



CLIENT TERMS & CONDITIONS AND LIABILITY WAIVER

All Who Wander, LLC ("AWW") is a hosted agency of Nexion, LLC. The addressee of this notice will be the only recipient of this waiver and terms and conditions. It is the sole responsibility of the addressee to inform all other parties traveling of the contents of these terms and conditions. The client, by electronically signing, acknowledges that they have been advised of, reviewed, and hereby accept these terms and conditions and liability waiver for travel related services. Updated 1 August 2023.

OUR SERVICES

Our services, as outlined on the AWW Schedule of Services, vary from general consulting/vacation finding to custom itinerary services. The applicable fee(s) will be disclosed by the consultant at the first consultation and collected at the time of the first trip deposit or other time determined at the consultant's discretion. Once a free consultation/general goodwill quote has been provided, the addressee agrees to the payment of the pre-disclosed fee in order to continue the process of trip planning. **All planning fees are non-refundable.**

TRIP INFORMATION

Please check your itinerary/invoice or other provided information upon receipt and verify that all information and dates are correct. While AWW consultants pride themselves in the details, we will not be responsible for omissions or errors if not brought to our attention immediately or inaccurate information is provided to us from the client.

RESPONSIBILITY

AWW offers retail travel and services to customers, which are provided by separate and independent vendors. AWW does not operate, control, or otherwise provide the services of these independent travel vendors. Hence, the addressee agrees that AWW acts only as agent for the client in acquiring transportation, hotel accommodations, sightseeing and other privileges or services for the client's benefit. AWW shall not be responsible for any operating failures, loss, damage, accident, injury, delay, defect, omission or irregularity which may occur or be occasioned, whether by reason of any act, negligence or default of any company or person engaged in or responsible for carrying out any of the arrangements, or otherwise in connection therewith or may arise out of or during your scheduled travel.

All official communication (including but not limited to pricing, travel dates, special requests, etc.) **between AWW consultants and clients must be in written format (i.e. e-mail).** AWW will not be held accountable for any communication made via phone or text as this cannot be maintained for our records. **Text communication should be limited to emergency situations only.**

Client agrees and understands that AWW is not responsible for any damages, direct or consequential, 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, fear of travel, pandemics/illnesses (including COVID-19 and its variants) or any other actions or omissions beyond AWW's control. Please refer to the US State Department website (www.travel.state.gov) for current travel advisories and warnings which AWW consultants also monitor. **Should a client choose to travel to a destination with a known travel advisory, they assume all responsibility of risks.**

We understand that clients may want to rent independently owned vacation rentals from commercial sites such as Airbnb or VRBO. As AWW is unable to fully vet these properties or their owners, the client must make this reservation(s) and if they choose to rent from one of these entities, agrees to hold harmless AWW should any issues arise. Please note these bookings therefore do not apply to our minimum booking amounts outlined in the Schedule of Services.

Client assumes all risks and responsibilities, health-related and otherwise during travel. Client assumes all risks and responsibility should they travel while they or their traveling companion are pregnant and will refer to the advice of their doctor prior to travel. Addressee acknowledges that pregnancy is not a covered reason under travel insurance for trip cancellation nor is fear of travel. Furthermore, all travelers should follow medical advice on an individual basis prior to engaging in travel and review their travel insurance schedule of benefits for applicable coverage for their health-related issues.

In the event an airline or travel vendor declares bankruptcy, it is not obligated to carry you or to provide funds. Payment to our company immediately becomes the property of the airline or travel vendor as required by law. AWW is not responsible for, nor allowed to provide refunds on behalf of vendors who have declared bankruptcy.

The client understands that AWW consultants can make requests on behalf of the client regarding airline seat selection, hotel bedding configuration, general preferences, room location, meals, etc. but these requests cannot be guaranteed and are often beyond the consultant's control.

You are responsible for reading the provided pre-trip information material and bringing with you all of the appropriate documentation, clothing and equipment, as well as acting in accordance with the customs and laws of the regions visited.

DOCUMENTATION

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 your return date.** All names on documents must match the legal name on the photo ID used for each trip (e.g., driver's license for domestic travel and passport for international travel) and all travel document information must match tickets. **It is the responsibility of the client to provide AWW with the correct names and dates of birth of all travelers prior to booking airline tickets.** Additionally, by May 7, 2025, all U.S. residents who intend to travel by air must have a **RealID driver's license** to fly domestically, otherwise they must use a valid passport.

Some countries require a visa for transit or entry. While AWW does its best to advise passengers of required documents, it is the responsibility of the passenger to ensure that they have all the proper documents for entry. Please check the State Department website at <http://travel.state.gov> for further information. Vaccinations and/or health screenings may also be required for entry, boarding or participation for certain countries and vendors. Failure to comply with these regulations or requirements may result in denied boarding, denied entry, and/or government-imposed fines. If you are a citizen of another country, there may be additional requirements. Check with the nearest consulate or embassy of your destination and find out the entry requirements for non-U.S. citizens. AWW does not process visas for clients but will refer them to visa processing companies to aid in their acquisition.

Special Note: If you have any legal issues (i.e. legal convictions, arrests, warrants, child support issues) that would prevent you from traveling outside of the U.S., it is your responsibility to verify your ability to obtain a U.S. Passport and to travel outside of the U.S. AWW will not be responsible for any denied boarding or entry/re-entry into any country due to legal matters. Travel insurance often does not cover denied boarding or entry due to legal issues. Please consult your insurance policy for details.

PRICING & PAYMENTS

Prices and availability quoted by AWW are not guaranteed until deposit is fully paid. Pricing and availability may change without notice. The client agrees that AWW is not responsible for any errors or omissions in any quotes or advertisements resulting in inventory, content, or pricing discrepancies nor is AWW 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 were erroneous due to electronic, printing, or clerical error. You acknowledge this right and agree to hold AWW harmless for any actions or damages arising from supplier pricing.

Additionally, the client accepts that any changes made to the original deposited reservation by them (such as, but not limited to date changes, air schedule changes, and cancellations) may incur penalties and additional fees put forth by the supplier/vendor or be due to AWW directly per our fee schedule.

AWW and its trusted vendors accept most major credit and debit cards as form of payment. Cash and check are not accepted. Addressee understands and acknowledges that, in performing its duties, AWW will request and use the addressee's credit or debit card or other payment information to facilitate travel arrangements. Addressee consents to AWW's use of such information on behalf of addressee. Addressee is responsible for providing updated credit card information. Without limitation, the addressee voluntarily holds AWW harmless for cancellation of any booking for either late payment or declination of a credit card due to incorrect account information, account holds or fraud alerts.

TRAVEL PROTECTION

The addressee assumes and understands that there is a risk involved with travel and travel activities and/or excursions. **The addressee acknowledges that AWW will offer trip cancellation/interruption insurance and, in the event they choose to deny the coverage offered by AWW, they will provide this decision via electronic documentation.** If travel insurance is procured outside of our offerings, AWW is not required to provide any information or assistance for any inquiries, claims, etc. The addressee also confirms if insurance was purchased, they will review the schedule of benefits provided by the consultant applicable to their state and acknowledge the benefits and limitations of the policy purchased. As we are not licensed insurance agents, only sellers of insurance, any questions about coverage or claim eligibility must be addressed with the insurance provider by the insured.