **Payment of deposit and/or final payment will be considered as full, explicit and implicit acceptance of our Terms and Conditions herein reported and fully disclosed on our website.** Each Passenger understands that GT Experiences will be accepting that Passenger’s reservation in trust upon such Passenger’s acceptance of the Terms and Conditions as outlined herewith and on our website.

TOUR PRICES/PRICE GUARANTEE: Prices are based on official rates of exchange at the time of the issuance of a quotation. Once we have received your full payment for any program/reservation, the price is guaranteed. We do not itemize the costs of individual services included in an itinerary.

PAYMENTS & CANCELLATIONS:

We honor most major credit cards.

Individual FIT Payments:

- 25% to be paid upon confirmation of hotels
- Balance due 60 days prior to departure

Group Payments: (based on 10 or more pax traveling together)

- A \$500.00 per person non-refundable deposit is required at the time of request to initiate the reservation process. NO request will be acted upon until a deposit is received. No third-party credit cards will be accepted. In addition, we also accept personal checks or agency checks.
- 10% additional deposit is required upon confirmation of the hotel accommodation, unless a larger deposit requirement is needed from the hotel(s).
- 25% payment due 120 days prior to departure
- Final payments are due 60 days prior to departure

This timeline may vary based on suppliers' provisions. Passengers will be advised at the time of booking of payment requirements and obligations.

If payment is not received by the determined due date, GT Experiences reserves the right to re-price or cancel the booking and will apply the assessed cancellation penalties accordingly.

LATE /LAST-MINUTE BOOKINGS: Reservations made within 60 days of departure date constitute late or last-minute bookings. For all late or last-minute bookings, payment in FULL must be made within 24 hours of confirmation.

CANCELLATION PENALTIES & CHANGE FEES

Initial deposit, Airfare and Travel Insurance (Travel Protection Plan) are 100% non-refundable

For Land-Related services

- Deposits, Airfares and Travel Insurance (Travel Protection Plan) are 100% non-refundable and non-transferrable once booked.
- Cancellations received **60 or more days prior to departure date:** Booking deposits, in addition to any and all other expenses already incurred on behalf of the Passenger, are non-refundable. Such other expenses include, but are not limited to, airline tickets, non-refundable deposits, full payments tendered for hotel accommodations, transportation services and guiding services.
- Cancellations between **59 and 30 days of departure date:** The cancellation penalty is 30% of the cost of the land package. Booking deposits, in addition to any and all other expenses already incurred on behalf of the Passenger, are non-refundable. Other such expenses include, but are not limited to, airline tickets, non-refundable deposits, full payments tendered for hotel accommodation, tour and transportation services.
- Cancellations between **29 and 15 days of departure date:** The cancellation penalty is 50% of the cost of the land package. Booking deposits, in addition to any and all other expenses already incurred on behalf of the Passenger, are non-refundable. Such other expenses include, but are not limited to, airline tickets, non-refundable deposits, full payments tendered for hotel accommodations, and transportation services.
- Cancellations between **14- 7 days of departure date:** The cancellation penalty is 75% of the cost of the land package. Booking deposits, in

addition to any and all other expenses already incurred on behalf of the Passenger, are non-refundable. Such other expenses include, but are not limited to, airline tickets, non-refundable deposits, full payments tendered for hotel accommodations, and transportation services.

- Cancellations **6 days or less prior to departure date:** The cancellation penalty is 100% of the cost of the land package. Booking deposits, in addition to any and all other expenses already incurred on behalf of the Passenger, are non-refundable. Such other expenses include, but are not limited to, airline tickets, non-refundable deposits, full payments tendered for hotel accommodations, and transportation services. No refunds will be made on any unused portion/services of any tour package.

We strongly suggest purchasing Travel Insurance to protect your investment, otherwise the above cancellation penalties will apply.

Rail Tickets: Rail Tickets and Rail Passes (Electronic and paper tickets) are non-transferable, and cannot be exchanged without penalties once issued, nor replaced if lost.

CHANGE FEES A \$50 per person fee will be assessed for each change made on all bookings once the itinerary is confirmed and a deposit has been made. Unless due to an error on the part of GT Experiences, this includes changes made to Passenger's name, hotel, departure/return dates, itinerary and air or ground transportation in addition to any and all suppliers' applicable fees. In addition, any changes to an Airline or Train reservation are subject to availability as well as fare changes and additional Fees and Charges as imposed by the respective airline or train carrier.

