



www.QueenVictoriaTravel.com

TERMS AND CONDITIONS FOR TRAVEL MANAGEMENT SERVICES

YOUR AGREEMENT WITH QUEEN VICTORIA TRAVEL, INC.

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THIS SITE. THESE TERMS OF USE INCLUDE AN AGREEMENT TO ARBITRATE CLAIMS (pages 16-17). BY ACCESSING OR USING THE SITE AND ANY PAGES WITHIN, YOU AGREE TO BE BOUND BY THESE TERMS OF USE. IF YOU DO NOT AGREE TO THESE TERMS OF USE, DO NOT ACCESS OR USE THIS SITE, OR ANY SECTIONS WITHIN.

Before Queen Victoria Travel, Inc. makes arrangement for your flight, hotel, car rental, tour, cruise, or other trip services, we require that you acknowledge your agreement with the following terms and conditions. Please thoroughly review these terms and conditions.

- These terms and conditions apply to yourself, your family and/or traveling companion(s) and groups that you represent or make payment on their behalf.
- The booking passenger, by accepting this receipt and making payment to Queen Victoria Travel, Inc., acknowledges that you, your family and/or traveling companion(s), and group travelers have been advised of, reviewed, and hereby accept Queen Victoria Travel, Inc.'s, terms and conditions and contract for travel related services.

The purchase of a travel booking constitutes a contractual agreement between the traveler(s), customer(s), passenger(s) and/or purchaser(s) (collectively as "**You**", "**Your**", and "**Traveler**"), and Queen Victoria Travel, Inc. ("**Queen Victoria Travel**", "**We**", "**Us**") pursuant to the following terms and conditions ("**Terms**", "**Agreement**"):

SELLER OF TRAVEL: Queen Victoria Travel, Inc. is registered with the State of Florida as a Seller of Travel. "Fla. Seller of Travel Ref. No. ST43139. The Florida Seller of Travel laws require all sellers of travel to have a surety bond. Queen Victoria Travel, Inc. is a licensed, insured and bonded travel agency.

TRAVEL AGENT: Queen Victoria Travel acts as a travel agent only. We sell various travel-related products on behalf of numerous transport and accommodation service providers, including, but not limited to, airlines, coach, rail, cruise line operators, and hotels. Queen Victoria Travel does not own, operate, manage, or control these independent suppliers of

services and is not liable for their acts or omissions. Queen Victoria Travel's obligations to you are to make travel bookings on your behalf and to arrange relevant contracts between you and the travel service providers. We have no responsibility for these services, nor do we have the authority to make any warranty or representation regarding their standard. Requests cannot be guaranteed. All bookings are subject to the terms and conditions and limitations of liability imposed by these travel service providers. You understand that your legal recourse is against the specific provider, not Queen Victoria Travel, Inc. Conditions can change rapidly in a country at any time. It is your responsibility to check the USA Government Travel advisories for your intended destination at travel.state.gov/content/travel.html.

SUPPLIERS: Passenger(s) acknowledge and understand that airlines, cruise lines, tour operators, and other Suppliers and Vendors have their own contracts covering cancellation penalties and other terms and conditions, and that you may be bound by those contracts regardless of whether you receive notice of their terms. Pricing and availability may change without notice. Passenger(s) agrees that Queen Victoria Travel, Inc. is not responsible for any errors or omissions in any quotes, advertisements, including on our website, resulting in inventory, content, or pricing discrepancies nor is Queen Victoria Travel, Inc. responsible for any errors or omissions that may occur as a result of incorrect information from third parties. Suppliers reserve the right not to honor any published prices that it determines were erroneous due to electronic, printing, or clerical error. Service providers reserve the right to refuse service to travelers at their sole discretion. Queen Victoria Travel, Inc. assumes no liability for the acts of the service provider in refusing service. You acknowledge this right and agree to hold Queen Victoria Travel, Inc. harmless for any actions or damages arising from Supplier pricing.

TRAVEL BOOKINGS: You warrant that you are at least 18 years of age and possess the legal authority to enter into this agreement and to make travel bookings with Queen Victoria Travel by any means, including our website in accordance with all terms and conditions herein. You agree to be financially responsible for all of your travel bookings (as well as for use of your account by others including without limitation, minors living with you). You agree to supervise all usage of Queen Victoria Travel, Inc.'s communication under your name and/or account. You agree that travel services reservations facilities provided by Queen Victoria Travel, Inc. shall be used only to make legitimate reservation or purchases for you or for another person for whom you are legally authorized to act. You also warrant that all information supplied by you or members of your household transacting business with Queen Victoria Travel, Inc. is true and accurate. Without limitation, any speculative, false, or fraudulent reservation or any reservation in anticipation of demand is prohibited. Booking Accuracy: Travelers(s) is/are required to immediately review all aspects of his/her/their bookings to verify the following information to include but not be limited to: passenger(s) names, date of birth, mailing address, phone number, email address, pricing, airfare (if applicable), arrival/departure airports & dates/times, accommodations, cruise ports/destinations and any other organized activities on your booking confirmation.

- Please notify Queen Victoria Travel, Inc. immediately if any omissions and/or corrections are needed regarding the booking details.
- Passenger(s) voluntarily assumes full and sole responsibility for any and all risks and/or costs involved with failure to report such errors and/or omissions.
- Unused services are NON-REFUNDABLE.

- **SPECIAL REQUESTS:** If you request special arrangements such as adjoining rooms/room locations, bedding requests, specific assistance or special meals, we will pass your request to the vendor on your behalf. However, since these requests lie outside our contracts with our suppliers, we cannot guarantee special requests unless otherwise stated.
- **PASSENGER AGREEMENT:** All passengers are required to execute (sign) a Travel Service Agreement upon booking travel. By so doing, the traveler formally accepts Queen Victoria Travel, Inc. Terms & Conditions which includes but is not limited to: Assumption of Risk/Safety, Release from Liability, and Binding Arbitration Clause. Completion of the Passenger Agreement constitutes agreement to the Terms & Conditions and Queen Victoria Travel, Inc.'s Release from Liability, Assumption of Risk and Binding Arbitration Clause.
- Queen Victoria Travel, Inc. reserves the right to cancel bookings and return deposits if the Passenger Agreement is incomplete, not properly executed, or not received at the time of booking.

