

GENERAL INFORMATION, TERMS & CONDITIONS

GENERAL INFORMATION

Examine your documents and verify all destinations, times, dates and prices. Contact us immediately if there are any discrepancies.

International Documentation: A valid passport is required for international travel. Belize does not currently require a visa or tourist card from United States citizens. However, to certain other destinations a visa and / or inoculation certificates may be needed. It is the client's responsibility to verify all necessary travel documents

Insurance: Airline and other travel supplier's insurance for baggage have limited liability, and your personal insurance may not adequately cover losses accrued by cancellation, accident, illness or stolen or damage property. **Travel insurance may cover cancellations due to illness, sickness, death of traveler or family member, financial default of airline or tour operator, weather conditions causing delay or cancellation of travel, acts of terrorism, trip interruption and travel delay. Tropic Horizon does not assume the risk of any of these events, or any other events beyond its control, and is not liable for their occurrence. We highly recommend that you purchase travel insurance**

Airline check-in: The minimum check-in time for domestic flights is 60 minutes and 2 hours for international flights. Due to heightened security measures, we recommend that you arrive at the airport 3 hours before your scheduled departure time. Airline reservations are subject to cancellation 30 minutes prior to schedule departure time.

If you are at an airline ticket or passenger check-in counter with your confirmed ticket and find that the airline shows no reservations for you - do not leave the counter. Check your ticket. If the status box shows "OK" for the flight in question, the airline must accommodate you on that flight, if that is not possible, then the airline must either find a substitute flight or pay you denied boarding compensation. If necessary ask to speak to a supervisor.

Reconfirmation/Overbooking: Reconfirm the use and time of flights at least 24 hours for domestic and 72 hours for international. Airline flights may be overbooked. A person denied boarding on any flight may be entitled to a compensatory payment. The rules for denied boarding are available at all ticket counters.

Lost Tickets: Lost, stolen or destroyed tickets must be paid for until refund is obtained from the issuing airline, subject to an airline imposed service charge and/or penalties.

Pricing: Prices are subject to change without notice due to currency fluctuations, tariff changes or increase in operational cost.

CHANGES OR CANCELLATIONS

Airfare Changes or Cancellations: To change or cancel your flight itinerary, call Tropic Horizon or the airline you are schedule to take. Most fares involve certain travel restrictions and penalties for changing or canceling reservations. The passage contract in use by the airline concerned, when issued, shall constitute the sole contract between the airlines and the purchaser and/or the passenger. Tropic Horizon will not be liable for charges or penalties imposed by the airlines for changes or cancellations.

Deposit and Cancellations Policies for Travel: International tickets must be paid in full at the time of purchase if fewer than 10 people are traveling. A deposit will be required within (10) days of booking for resort and tour packages. Balance of payment is due 45 days prior to departure.

In the event of cancellation of any travel arrangements the following PER PERSON cancellation fees will be charged:

**60 to 45 days prior to departure: \$25 per person, plus
any resort penalties**

**44 to 30 Days prior to departure: \$100 per person, plus
any resort penalties.**

Under 30 days prior to departure: No refund
In most cases a rescheduling will be granted if requested.

Note: No shows, no refund period.
Unused portion of packages are also non-refundable
Any refund request must be made in writing.

Travel Insurance is highly recommended.

In the event that any travel party requests a change in travel dates after documents has been issued, Tropic Horizon reserves the right to charge a change fee of \$50 for new reservations in addition to any charges imposed by the supplier of air or land travel services. Tropic Horizon will inform you of any such charges before making such changes, however.

You will be held responsible for contacting your intended supplier should your plans change once travel has begun. Failure to do so may result in the loss of reservations and refund. If you decide to upgrade the services of your package after travel has commenced, such services should be made directly with the supplier and any additional charges will be determined by the supplier at the time of the request in accordance with the terms and conditions set forth herein

LIMITS OF LIABILITY/DISPUTE RESOLUTION

Responsibility: Tropic Horizon is not an owner or operator of any accommodations, facility, service or transportation involved in land packages and acts only as a representative for the owners and operators of the various accommodations, facilities, services and transportation. In requesting the services of Tropic Horizon in connection with travel arrangements, the traveler and/or the travel agency agree that Tropic Horizon shall not be liable for any damage or loss arising directly or indirectly from any actions or negligence on the part of any accommodation, facility, service or transportation used in conjunction with any travel arrangements made by Tropic Horizon. The traveler and/or travel agency understand that certain services included in any travel package are dependent upon the weather or other conditions outside the control of Tropic Horizon, and may be interrupted or canceled. Refunds vary under such conditions. Any refund or credit agreed upon by a supplier and the purchaser due to such conditions should be in writing if Tropic Horizon is to process the refund or credit.

Assumption of Risk: In traveling to Belize and other areas outside of the United States, you acknowledge that it is impossible to provide transportation, travel services, or other services which meet the standards of safety, sanitation, durability, acceptability and functionality found in the United States. Foreign suppliers of travel services are not subject to regulation by the United States. By embarking upon travel, you and all members of your traveling party voluntarily assume all risks involved with such travel whether expected or unexpected.

Arbitration: You and Tropic Horizon agree that any unresolved dispute arising out of the services provided by Tropic Horizon shall be submitted to **BINDING ARBITRATION** in accordance with the American Arbitration Commercial Rules of Arbitration and that the place of such arbitration shall be in Alameda County, California. These terms and conditions apply to each person traveling with you when travel services are arranged by Tropic Horizon.

TRAVEL CONSUMER RESTITUTION FUND

Seller of Travel Registration: Effective January 1, 1996, the California Seller of Travel Law went into effect. Tropic Horizon is a registered seller of travel in the State of California, CST# 2062771-40. Registration as a seller of travel does not constitute approval by the State of California. California law requires certain sellers of travel to have a trust account or bond. This business has a trust account.

Travel Consumer Restitution Fund: Tropic Horizon is a participant in the Travel Consumer Restitution Corporation (TCRC). If you were located in California at the time of purchase, you may be eligible for a refund of up to \$15,000 from the TCRC for any money paid to Tropic Horizon that is due because of Tropic Horizon's bankruptcy, insolvency, cessation of operations, or material failure to provide the transportation or travel services sold.

If you are not located in California at the time of purchase (i.e., the time we receive payment or your written authorization to charge your credit card), this transaction will not be covered by the California Travel Consumer Restitution Corporation.

A claim must be submitted to the TCRC within six (6) months after the scheduled completion date of the travel. A claim must include sufficient information and documentation to prove your claim and a \$35 processing fee. You must agree to waive your right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a claim with the TCRC, if you were located in California at the time of the sale. To request a claim form, write to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or fax a request to: (415) 927-7698.