INVOICING: You are responsible for verifying everything on the provided invoice is accurate and complete, including dates of travel, options selected, and that each name and client details match the traveler's passport (travelers' document). GT Experiences cannot accept financial responsibility or any other responsibility for non-reported inconsistencies and errors. Changes are subject to additional Fees, Charges and Fare changes as stated above. In case of billing errors, GT Experiences reserves the right to re-invoice you with correct pricing.

LIMITATION OF RESPONSIBILITY: GT Experiences is not responsible for the cancellation fees of airline tickets or excursions issued by companies other than ourselves.

VILLAS Requirements for deposits, fees and cancellation policies vary by property based on arrival dates and length of stay and will be communicated at the time of booking via a Rental Agreement.

CAR RENTAL Car rental reservations included in your package are confirmed based on vehicle's category, not model. Please note that the following personal documents must be available at the time of Car rental Pick-Up and signing of the Rental Agreement: - Valid CREDIT CARD (Cardholder must be the main driver) Valid Passport (Driver) Car. **Debit Cards are not accepted.** - **Valid International Driving Permit is highly recommended** and can be obtained by filling out an AATA IDP application. <https://www.dmv.org/international-driver-permits.php>. The International Driving Permit (IDP) is a document that, along with your valid home driver's license, allows you to legally drive a motor vehicle while abroad. - **Car Rentals are subject to the car rental company Rental Terms and Conditions and signed Rental Agreement.**

RAIL TICKETS Rail prices included in our programs are based on either First Class or Comfort Class. Please refer to individual programs and "included Features". Train schedules & fares are subject to change. Fares will be confirmed upon purchase/confirmation and ticket issuance. Any differences prior to ticket issuance will be the travelers' responsibility.

HOTELS Hotels are classified according to government ratings, which vary from country to country. Such classifications and number of stars assigned have no corresponding value from one country to the next and may or may not reflect the expectations of US travelers. Rooms are assigned upon arrival based on current availability and may vary in size, amenities and location within the hotel. Additionally, in some countries i.e., Italy - the services of heating and air conditioning are regulated by local laws. GT Experiences is not responsible for any inconveniences incurred related to non-functioning heating and/or air conditioning.

LAND ARRANGEMENTS: Passengers with disabilities requiring travel with a wheelchair must be accompanied by a qualified assistant who assumes total responsibility for those passengers with disabilities' well-being. NOTE: Although

Accessibility is continuously improving, each international destination and city is different. Some transportation services (Including motor coaches), visited sites, River Cruises and hotels might not be equipped with wheelchair ramps and other accessibility features. We cannot be held responsible if ramps are not available. We strongly recommend inquiring at the time of booking.

VISA & PASSPORTS U.S. Citizens require a valid US passport to travel overseas and the validity of said passport may be subject to it being valid for an extended period of time post their departure from the country or countries that they are visiting and departing from. Non-U.S. citizens should consult their travel agent or consulate ensuring they have the proper travel documents and **MUST CHECK** with the respective consulates or visa agency to determine whether any visas are required. Passengers are also responsible for the validity of their passports, and we suggest checking with U.S. Department of State Rules/Regulations. GT Experiences shall not be responsible for any passport and/or visa negligence on the part of Passengers.

TRAVEL DOCUMENTS GT Experiences communications and documentation are paperless. Thus, we will be issuing e-documents whenever possible. Printed documents will require an additional fee. Documents are sent out 2- 3 weeks prior to departure date provided payment in full has been received. We can only deliver paper documents to physical addresses and not to P.O. Boxes. Overnight, Special Delivery, Saturday Delivery and shipments outside the continental USA are subject to additional shipping fees. Added fees are applicable if the issuance of documents is requested earlier than proposed. It is the responsibility of the Travel Agent/Passenger to review the email address for accuracy prior to documents being sent. Travel Documents accuracy and all necessary travel requirements are the sole responsibility of the Passenger. Local, government and other resources are readily available online as well as on airline websites.

GRATUITIES Gratuities for your Tour Director, Local Hosts, Local Guides, driver, ship's crew and all other service personnel are not included in the vacation price (unless otherwise noted in pricing details) and are discretionary.