REFUSAL OF SERVICE: Queen Victoria Travel, Inc. reserve the right to refuse service to travelers at its sole discretion, including without limitation, if the traveler: a) Lacks proper documentation for the travel destination, b) has a contagious disease; c) Is under the influence of alcohol, drugs, or narcotics; d) Manifests disruptive and/or unruly behavior. Also, Queen Victoria Travel assumes no liability for the acts of the service provider(s) in refusing service(s) to traveler(s).

RIGHT TO CORRECT ERRORS/OFFERS SUBJECT TO AVAILABILITY: We reserve the right to correct errors. All land and event offers are subject to availability and may change without notice. In the event of a land or event pricing error or omission, we reserve the right to adjust such pricing or make any other corrections.

POWER OF ATTORNEY: As our traveler, you hereby appoint Queen Victoria Travel, Inc. to be your attorney-in-fact for the purpose of signing all documents necessary to purchase and issue airline tickets, tours, cruises, insurance, and hotel guarantees etc. You authorize any of the attorneys-in-fact to authorize credit card authorizations for said purchases whenever any of the suppliers receives an online, phone, or email booking request reasonably believed to be from you or someone authorized to act on your behalf, requesting travel arrangements be charged to your credit card account. You agree that you will pay for all such authorized purchases and will not hold Queen Victoria Travel, Inc. responsible for any of our actions pursuant to this power of attorney.

REAL ID: Beginning May 3, 2023, if you plan to use your state-issued ID or license to fly within the U.S., it is your responsibility to make sure it is REAL ID compliant. If you are not sure if your ID complies, please check with our local state department of motor vehicles, or visit <https://www.dhs.gov/real-id>.

IDENTIFICATION: Customers full name as printed on his/her government issued identification is required in order to make reservations with Queen Victoria Travel, Inc. The name, date of birth, and gender that appears on your passport or government issued ID must match exactly that same as the information listed on your airline ticket(s) and booking records.

- After travel documents have been issued, if any name changes are required, the traveler will be responsible for all name change fees, if applicable.
- Queen Victoria Travel, Inc. will not be responsible for passengers who are denied boarding due to inaccurate information.

QUOTE DEPOSIT FEE: There is a \$35 NON-REFUNDABLE quote deposit fee that must be paid in full at time of request. Your \$35.00 will go towards your vacation, if you decide to book with us. Please note: Quotes are valid for seven (7) calendar days maximum, at which time, a deposit or full payment will be due. The quote includes up to two (2) destinations and three (3) accommodations for each destination. Additional quotes may require additional fees. See PRICING/PLANNING FEES for further details.

BOOKINGS: Please visit our website at <http://www.QueenVictoriaTravel.com> and complete the inquiry or contact us via email: info@queenvictoriatravel.com.

- NON-REFUNDABLE/NON-TRANSFERRABLE deposit is required to reserve your spot, unless otherwise specified. See trip details for details.
- Booking Accuracy: Travelers(s) is/are required to immediately review all aspects of his/her/their bookings to verify the following information to include but not be limited to: passenger(s) names, date of birth, mailing address, phone number, email address, pricing, airfare (if applicable), arrival/departure airports & dates/times, accommodations, cruise ports/destinations and any other organized activities on your booking confirmation.
- Please notify Queen Victoria Travel immediately if any omissions and/or corrections are needed regarding the booking details.
- Passenger(s) voluntarily assumes full and sole responsibility for any and all risks and/or costs involved with failure to report such errors and/or omissions.
- Unused services are NON-REFUNDABLE and NON-TRANSFERABLE.

GROUPS: Each individual 18 years of age and older must sign Queen Victoria Travel, Inc. Terms & Conditions “Agreement” at the time of reservations/bookings. NO EXCEPTIONS. Queen Victoria Travel sponsored Group Travel trips are for ADULTS ONLY unless otherwise specified. However, you are welcome to book your own group trips without a Queen Victoria Travel representative present. Independent group trips must designate a group leader. The group leader will be responsible for corresponding with QVT’s specialist and execute a Group Contract. The Independent Group Leaders agrees to the following:

- To be attentive to the specialist communications regarding travel and relay the information to the group.
- To give his/her diligence to relevant travel warnings and relay information to the group.
- To encourage group travelers to make reservations exclusively through Queen Victoria Travel.
- Group leader and fellow travelers agree to make ALL payment by the stated deadlines.
- Group leader and fellow travelers agree to each sign the Terms & Conditions.

GROUP HARMONY: To ensure the desired group synergy, Queen Victoria Travel, Inc. reserves the right to accept, reject or expel any individual who is deemed disruptive or incompatible with the interests of the group, including, but not limited to, individuals who are intoxicated and/or under the influence of drugs leading to a negative experience for the

remainder of the group. Expenses, including cancellation fees and/or costs for alternate travel plans or to return home, will necessarily be borne by the passenger. All unused services are non-refundable and non-transferrable.

MINOR CHILDREN: No person under the age of 18 may use Queen Victoria Travel, Inc. website and/or services. Person under the age of 18 must be accompanied by an adult when traveling- NO EXCEPTIONS. Accompanying adults are responsible for the safety of their minor child(ren) as well as providing all necessary safety equipment such as: infant/child seats etc. when necessary.

- **IMPORTANT:** When traveling internationally, due to the increase in child(ren) abduction(s), a child(ren) under the age of 18 who will be traveling with an adult other than his/her parents, or with only one parent, a **NOTARIZED “MINOR TRAVEL CONSENT FORM”** (<https://www.us-passport-service-guide.com/minor-travel-consent-form.html>.) granting authorization for the child(ren) to travel should be completed in order to travel internationally.
- **Queen Victoria Travel, Inc. requires a copy of the executed notarized Minor Travel Consent Form be provided no later than 60 days prior to trip departure.**
- Customers can also contact the embassy/consulate of the country or countries the minor child(ren) will be visiting to confirm travel entry requirements. This proactive step can help avoid issues at border crossings and during the child's (children) stay abroad.

PRICING (IMPORTANT CONDITIONS): Prices are based on the current rate in effect. Prices are subject to increase prior to the time you make full payment. Prices are not subject to increase after you make full payment, except for charges resulting from increases in government-imposed taxes or fees. By signing below, you expressly acknowledge your acceptance of these conditions (i.e., increases before full payment and increases attributable to government-imposed taxes or fees after full payment will be your responsibility) applicable to your purchase. Also, changes in/to your original booking may cause a price adjustment.

- **Covered/Non-Covered Services:** See trip itinerary for covered and non-covered services.
- **Groups:** Any changes or deviations requested by the group must be signed for by the group leader traveling with the group. Payment for any additional changes signed by the group leader is the responsibility of the group.

