

AISELA TRAVEL, LLC

TERMS & CONDITIONS

CONSENT TO TERMS AND CONDITIONS:

Access to and use of the services of Aisela Travel, LLC and our website are subject to the acceptance of these terms and conditions. By accessing, using, or obtaining any content, products, or services through our website, you the purchaser and/or traveler (“Customer” and “client” and “passenger” and “you/your”) agree to be legally bound by these terms.

These terms and conditions govern the relationship between Aisela Travel, LLC and you, the Customer. These terms restrict your rights and remedies and provide protection to Aisela Travel, LLC. These also include warranty disclaimers and liability exclusions.

By accessing this website, we assume you accept these terms and conditions. DO NOT CONTINUE TO USE AISELA TRAVEL, LLC IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS STATED ON THIS PAGE.

If there is anything in these Terms and Conditions, including warranty disclaimers and liability exclusions, that you disagree with or are not willing to be bound by, or if something is missing that you consider essential, DO NOT USE THIS WEBSITE OR AISELA TRAVEL, LLC SERVICES. No alterations to these terms may be made unless in writing by an authorized officer of AISELA TRAVEL, LLC.

All terms refer to the offer, acceptance, and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner for the express purpose of meeting the Client’s needs in respect of the provision of Aisela Travel, LLC’s stated services, in accordance with and subject to prevailing law.

AISELA TRAVEL, LLC - INFORMATION FOR TRAVEL BOOKINGS

Reservations: Please visit www.aiselatravel.com, call 314-690-1520, or email info@aiselatravel.com.

Travel Quotes: Prices are not guaranteed and are subject to change without notice until reservations are confirmed with a deposit or full payment. Unless otherwise stated, quotes do not include airline baggage fees, resort fees, nor parking fees.

Identification: Client reservation names must match your government-issued identification. If name changes need to be made after travel documents have been issued, clients will be responsible for all name change fees, if applicable. It is the traveler's responsibility to have proper identification and travel documents.

Passports and Visas: U.S. citizens traveling to any destination outside of the United States will be required to present a valid U.S. passport. Passports must be valid for 6 months past the return date. Some countries require a visa for transit or entry. Passengers are responsible to ensure that they have all the proper documents for entry. All names on documents must match the legal name on your photo ID, and travel document information must match tickets. Please check the State Department website at travel.state.gov for further information. Immunizations may also be required. Failure to comply with these regulations may result in denied boarding, denied entry, and/or government-imposed fines. For international travel, excluding cruises that begin at and return to the same U.S. port, U.S. citizens must have a valid passport. For cruises that begin at and return to the same U.S. port, U.S. citizens must have a valid passport and/or original state-issued birth certificate with a raised seal and photo ID. Non-U.S. Citizens and resident aliens should contact their respective embassies and U.S. Immigration for applicable regulations.

Payments: All major credit cards are accepted for payment.

Planning Fee: A non-refundable planning fee is required to fulfill your travel request. This payment must be made prior to any research for your vacation. Payments will be processed immediately upon authorization of the credit card. If you choose not to book your vacation package with Aisela Travel, LLC the non-refundable planning fee will be retained by Aisela Travel, LLC as payment for services rendered.

Deposits/Final Payments: A deposit is required for all reservations. If your travel date is less than 45 days prior to travel, full payment will be required. The deposit amount and final payment date will be communicated prior to booking the vacation package. It is the responsibility of the traveler to make final payments before or by the due date stated in the reservation confirmation. Failure to pay the final payment by the stated due date will result in the cancellation of the reservation.

Cancellations/Refunds: All cancellations must be communicated prior to departure. Email your cancellation request to info@aiselatravel.com. Cancellations may incur supplier penalties up to the full package price. Supplier penalties are established by each supplier and may be avoided by purchasing the highly recommended optional travel protection/insurance. Your right to a refund is limited and subject to the supplier terms less the cost of NON-REFUNDABLE travel protection/insurance if purchased.

Reservation Changes: Changes to an existing reservation can be subject to additional supplier fees. This includes name changes, date changes, and the addition/removal of any optional services such as tours and transfers. Name changes to airline reservations are subject to full cancellation and rebooking. Replacing a passenger with another passenger constitutes a cancellation and is subject to cancellation penalties and is not covered by the Reservation Changes policy.

Travel Protection (Insurance): We highly recommend the purchase of optional Travel Protection (Insurance) that provides coverage for Trip Cancellation, Interruption, Baggage Loss or Delay, Medical Expenses, and more. Optional travel protection (insurance) protects passengers and their investment and can be purchased separately. The purchase of travel protection (insurance) is not required in order to purchase services offered by Aisela Travel, LLC. Without travel protection (insurance), the Customer understands and agrees that if the Customer cancels or interrupt travel for any reason, portions of the vacation package may not be refunded and the travel supplier's cancellation penalties will apply resulting in the loss of monies up to the full cost of the vacation package and related costs.

Airlines: Aisela Travel, LLC is not responsible for the services and policies imposed by airlines. Any airfare changes including spelling corrections may require cancellation and rebooking and are subject to an airline rebooking fee. Reservations are subject to current availability and pricing at the time of rebooking. Airline schedules and flights are subject to change without notice. It is important that you confirm your flights with the airline prior to departure. You should arrive at the airport at least 2 hours prior to departure for domestic flights and 3 hours prior to departure for international flights. Late arrival at the airport can result in loss of assigned seats or denial of boarding. Passengers are responsible for contacting their airline directly regarding mileage eligibility for frequent flier programs.