REFUNDS & COMPLAINTS All inquiries must be received in writing to our Customer Relations Department either by email or sent by USPS to our offices within 30 days after scheduled return date. Once received it will be promptly acknowledged. However, related processing, verifications and settlements may take longer. You are responsible for documenting potential claims at the Point of Service, meaning at the hotel or with the service provider in order for a claim/refund to be

considered. No refunds will be made on any unused portion/services of any tour package. Complaints regarding a hotel's standards or amenities should be addressed directly with the hotel's management (Point of Service). Refunds are not normally considered by hotels if they were not given an opportunity to address those complaints locally. Airline flight cancellations and delays for any reason are not the responsibility of GT Experiences. The refund/reservation requirement for airlines does not apply to tickets booked through third party agents. Whenever applicable and possible, refunds are processed to the same form of payment received. These terms may not be changed by anyone other than an authorized representative of GT Experiences and must be documented in writing. GT Experiences is not obliged to guarantee promises (written or verbal) made by local hotel staff, tour guides, or any other persons not under direct employ of GT Experiences.

MISCELLANEOUS TERMS AND CONDITIONS

Waiver of Responsibility: GT Experiences, 120 Sylvan Avenue – Suite 108A – Englewood Cliffs NJ 07632 and their employees, shareholders, officers and directors (collectively, "GT Experiences") does not own or operate any entity which is to or does provide goods or services for your trip, including, for example, lodging facilities, transportation companies, guides or trip leaders, food service providers, equipment suppliers, ground operators, etc., including, without limitation, various entities which may utilize the GT Experiences name. GT Experiences has no special knowledge regarding the financial health of the Suppliers, unsafe conditions, health hazards, weather hazards or climate extremes at locations to which clients may travel. GT Experiences is not responsible for any negligent or willful act or failure to act of any such person or entity nor for any act or inaction of any other third party not under its control. Without limitation, GT Experiences is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation, any willful or negligent act, failure to act, breach of contract of any third party such as an airline, train, hotel, whether or not it uses the GT Experiences name, which is, to, or does supply any goods or services for this trip. GT Experiences is not responsible for any loss, injury, death or inconvenience due to delay or changes in schedule, travel restriction, overbooking or downgrading of accommodations, insolvency, or default of any third party, attacks by animals, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism or the threat thereof, force majeure, war, quarantine, epidemics

or the threat thereof, criminal activity, or any other cause beyond its control.

Department of State Warnings: In the case of a government issued warning, we will provide our utmost consideration to the severity of the warning and accomplish everything possible to safeguard the well-being of our passengers. GT Experiences recommends contacting the Travel Warnings Section of the U.S. State Department at www.travel.state.gov. We reserve the right to evaluate each booking on a case-by-case basis for potential refund/cancellation fees, re-scheduling of tours or itineraries and postponements. Be aware that during your participation on vacations operated by GT Experiences, certain risks and dangers may arise beyond our control, including but not limited to the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft, or other means of transportation; forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. GT Experiences assumes no liability regarding provisions of medical care or the adequacy of any care that may be rendered. While GT Experiences will use its best efforts to ensure that adequate measures are taken, by agreeing to participate in a vacation and/or optional excursions, you agree you will hold GT Experiences harmless regarding any provision of medical care or the adequacy of any care rendered. GT Experiences is not responsible for such risks and dangers that may arise beyond our control. Payment of your deposit indicates you accept these risks and dangers and agree to hold GT Experiences harmless for such.

Errors and Omissions: Payment of deposit and/or issue of final documents shall be deemed your consent to the Terms and Conditions herein. Each passenger understands that GT Experiences will be accepting that passenger's booking in trust upon such passenger's acceptance of the Terms and Conditions as outlined in here and our website. The Terms and Conditions listed are those in effect at the time of booking. Any new or re-issue of Terms and Conditions will replace all previous versions. No person other than an authorized representative of GT Experiences is authorized, by a document in writing, to vary, add or waive any term or condition on the GT Experiences website, including any term or condition set forth in the preceding provisions.

NOTE: GT EXPERIENCES IS NOT RESPONSIBLE FOR ANY TYPOGRAPHICAL OR PRINTING ERRORS FOUND ON OUR WEBSITE.

ARBITRATION: Any controversy or claim arising out of or relating in any way to these Terms and Conditions, to this Tour Agreement, to the GT Experiences

website, or any other information relating in any way to the trip, or to the trip itself shall be resolved exclusively by binding arbitration in New Jersey in accordance with the commercial rules of the American Arbitration Association then existent. In any such arbitration the substantive (but not procedural) law of New Jersey will apply. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.