PLANNING FEES: All fees are non-refundable and non-transferrable. Queen Victoria Travel, Inc.’s professional travel consultants are committed to providing personalized attention and the best service possible. We take pride in working with the travel planner. Our focus is to provide you objective and unbiased recommendations that may best meet your needs. Our knowledge and expertise garnered from first hand travel, our colleagues, our clients, and our global suppliers.

Queen Victoria Travel agents assess the following fees to help defray non-recoverable costs related to arranging your travel. “*Per booking*” or “*per invoice*” is a single fee covering all persons sharing the same itinerary **and** booked on one invoice. Whereas, a “*per ticket*” or “*per person*” fee applies to each person.

Other Fees

- There is a \$35.00 non-refundable quote deposit required to proceed. Your \$35.00 will go towards your vacation, if you decide to book with us. Please note: Quotes are valid for seven (7) calendar days maximum, at which time, a deposit or payment in full will be due. A specialist will send a formal quote to you via email in three (3) business days unless otherwise specified.
- **Last Minute Changes:** Minimum \$100 per person for last minute requests within two (2) weeks of departure for research and special handling of your traveling needs.
- \$25 for printed copy of some electronic documents (if you prefer not to download them yourself) plus shipping fee.
- \$50 minimum for express or overnight delivery of tickets or documents, if you prefer not to download them yourself.

Airline Tickets:

- It is YOUR RESPONSIBILITY to Arrange Air Travel and Transportation to and from where your travel originates unless otherwise stated in writing.
- If assistance is requested for airline tickets, traveler will be assessed a minimum of \$35 per invoice.
- Queen Victoria Travel shall not be responsible for air or ground schedule changes.

If you have questions about any of our planning fees, please contact our office for clarification at info@queenvictoriatravel.com.

PACKAGE PRICING – EXCLUSIONS: If you have not paid for your vacation in full, you will be responsible for any increases in the price of any and all components of the vacation package. Queen Victoria Travel reserves the right to re-invoice your reservation should an error be made in computing your vacation price. You may incur additional expenses that are not included in the package price, including but not limited to: gratuities, meals and beverages; passport/visa fees; airline seat assignments and baggage fees; departure taxes, environmental levies and hotel energy surcharges; resort fees, car seats; rental cars; transfers, optional excursions; and items of a personal nature. Rates for packages including a rental car do not include state/local taxes, gasoline, optional insurance, Collision Damage Waiver (CDW), underage driver charges if under the age of 25, or airport charges, which are payable directly to the rental car company.

ADDITIONAL FEES: Additional taxes and surcharges that cannot be pre-collected may be charged locally by car rental agencies, hotels or other suppliers. Most properties and vehicle rental/leasing companies require a credit card imprint at check-in.

MONEY IS NOT HELD IN A TRUST FUND: All money paid by you to Queen Victoria Travel will be our property and will be a debt due and payable to the travel service provider. You agree and acknowledge that such money will NOT be held in a trust fund for you nor on your behalf. Queen Victoria Travel, Inc. may hold such money in an account as we see fit including with our own and/or other customers money.

PAYMENTS: Can be made online with debit/major credit cards. Acceptable payment methods: VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS, PAYPAL, APPLEPAY (US currency). All payments will be made via our portal and a receipt will be generated.

- **Deposit:** A deposit is due at the time of booking. All deposits are NON-REFUNDABLE and NON-TRANFERRABLE. All bookings (except where specified) will require a deposit and will be clearly noted the amount due and monthly payment plan.
- **Any payment of a deposit constitutes a full acceptance of the Terms & Conditions specified Herein.**
- **Form of Payment:** US currency, major credit cards or debit cards. Payments are non-refundable and nontransferable.
- **Full Payment:** All reservations can be paid in full at time of booking as long space is still available.
- **Payment Plan:** Payment plans are available.
- **Late Payment:** Customer will be assessed a late payment if he/she has an outstanding balance after the FINAL PAYMENT DUE DATE. The late fee will automatically be added to the customer invoice one day after the final payment date. Late fees vary.
- **Cancellation:** Cancellations will only be accepted in writing once reservation has been made. Email cancellation request to info@queenvictoriatravel.com and include: full name, account number, and travel date. Call or text 561-819-2552 if a cancellation email confirmation is not received within three (3) business days.
- **Last Minute Reservations:** Based on availability and deposit required. If services are confirmed, full payment is due within 24 hours and all cancellation penalties will apply. If requested services cannot be confirmed, deposit will be refunded.
- **Reservation Changes:** Changes to an existing reservation, regardless of the cause, will incur a per person charge plus any additional supplier/vendors fees. Fee based on trip.
- **Reservation Reinstatement:** Cancelled reservations may be reinstated if space is still available and the traveler contacts our agency in writing within 14 calendar days of the cancelled trip. Reinstatement fees are: \$50 (Domestic) and \$200 (International). Payment must be made at the time of reinstatement.

CREDIT CARD TRANSACTIONS & CHARGEBACKS: When business is conducted via the use of credit or debit cards including MasterCard, Visa, Discover, Diners club and American Express, etc., you will be required to provide a signed authorization form for every transaction relating to your vacation (a separate form will be supplied for your signature). Your authorization, be it the full formal authorization or the shortened text version of authorization is a binding agreement for Queen Victoria Travel to charge your card and as such, you waive any right to a chargeback in the case of a cancellation for any cause (except fraud), including a force majeure event and agree to the refund policies dictated by the travel supplier. In the event a client attempts to chargeback, reverse, or recollect a payment already made without Queen Victoria Travel express written consent, Queen Victoria Travel reserve the right to collect all additional costs, fees and expenses associated with such chargeback, reversal or recollection including, without limitation, attorney fees and Queen Victoria Travel cancellation fee of \$150.00 per person.

If for any reason, any travel service provider is unable to provide the services for which you have contracted, your remedy lies against the provider, and not against Queen Victoria Travel. If the

credit card is declined, you guarantee that you will settle any amounts owed to Queen Victoria Travel via money order or cash immediately.

REFUNDS: ALL PAYMENTS to Queen Victoria Travel, Inc. are NON-REFUNDABLE and NON-TRANSFERRABLE. No refunds for unused services. See information regarding Travel Insurance below.

- **Reimbursement:** For customers who purchased Travel Insurance ONLY. See Travel Protection/ Insurance details below.
- If the customer cancelled after final payment date, a cancellation fee will be charged from the supplier/vendor because your reservation and accommodation will have been confirmed. Cancellation fees varies. You will be responsible for cancellation fees. If travel insurance was purchased, check your policy for reimbursement details.
- If the customer did not purchase travel insurance, you will be charged the cancellation fee.

