

## Terms and Conditions

Trinidad Family Vacations, LLC dba Travel By Trinidad

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### 1. BOOKINGS & PAYMENTS

- A deposit or full payment is required at the time of booking, subject to supplier policies.
- Prices are subject to change until full payment is made.
- Accepted Payment Methods: We accept all standard forms of payment, including but not limited to major credit cards, debit cards, bank transfers, and digital payment platforms.
- Payments will be made directly to travel suppliers whenever possible. Trinidad Family Vacations, LLC does not collect or hold supplier funds unless explicitly stated.
- Any service fees charged by Trinidad Family Vacations, LLC will be invoiced and payable separately.
- A booking is confirmed only upon receipt of payment by the supplier.
- Some reservations may be non-refundable and non-transferable. These details will be disclosed before booking.

### 2. CANCELLATIONS & REFUNDS

- Cancellation policies vary by supplier. Travelers are responsible for reviewing these policies before booking.
- Trinidad Family Vacations, LLC may charge a service fee for cancellations in addition to any supplier fees.
- Refunds, if applicable, will be processed according to the supplier's policies. Some bookings may be non-refundable.

### 3. FOREIGN NATIONAL BOOKINGS

- We are happy to assist clients residing outside the United States.
- Travelers are responsible for ensuring they meet all passport, visa, vaccination, and entry requirements for their destination and return travel.
- Additional verification or documentation may be required depending on the country of origin or destination.

### 4. CREDIT CARD CHARGES & DISPUTES

- Travelers are responsible for providing valid credit card information and ensuring sufficient funds for travel-related charges.
- Chargebacks and payment disputes must be resolved directly and promptly. Unauthorized chargebacks may result in cancellation of bookings and forfeiture of funds.

- We may request a signed credit card authorization form or government-issued identification to confirm transactions.

## 5. ERRORS & OMISSIONS (E&O) COVERAGE

- Trinidad Family Vacations, LLC maintains professional Errors & Omissions (E&O) insurance coverage for client protection.
- This policy covers unintentional booking errors made by the agency. It does not substitute for travel insurance or client responsibility for verifying documents and itinerary details.

## 6. COMPLAINTS & RESOLUTION

- Travelers must report any service issues or concerns during the trip directly to the travel supplier and notify our agency as soon as possible.
- If we are not informed during travel, our ability to intervene may be limited.
- Unresolved complaints must be submitted to us in writing within 28 days of travel completion.

## 7. TRAVEL DOCUMENTS & REQUIREMENTS

- Travelers are responsible for obtaining valid passports, visas, and any required vaccinations.
- Failure to meet entry or travel requirements is the traveler's responsibility, and refunds may not be available.
- Once payment is processed, clients will receive confirmations and documents directly from the suppliers.
- The traveler's name on the booking must match the passport exactly to avoid denied boarding.

## 8. TRAVELING WITH MEDICATION

- Some countries have import controls over certain types of medication, even those that are available over the counter in the United States.
- It is the traveler's responsibility to check local requirements and travel with appropriate documentation.
- Refer to CDC or local consulate resources for updated guidance on traveling with medicine.

## 9. TRAVEL INSURANCE

- We strongly recommend purchasing travel insurance to cover cancellations, medical emergencies, and trip interruptions.
- Trinidad Family Vacations, LLC is not liable for losses incurred due to lack of travel insurance.

## **10. MEDICAL CONDITIONS AND ACCESSIBILITY**

- It is essential that travelers inform us of any pre-existing medical conditions, disabilities, or mobility limitations before booking.
- We may require a completed questionnaire and/or a physician's note to ensure safe and suitable travel arrangements.
- Failure to disclose relevant medical conditions could affect the traveler's experience and is the responsibility of the traveler.

## **11. SPECIAL DIETARY REQUIREMENTS**

- Allergy-related or medical dietary requirements should be discussed prior to booking.
- We will do our best to inform suppliers; however, we cannot guarantee that dietary accommodations will always be met, especially abroad.

## **12. FLIGHT INFORMATION & AIRLINE POLICIES**

- Flight schedules are subject to change. We are not liable for delays or modifications to flight plans made by the airline.
- Seating preferences are not guaranteed unless specifically paid for through the airline.
- Please ensure names on bookings exactly match those on passports.

## **13. RESPONSIBILITY & LIABILITY**

- Trinidad Family Vacations, LLC acts only as a travel agent and is not responsible for the actions, omissions, or service quality of travel suppliers.
- We are not liable for delays, cancellations, accidents, natural disasters, or other unforeseen events beyond our control.
- We are not responsible for personal injuries, property damage, or any other losses incurred while traveling.

## **14. ASSUMPTION OF RISK AND HEALTH WARNINGS**

- By booking with us, you acknowledge that travel may involve risks including exposure to infectious diseases, limited access to medical care, and unexpected delays or emergencies.
- You accept full responsibility for these risks and agree to travel at your own risk.

## **15. FORCE MAJEURE**

- We are not responsible for disruptions due to events beyond our control, such as pandemics, natural disasters, strikes, or government actions.

## **16. GROUP BOOKINGS**

- Group rates and availability are subject to change until the final payment is made.
- The group leader is responsible for ensuring all participants comply with payment schedules and supplier policies.
- If the group size falls below the required minimum, additional charges may apply.

## **17. CRUISE PRICE TRACKING SERVICE**

- Our cruise price tracking service monitors prices after booking to identify potential reductions.
- Price adjustments are subject to the cruise line's policies and may not always be available.
- We do not guarantee price reductions, nor are we responsible for differences in fare structures.

## **18. LOYALTY PROGRAMS & DISCOUNTS**

- We assist travelers in applying loyalty program benefits and discounts where applicable.
- Acceptance of loyalty discounts is at the sole discretion of the travel supplier.
- We are not responsible for denied claims, missing points, or changes to a supplier's loyalty program.

## **19. FRAUD PREVENTION & PAYMENT SECURITY**

- We take fraud prevention seriously and may require additional verification before processing payments.
- By making payments directly to suppliers, clients benefit from the suppliers' payment security measures.
- Chargebacks initiated without first contacting us may result in legal action to recover lost funds.

## **20. SOCIAL MEDIA & REVIEWS POLICY**

- We encourage honest reviews and feedback. However, false or defamatory statements may result in legal action.
- Travelers grant Trinidad Family Vacations, LLC permission to use non-confidential photos, testimonials, and social media posts for promotional purposes unless otherwise requested.

## **21. DATA PRIVACY AND CONSENT**

- We respect your privacy and will only share your information with third-party suppliers as necessary for travel arrangements.
- By booking with us, you consent to the collection and use of personal data, including health or dietary information, in accordance with our privacy policy.

## **ACKNOWLEDGMENT & ACCEPTANCE**

- By booking travel with Trinidad Family Vacations, LLC, you acknowledge that you have read, understood, and agree to these Terms and Conditions.
- You also acknowledge that payments will be made directly to suppliers whenever possible, and agree to the related terms.