Travel Documents: Final travel documents and travel instructions will be sent via email and/or mail 10 days or earlier prior to travel. When you receive your documents, it is the

passenger's sole responsibility to review and verify all information for accuracy. Contact Aisela Travel, LLC immediately if changes or corrections are required.

Travel Documentation Requirements: It is the passenger's responsibility to determine and provide proper identification, documentation including passport and visas if required, vaccinations, and/or travel requirements for each destination. The traveler should verify these requirements well in advance of travel to ensure compliance. Passengers who do not meet these requirements are subject to denied boarding and/or entry. The passenger assumes sole responsibility and hereby releases Aisela Travel, LLC from any claim or responsibility for any and all damages incurred as a result of the passenger's failure to comply with applicable documentation and/or entry requirements.

Travel Resources: To apply for a passport and get travel information for a specific destination visit [Travel.State.gov](https://travel.state.gov). For health issues and/or concerns for specific destinations visit the [CDC](https://www.cdc.gov) or the [World Health Organization](https://www.who.int). For information related to security, safety issues, travel documentation, health hazards, and other restrictions regarding domestic and/or international travel visit [TSA.gov](https://www.tsa.gov). The Smart Traveler Enrollment Program (STEP) is a free service provided to U.S. citizens who are traveling to a foreign country. Enrolling in the [STEP](https://step.state.gov) allows you to submit information about your upcoming trip when traveling abroad, allowing the Department of State to better assist you in case of an emergency.

Disclaimer of Liability: AISELA TRAVEL, LLC offers retail travel services to customers, which are provided by separate and independent vendors of travel services. AISELA TRAVEL, LLC does not operate, control, or otherwise provide the services of independent travel suppliers/vendors. I agree and understand that AISELA TRAVEL, LLC is not responsible for any operating failures, loss, damage, delay, or injury to me or members of my traveling party, nor for consequential damages, which may result from failure, delays, or injuries, which may arise as a result of acts of God, social or labor unrest, war, political or national strike, terrorist activities, mechanical failures, climatic conditions, or any actions or omissions beyond the control of AISELA TRAVEL, LLC.

Coronavirus COVID-19: 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 canceled by the supplier that is providing them, a government entity or other third party over which AISELA TRAVEL, LLC 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. 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 below, I hereby agree to hold AISELA TRAVEL, LLC 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.

Electronic Signature: AISELA TRAVEL, LLC and the passenger agree that you may acknowledge and agree to these terms electronically, handwritten signature, or by any other electronic means, including without limitation acknowledgment via email acceptance of these terms or by your 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 AISELA TRAVEL, LLC or any other travel supplier related to your booking. All such means will be deemed to constitute effective acknowledgment and execution of this agreement and shall be sufficient to bind parties to the terms and conditions of this agreement.

COVID-19 DISCLAIMER AND RELEASE

The 2019 Novel Coronavirus* (COVID-19, “Coronavirus”) is a known and rapidly evolving pandemic that is affecting travel worldwide, with continued spread and impacts expected.

The client is fully aware of the current global Coronavirus COVID-19 virus outbreak, the current travel restrictions, and the inherent risks involved if choosing to travel.

The client understands that it is his/her responsibility to check the latest travel information regarding this virus outbreak with the CDC.

<https://wwwnc.cdc.gov/travel/notices>

The client understands that it is his/her responsibility to have travel protection/insurance to ensure they have coverage for all medical needs and trip cancellations. The client holds AISELA TRAVEL, LLC harmless for his/her election to not purchase travel insurance or any denial of the claim by travel insurer as it relates to Covid-19 or any other claim under the policy.

The client understands that he/she is bound by the terms of the travel protection/insurance policy as it relates to Coronavirus/Covid-19.

The client is aware of the travel warnings, travel restrictions, and rules and understands the risks, is accepting of these, and holds AISELA TRAVEL, LLC harmless for any travel restrictions, death, illness, cancellations by suppliers, hotels, airlines, tour agencies or any other travel provider, financial loss, quarantining rules or measures put in place at airports or destinations you are traveling through.

The client further agrees to hold AISELA TRAVEL, LLC harmless for any financial penalties or fees imposed by the suppliers, hotels, airlines, tour agencies, or any other travel provider due to cancellations or postponements due to Covid 19 and agrees not to institute a credit card dispute or chargeback to AISELA TRAVEL, LLC for said penalties or fees.

The client is aware that additional screening procedures and restrictions may take place at airports and in public areas. Clients are aware that these restrictions may include mandatory face coverings, temperature checks, and/or testing in airports, hotels, or other means of transport.

Clients are aware that immigration restrictions may be put in place before or during your travels that may impede your ability to enter or exit your destination as planned.

The client is aware that it is his/her personal decision to travel and is doing so with full knowledge of current travel recommendations and travel restrictions with regards to the Coronavirus COVID-19 and takes full responsibility for his/her actions with regards to this.

Release: You hereby expressly assume all of the risks and dangers above, and you hereby agree to forever release, discharge and hold AISELA TRAVEL, LLC harmless against any and all liability, actions, causes of action, suits, or claims.

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