TRAVEL PROTECTION/INSURANCE: It is terrible to miss vacation, but it is worse to lose the money that was paid. For your protection, we strongly recommend that you purchase travel insurance. **TRAVEL INSURANCE PROTECTS THE TRAVELER/PASSENGER** in event of but not limited to: (options below are based on the insurance plan the traveler purchase).

- Trip cancellations – may provide reimbursement for unused, non-refundable, prepaid trip costs if you need to cancel your trip for a covered reason.
- Trip interruptions – may recoup trip costs if traveler is not able to continue trip due to a covered event. Some plans may include reimbursement for additional transportation costs to return home.
- Travel delays
- Missed Connections flights/cruises
- Illness/Medical emergencies/medical evacuations
- Transportation costs to return home
- Lost, damaged, or stolen luggage/personal effects
- Supplier default/bankruptcy
- Accidental death/disability
- Employment loss/change of plans

However, no representation or description of the insurance made by Queen Victoria Travel to you constitutes a binding assurance or promise about the insurance. Queen Victoria Travel is not an insurance company and has no responsibility for the submission, payment, or adjustment of any insurance claims. Any insurance claims that may fall under the relevant travel insurance policy must be submitted to the insurance company identified in the policy.

- Travel protection insurance is **NOT** included in your travel package. There is an **additional charge** for purchasing travel protection insurance.
- **Queen Victoria Travel, Inc. is a licensed and authorized seller of travel insurance with Allianz Global Assistance. Although Queen Victoria Travel is the seller of travel insurance, you are under no obligation to purchase coverage with us. You may search elsewhere.**

- **If purchasing travel insurance, we urge you to thoroughly read your policy's confirmation of benefits.** This information includes but is not limited to: details on the extent of coverage and procedures for making a claim. Please note that the travel insurance provider may not be allowed to discuss your claim with Queen Victoria Travel due to privacy laws such as HIPAA. Passenger(s) acknowledge and agree that Queen Victoria Travel has no control over the travel insurance provider or its coverage decisions, and as a result Queen Victoria Travel is not responsible for and shall not be liable for policy coverage, claims processing, or the denial of any claims.
- Queen Victoria Travel employees, and/or ambassadors are not authorized and/or qualified to answer any questions regarding benefits, exclusions, and/or any conditions of any of the insurances offered. Neither are we authorized and/or qualified to evaluate the adequacy of your existing insurance coverage.
- **By declining appropriate travel insurance,** passenger(s) acknowledges and accepts liability for any cancellation penalties, damages and/or out-of-pocket expenses incurred. A WAIVER must be signed in order to book travel.

PASSPORTS AND VISAS: Travelers are responsible for ensuring that they have the proper travel documents and should check with the respective consulate(s) or visa agency to determine whether any visas or passports are required.

https://travel.state.gov/content/travel/en/passports.html/passport_1738.html

- The travel description on Queen Victoria Travel sites pertains to US citizens only.
- Non-citizens should check with the respective consulate of the country(ies) to be visited for current entry requirements.
- Queen Victoria Travel strongly recommends that you take into consideration that certain countries require will not admit a traveler if their passport expires within six (6) months of the return date of travel.
- Non-United States citizens may require additional documentation.
- Children and infants also require all such travel documents.
- A full blank "VISA" page may be required for some countries for the purpose of stamping passport.

TRAVEL DOCUMENTS: Prior to the trip, travel documents and travel instructions will be emailed to travelers whose full payment has been received by the FINAL PAYMENT DUE DATE.

- If the customer prefers to receive travel documents/travel instructions via regular US Mail (United States Postal Service), there is a \$25 mailing fee that must be paid prior to mailing. After receipt of payment, please allow 3 business days for travel information to be mailed to the customer street address (NO PO BOXES.)

FORCE MAJEURE (Unforeseeable circumstances)

Force Majeure are events that happens that is out of that person control. There may be times when either party are unable to perform, or complete performance, under the travel contract for reasons out of that person control, makes performing under the contract inadvisable, commercially impracticable, illegal, or impossible. Events that may trigger this provision include, but are not limited to, acts of God, acts of government, acts of war or civil unrest, insurrection or revolts, military action, strikes or other labor activities, criminal or terrorist activities of any kind, or the

threat thereof, pandemics, epidemics, illnesses or health conditions prevalent in the area of travel, earthquakes, hurricanes, lightning, and explosions, unexpected legislation, or any other event outside the reasonable control of either party. If a force majeure occurs, the parties will follow the supplier's cancellation policies, terms and conditions, and travel proposal and the customer will be informed of his/her options. Any changes to those policies are at the sole discretion of the supplier (if applicable) and Travel Agency.

DISABILITIES/SPECIAL NEEDS SERVICES/FACILITIES: Should you desire any special service or equipment to assist with a disability, please let Queen Victoria Travel know at the time your reservation is made so Queen Victoria Travel can advise the service provider. Please note that services vary by carrier and resort. Although we will do our best to accommodate you, Queen Victoria Travel will not be responsible in event the we are unable to do so nor is Queen Victoria Travel responsible for any denial of services by carriers, hotels, restaurants, or other independent supplies, etc. Additionally, Queen Victoria Travel, Inc. does not guarantee the availability of wheelchairs at any airport. Wheelchair accessible rooms may be requested but cannot be guaranteed. Standards vary by property and country, may not be consistent with the standards required by the Americans With Disabilities Act, and are not within the control of Queen Victoria Travel, Inc.

- **Wheelchairs & Walkers:** Pursuant to the Americans with Disabilities Act (ADA), Queen Victoria Travel seeks to accommodate disabled travelers to the extent possible and consistent with the specific itinerary. Customers are required to advise Queen Victoria Travel of his/her accessibility needs prior to booking trip in order for Queen Victoria Travel to determine if the supplier/vendor can accommodate the customer.
- **International Travel/Tours:** The Americans with Disabilities Act (ADA) is only applicable within the United States and facilities for disabled individuals are limited outside its borders. Most transportation services, including the touring motor coach, are not equipped with wheelchair ramps. Motorized scooters are not suitable on international tours.
- **Service Animals:** Service animals cannot be accommodated on international escorted tours. Passengers on USA escorted tours who require a service dog because of a disability should check with Queen Victoria Travel, Inc. prior to booking a trip.

We regret that we CANNOT provide individual assistance to a vacation participant for walking, dining, getting on and off motor coaches, and other vehicles, or other personal needs. A qualified and physically able companion must accompany travelers who need such assistance and must assume full responsibility for their well-being. The passenger assumes the full risk of use and of any prohibitions imposed by vendors/suppliers.

Queen Victoria Travel, Inc. reserves the right to reject participation or remove any individual from a trip if notification was NOT provided and/or when, in Queen Victoria Travel, Inc. sole judgment, customer continued participation would significantly hinder the services to be provided to all guests. Expenses, including cancellation fees and/or costs for alternate travel plans or to return home, will be the sole responsibility of the passenger.

HEALTH AND SPECIAL REQUIREMENTS: It is your responsibility to ensure you are aware of any health requirements, health advisories, or health travel restrictions applicable to your travel destinations and to ensure that you carry all necessary vaccination documentation. Queen Victoria

Travel is not responsible for providing you with this information. Travel carriers and local authorities at travel destinations may require specific testing prior to boarding and/or upon arrival at your destination, including, but not limited to, a temperature check as a result of the COVID-19 pandemic. You may be denied entry onto your carrier and/or entry upon arrival at your destination, or be required to self-quarantine at your destination and upon your return to the United States. You must comply with local government regulations. Additional costs are your responsibility. Check with the Center for Disease Control and Prevention for current information prior to and during your travel. <http://www.cdc.gov>.

ASSUMPTION OF RISK/SAFETY: Travel to certain destinations may involve greater risk than others. Queen Victoria Travel, Inc. urges customers to remain informed on a daily basis as to current news events, as well as to review travel prohibitions, warnings, announcements, and advisories issued by the United States Government prior to booking travel to any destination domestically and internationally. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found at <http://www.state.gov>, <http://www.tsa.gov>, <http://www.dot.gov>, <http://www.faa.gov>, <http://www.cdc.gov>, and <http://www.cbp.gov>.

HEALTH & SAFETY TIPS FOR TRAVELERS: We strongly recommend that you visit the U.S. Department of State website <http://www.travel.state.gov>, as well as the Centers for Disease Control and Prevention website, <http://www.cdc.gov>, which include important information on foreign travel such as travel advisories, warnings and restrictions issued by the U.S. government. You are responsible for complying with the health requirements of the countries you intend to visit. Queen Victoria Travel highly recommend that you consult with your physician prior to traveling regarding your travel plans as well as discussing any immunizations that may be recommended or required. Use common sense while vacationing abroad. In addition, be cognizant of the effects of mixing alcohol and certain medications. Should someone in your party become ill, alert the resort front desk for immediate medical attention or call the emergency number provided by the resort. While traveling, if you have medical issues or concerns about medical services, Queen Victoria Travel urge you to contact your resort, tour operator, airline carrier, or cruise line with specific questions. Please be aware that medical standards and training of emergency responders and medical facilities vary greatly, and health care abroad may not be the same as you might expect at home. It may be standard policy for hospitals and medical providers abroad to require cash payment upfront for services. Check with your insurance provider regarding claims for reimbursement. Sports and aquatic equipment, especially scuba gear, may not meet U.S. safety standards and many resort pools and beaches may lack lifeguards. Balcony railing heights in Mexico are lower than the mandated heights in the United States, and also may be lower in other countries. Low balcony railings create a risk of falls, which may result in serious injury or death. By offering for sale travel to particular destinations, Queen Victoria Travel, Inc. does not represent or warrant that travel to such destination is without risk, and is not liable for any damages or losses that may result from travel.

INDIVIDUAL ENTRY AND EXIT REQUIREMENTS: Each foreign country holds different views of past criminal offenses, whether within or outside of their boundaries. If you have a current or past offense, and you are unsure how the country you are traveling to (or through) views that offense, please contact that country directly for entry and exit requirements. (Details can be found at <https://travel.state.gov/content/travel.html>). Queen Victoria Travel feels that it is an invasion of privacy for our staff to make such inquiry. For example, if traveling to or through

Canada, Americans with a Driving While Intoxicated/Under the influence (DUI) record should always check whether current rules exclude admission and potential waiver. (See: www.cic.gc.ca/english/information/faw/inadmissibility/index.asp.)

AIRLINE CARRIERS: Queen Victoria Travel is not responsible for the services and policies imposed by the airlines. Airline schedules and flights are subject to change without notice. Queen Victoria Travel have made arrangements for air transportation to your vacation destination via regularly scheduled certificated air carriers or other air carriers who have duly filed with and are authorized to operate air transportation and public charter transportation by the U.S. Department of Transportation. All air travel is subject to the terms and conditions of the operating air carrier. When you fly to and from your destination the Conditions of Carriage apply, some of which limit or exclude liability. The Conditions of Carriage are available on the air carrier's website or by request at the airport.

- **Airline Tickets:** Once full payment is received; airline tickets will be issued and are fully non-refundable. Name changes, may be subject to a fee.
 - a. E-tickets expire a year from issue date unless carrier fare rules in passenger's itinerary fare provide otherwise
- **Airline Seat Assignments:** The airlines bear sole authority of assigning seats on group flights. All Queen Victoria Travel airline contracts are for economy class seats only (unless otherwise noted). If you require another class of service, you may consider purchasing your own flights and purchasing your land only package from Queen Victoria Travel.
- **Airline Frequent Flier Programs:** Passengers are responsible to contact their airline directly regarding mileage eligibility and accrual. We highly recommend passengers to provide their frequent flier account information whenever checking in online and/or at the airport check-in desk. Passengers are also responsible to determine whether previously earned mileage may be applied to flights to secure upgrades.
- **Airline Name Changes:** Subject to an additional fee and must be submitted in writing. Queen Victoria Travel will not be held responsible for the denial of services by a carrier due to any name discrepancy.
- **Airline Taxes & Fuel Surcharges:** If you purchased airfare, airline taxes and fuel surcharges are included. Prior to completion of full payment there is a potential for a price increase(s) due to increases in government-levied taxes and fees and/or fuel surcharges. To avoid potential increases, you may choose to accelerate your final payment in order that your tickets may be issued. Once issued, airline tickets are no longer subject to potential increases but are fully non-refundable. Certain overseas domestic flights are subject to air taxes which can only be paid locally; in these cases, the specific flights and amounts of those taxes are indicated in our package presentation and pre-departure documentation.
- **Baggage/luggage:** Many airlines apply charges for checked bags. Queen Victoria Travel is not responsible for checked bag fees, excess luggage or weight charges levied by an airline. If your luggage is lost or damaged by the airlines, a baggage claim form **MUST** be filed with the carrier before leaving the airport. We recommend that you use brightly colored luggage tags, straps or other identifiers to help you locate your luggage upon arrival or to describe it if it is lost.
- **Schedule Changes:** In the event of an airline schedule change, Queen Victoria Travel will make every effort to inform passengers of the schedule change and new flight

schedule prior to departure. Queen Victoria Travel is not responsible for schedule changes including, when applicable, changes in routing and/or the number of stops in the itinerary. Queen Victoria Travel is unable to provide compensation for schedule changes, seat assignment modifications, or cancellations implemented by an airline.

- a In the event of any change in flight itinerary made directly between passengers and their airline, it is the passengers' responsibility to advise us immediately of amended flight details in writing at Victoria@QueenVictoriaTravel.com.
- b Queen Victoria Travel cannot be held responsible for land services, including arrival and/or departure transfers, if flights are changed without its knowledge.

HAZARDOUS MATERIALS RESTRICTIONS:

Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and radio-pharmaceuticals. There are special restrictions and limitations for transporting Hazardous Materials and specifically Lithium Ion batteries, refer to <https://www.faa.gov/go/packsafe> for more information. In the event a carry-on bag cannot be accommodated in the passenger cabin and has to be placed below in a cargo bin for any reason, any electronic device or spare Lithium-ion or any other type of battery permitted in carry-on baggage **MUST** be removed from the carry-on bag and remain in the possession of the passenger in the passenger cabin. For further information, contact your airline representative.

INSECTICIDE NOTICE INTERNATIONAL FLIGHTS: Some countries may require aircraft cabin insecticide spraying for all in-bound foreign flights prior to boarding flight or while passengers are on board the aircraft. Federal law requires that Queen Victoria Travel refer you to the Department of Transport Disinfection website for more information which includes a list of such countries. See website: <https://www.transportation.gov/airconsumer/spray>.

HOTEL ACCOMMODATIONS: One (1) or two (2) beds. Please understand although we will make a bed type request on your behalf, bed types are subject to availability, **room selection in all cases is strictly at the discretion of the hotel's management on a run-of-house basis.** Triple and quad occupancy rooms may be charged additional fees. See itinerary for specific room details.

TRANSPORTATION: See itinerary for transportation details and tipping. If you purchase a land-only tour, or if you deviate from the arrival and/or departure dates as stated in the itinerary, you will have the responsibility to purchase your own transfer to the hotel. Queen Victoria Travel or the transfer company will not be responsible for flight delays, for any reason. In case of a delay, whether due to flight delay, immigration and customs, or time spent reporting baggage damage or loss, it will be your responsibility to make other transfer arrangements. Transfer costs are not refundable and any additional expenses will be your responsibility.

- **SMOKING NOT ALLOWED ON TRANSPORTATION THAT IS EXCLUSIVELY USED BY QUEEN VICTORIA TRAVEL, INC.**

CAR RENTAL: Minimum age requirements may apply, contact the rental car company for specific information. A valid driver's license and major credit card in the driver's name are

required. Car rental companies reserve the right to place a hold on funds on your credit card until the car is returned. The dollar amount of the hold varies by rental company.

RAIL: Once full payment is received from all travelers, Queen Victoria Travel will select train times, rail tickets will be issued and are fully non-refundable. Passengers traveling with a group may not request alternative train times. When issued, rail tickets are valid for the dates and times specified. Changes are no longer possible nor can amendments be completed on board the train, once the booked train has departed. Queen Victoria Travel does not control seat assignments which are entirely at the discretion of the rail companies.

- Once rail tickets are issued they are fully non-refundable and non-changeable.

CRUISES: Ship & Itinerary Changes: Cruise itineraries and ships are subject to change without notice. Queen Victoria Travel, Inc. takes no responsibility for ship substitutions or itinerary changes imposed by a cruise line and is not responsible for any losses you may incur including the issuance and/or cancellation of airline tickets or visa fees.

POST-VACATION CONCERNS: If you have a complaint while on vacation you must provide Queen Victoria Travel, Inc with a reasonable opportunity to rectify the issue during your vacation by promptly notifying your supplier who will make every effort to assist. If the matter cannot be settled on the spot, please contact your travel advisor immediately upon your return. Please understand that we cannot consider post-vacation submissions if you did not provide Queen Victoria Travel with a reasonable opportunity to assist you during your trip.

INDEMNIFICATION: You agree to indemnify Queen Victoria Travel and our affiliates, and any of our Suppliers, and any such parties', officers, directors, employees, ambassadors, and agents from and against any claims, causes of action, demands, losses, damages, or other costs (including reasonable legal and accounting fees) brought by you or third parties as a result of (a) breach of this Agreement, (b) your violation of any law or rights of any third party, or (c) your use of our website.

QUEEN VICTORIA TRAVEL RESPONSIBILITY: Queen Victoria Travel makes-arrangements with third party suppliers as independent contractors for the various components that comprise your vacation package. We have taken all reasonable steps to ensure that proper arrangements have been made for your vacation. However, Queen Victoria Travel and its employees, shareholders, subsidiaries, affiliates, officers, directors, successors, ambassadors, agents, are not an agent of these independent travel providers and we expressly disclaim any liability for their actions or omissions.

RELEASE FROM LIABILITY: Queen Victoria Travel its employees, shareholders, subsidiaries, directors, officers, ambassadors, affiliates and successors are not an agent of these independent travel providers nor do we own or operate any entity which is to or does provide goods or services for your trip including without limitation: ownership or control over hotels or other lodging facilities, airline, vessels, motor coach, vans or other transportation companies, local ground operators, providers or organizers of optional excursions or equipment used thereon, food service or entertainment providers, etc. All such persons and entities are independent contractors and are in no way affiliated to Queen Victoria Travel or any of Queen Victoria Travel's affiliated entities. As a result, Queen Victoria Travel is not liable for any

negligent or willful act or failure to act of any such person or entity, or of any other third party. Without limitation, Queen Victoria Travel is not responsible under any circumstances for any injury, loss, or damage to person or property, death, delay or inconvenience in connection with the provision of any goods or services occasioned by or resulting from, but not limited to, services arranged by Queen Victoria Travel any acts of God, acts of government, force majeure, acts of war or civil unrest, insurrection or revolt, strikes or other labor activities, criminal or terrorist activities of any kind, or the threat thereof, overbooking or downgrading of accommodations, structural or other defective conditions in hotels or other lodging facilities, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely or safely, dangers associated with or bites from animals, pests or insects, marine life or vegetation of any sort, dangers incident to recreational activities such as swimming, kayaking, sailing, canoeing, rafting, hiking, walking, bicycling, etc., sanitation problems, food poisoning, lack of access to or quality of medical care, difficulty in evacuation in case of a medical or other emergency, illness, epidemics or the threat thereof or for any other cause beyond the direct control of Queen Victoria Travel, Inc. Furthermore, Queen Victoria Travel and our third-party suppliers do not control and cannot be responsible for bodily injury, property damage or other loss or damage caused by factors beyond their control, including but not limited to: air turbulence, flight delays, extreme weather, government restrictions or regulations, strikes, war, acts of terrorism, mechanical breakdown, sickness or disease, epidemics or pandemics, quarantine, your physical, medical or mental disabilities, your failure to obtain valid travel documents or to follow travel instructions resulting in denied entry at destination or re-entry into U.S., and failure related to the public internet, telephone or other communication lines. Neither Queen Victoria Travel nor these third-party suppliers, or their respective subagents, shall be held liable for loss or damage to property or injury of person arising out of events of force majeure, including but not limited to strikes, war, acts of terrorism, extreme weather, flight delays or turbulence, quarantine, sickness, government restrictions or regulations, or any other cause beyond the reasonable control of such parties. In addition, I release Queen Victoria Travel from its own negligence and assume all risk thereof.

GENERAL: This agreement is governed by the State of Florida, USA. You hereby consent to the exclusive jurisdiction and venue Palm Beach County, in all disputes arising out of or relating to travel services with Queen Victoria Travel including the use of Queen Victoria Travel, Inc.'s website. Use of the Queen Victoria Travel website is unauthorized in any jurisdiction that does not give effect to all provisions of these terms and conditions, including, without limitation, this paragraph. If any part of these Terms and Conditions is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and agreement shall continue in effect.

These Terms and Conditions along with any other terms and conditions referenced herein, constitute the entire agreement between the customer and Queen Victoria Travel with respect to travel bookings made with Queen Victoria Travel by any means accessing such information including its website and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the customer and Queen Victoria Travel with respect to communications with Queen Victoria Travel, Inc. including the Queen Victoria Travel website. A printed version of this agreement and of any notice given in electronic form shall be admissible in legal proceedings based upon or relating to these Terms and Conditions to

the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. Any rights not expressly granted herein are reserved.

BINDING ARBITRATION: You and Queen Victoria Travel, Inc. hereby agree that either party may elect to resolve all disputes and causes of action arising out of any dispute concerning, relating or referring to this Agreement, the website, the brochure or any other literature concerning my trip, or the trip itself, shall be resolved exclusively by binding and confidential arbitration (“this Arbitration Agreement”) pursuant to the Federal Arbitration Act, 9 U.S.C. §§1-16, either according to the then existing Commercial Rules of the American Arbitration Association (AAA) or pursuant to the Comprehensive Arbitration Rules & Procedures of the Judicial Arbitration and Mediation Services, Inc. (JAMS).

The arbitration will be conducted under the rules and procedures of the American Arbitration Association (“AAA”) in effect at the time arbitration is started and under the rules set forth in this Arbitration Agreement.

In the event AAA is either unable, unwilling or deemed not appropriate by a court to resolve the dispute and causes of action, or you object to the AAA for good cause, then you and Queen Victoria Travel, Inc. agree to submit all disputes to Judicial Arbitration and Mediation Services, Inc. (“JAMS”) for proceedings conducted pursuant to JAMS’ Comprehensive Arbitration Rules. If there is a conflict between the rules of the AAA or JAMS and this Binding and Confidential Arbitration Agreement, this Binding and Confidential Arbitration Agreement will govern. If both of the designated arbitration forums cannot or will not administer the arbitration and you and Queen Victoria Travel, Inc. cannot reach an agreement on a substitute, it remains Queen Victoria Travel, Inc. and your intent that all disputes and causes of action be arbitrated and that a court appoint an arbitrator pursuant to 9 U.S.C. § 5. Any court-appointed arbitrator must be an actively-licensed attorney or retired judge who has been in good standing with the bar for at least ten years.

AAA or JAMS maintains lists of approved arbitrators. AAA or JAMS will provide you and Queen Victoria Travel, Inc. each a list of seven possible arbitrators. You and Queen Victoria Travel, Inc. will each have an opportunity to strike three persons from that list. You will make the first strike, and Queen Victoria Travel, Inc. and you will alternate in making strikes after that. After the last strike, the remaining person shall then serve as arbitrator.

Such proceedings will be governed by substantive (but not procedural) Florida law. The arbitration will take place in the jurisdiction of Palm Beach County, Florida unless you and Queen Victoria Travel, Inc. agree to another location. If you and Queen Victoria Travel, Inc. agree, all or a portion of the binding and confidential arbitration proceedings can be conducted by video conference.

You and Queen Victoria Travel, Inc. further agree that the arbitrator will be restricted to resolving only the claims, disputes or controversies between you and Queen Victoria Travel, Inc. Arbitration is not available and shall not be conducted on a class-wide basis or consolidated with other claims or demands of other persons. You agree not to participate in a representative capacity or as a member of any class of claimants pertaining to any disputes, claims or causes of action. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the validity, interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.

The judgment of the arbitrator shall be binding and executable in any civil court. Queen Victoria Travel, Inc. will pay to AAA its portion of the arbitration fees arising out of any single, group, or class cause of action, and you are responsible to pay for your portion of the arbitration fees. Equitable actions for temporary restraining orders or injunctions may be instituted in a court of competent jurisdiction concerning the use, misuse or improper dissemination of information.

Arbitration clause: You agree to present any claims against Queen Victoria Travel, Inc. within 30 days after your trip ends and arbitrate within one year of the incident, and you acknowledge that this expressly limits the applicable statute of limitations or statute of repose to one year. You agree that the binding and confidential arbitration proceedings will be held in the exclusive jurisdiction of Palm Beach County, Florida for all claims brought by you or Queen Victoria Travel, Inc., and you hereby submit to the personal jurisdiction of these arbitration proceedings.

This Arbitration Agreement does not affect any claims of privilege recognized at law in the jurisdiction that applies, which an arbitrator is bound to apply. Further, the Federal Arbitration Act applies to and governs this Arbitration Agreement. State arbitration laws and procedures shall not apply to the Arbitration Agreement.

Please understand that by agreeing to these terms and conditions, you and Queen Victoria Travel, Inc. are waiving our right to a trial by jury.

PRIVACY POLICY: Queen Victoria Travel, Inc. is committed to protecting the privacy and confidentiality of your personal information. Our Privacy Policy is available for viewing.

PHOTOGRAPHIC RELEASE: Queen Victoria Travel, Inc. reserves the right to take and use any photograph/video of its trips without written permission/consent of the travelers included within the photograph/video. The traveler(s) grant Queen Victoria Travel, Inc. permission to do so and for it to use same for brochures, newspapers, websites, magazines, television, books, social media, promotional/commercial, etc. The photograph(s)/video(s) of the traveler(s) will be used without payment of any compensation to traveler.

- Any person desiring not to have his/her/their photo taken or distributed must contact Queen Victoria Travel, Inc. in writing **seven (7) days prior to departure** of trip- email: Victoria@QueenVictoriaTravel.com. Please attach your photograph and write in the Subject line: **PHOTO – DO NOT USE**. If your “do not use photo” written email notification is not received by the seven (7) day prior deadline, Queen Victoria Travel reserves the right to use your photograph/video.

USE OF WEB SITE: Agreement between Customer and Queen Victoria Travel: <http://www.QueenVictoriaTravel.com> is offered to you, the customer, conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. You agree not to use or authorize the use of this information for any purpose other than personal use, and not to engage in the resale, redistribution, and use of the information on Queen Victoria Travel, Inc.’s website for any purpose including but not limited to commercial purposes. Your use of www.QueenVictoriaTravel.com constitutes your agreement to all such terms, conditions, and notices.

Links to Other Web Sites: <http://www.QueenVictoriaTravel.com> may contain hyperlinks to websites operated by parties other than Queen Victoria Travel, Inc. Such hyperlinks are provided for your reference only and does not constitute any endorsement by Queen Victoria Travel, Inc.

and/or other Suppliers. Queen Victoria Travel, Inc. does not control such websites and is not responsible for its contents or information accuracy.

LIABILITY DISCLAIMER: The information, products, and services published on this website may include inaccuracies or typographical errors. Changes are periodically made to the information which appears here. The content of this site is not guaranteed to be complete, accurate, or available and may be changed at any time without notice. Queen Victoria Travel may make improvements or changes on this website at any time. In no event shall Queen Victoria Travel, be liable for any direct, indirect, punitive, incidental, special, or consequential damages arising out of, or in any way connected with, the use of this website, or for any information, products, and services obtained through this website, or otherwise arising out of the use of this website.

RESERVATION OF RIGHTS: CHANGES TO THESE TERMS:

Queen Victoria Travel, Inc. reserves the right, in our sole discretion, to change these Terms and Conditions at any time. Updated versions of the Terms and Conditions will be posted here on this website and are effective immediately on posting. Please check frequently, especially before you use this website, to see if these Terms and Conditions changed. Use of the website after any changes to the Terms and Conditions constitutes your consent to the changes.

WAIVER: Any failure by either party at any time, or from time to time, to enforce or to require the strict keeping and performance of any of the terms or conditions of this Agreement shall not constitute a waiver of any such terms or conditions and shall not affect or impair such terms and conditions in any way or the right of such party at any time to avail itself of such remedies as it has for the breach or breaches of such terms and conditions.

ACCESS TO PASSWORD PROTECTED/SECURED AREAS: Access to and use of password protected and/or secure areas of this website is RESTRICTED TO AUTHORIZED USERS ONLY. Unauthorized individuals attempting to access these areas of this website may be subject to prosecution.

ELECTRONIC OR HANDWRITTEN SIGNATURE: Both parties (Traveler and Queen Victoria Travel) acknowledge and agree to these signature Terms: a) electronically; b) by handwritten signature; c) by any other electronic means, including, without limitation, via email acceptance of these Terms; or d) by the traveler implied consent deemed via your actions, which shall include without limitation the payment of the invoice and/or your use of the services provided by Queen Victoria Travel, Inc. or any other travel supplier related to your booking. All such means will be deemed to constitute effective acknowledgement and execution of this Agreement and shall be sufficient to bind the parties to the terms and conditions of this Agreement.

DURATION: THIS AGREEMENT COMMENCES ON THE DATE WE ACCEPT YOUR ACCOUNT OR THE DATE YOU PLACE A BOOKING THROUGH US (if agreement is properly executed) AND SHALL CONTINUE FOR THE DURATION OF TIME THAT WE PROVIDE TRAVEL MANAGEMENT SERVICES TO YOU. THIS AGREEMENT IS NON-EXCLUSIVE.

COVID-19 DISCLAIMER: On the date indicated on my signed Passenger Agreement form, I requested that Queen Victoria Travel, Inc. hereinafter known as (“Agency”) make one or more

travel bookings on my behalf. As the worldwide COVID-19 coronavirus pandemic remains ongoing at this time, I acknowledge that for this reason, and other reasons not reasonably foreseeable at this time, these travel plans may be interrupted or cancelled by the supplier that is providing them, a government entity or other third party over which Agency has no control. I further acknowledge that the supplier's own cancellation, rebooking and refund policies, subject to any applicable law that is now or may later be in effect, will govern my rights and remedies, including my right to receive a refund, in such an event. Moreover, I understand that should I elect to purchase travel insurance, the terms of the policy will dictate whether, and to what extent, coverage for any financial loss may exist under the circumstances. By signing this authorization form, I hereby agree to hold Agency harmless and release it from any and all liability for any damages, including but not limited to monetary losses, I may incur as a result of such interruption or cancellation of these travel plans.

KNOWING AND VOLUNTARY EXECUTION: The traveler, have carefully read these Terms and Conditions and the booking information sections of this document, and fully understand its contents. The traveler is aware that this is a release of liability and a contract between the traveler and Queen Victoria Travel, Inc. and agree of his/her own free will. By signing, the traveler agrees to the said Terms & Conditions without limitation to the Release from Liability, Risk/Safety and Binding Arbitration Clause for traveler, each member of his/her traveling party and any minor children accompanying traveler.

I, THE TRAVELER, HAVE READ THE ABOVE TERMS & CONDITIONS INCLUDING BUT LIMITED TO THE ACKNOWLEDGMENT OF RISKS & RESPONSIBILITY, BINDING ARBITRATION, RELEASE OF LIABILITY AND AGREE WITH ALL TERMS OF THIS AGREEMENT.

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