

Terms & Conditions

Updated: September 2025

RESERVATIONS: Please visit www.joycefuldestinationstravel.com, call Joycefel Destinations Travel at (925) 204-0874, or contact us via email at customerservice@joycefuldestinationstravel.com.

IDENTIFICATION: All guests must make reservations in their full name as listed on their ID/Passport they will be using during travel. If you need to make any changes to a name after travel documents (confirmation) have been issued, the client is responsible for all name change fees, if applicable.

PAYMENTS: Payments can be made online directly to supplier (if booking via affiliate link) or via invoice received from Joycefel Destinations Travel. We accept all major credit and debit cards (American Express, Discover, Mastercard, Visa). We do not accept cash, CashApp, PayPal, or Venmo.

REFUNDS: All payments to Joycefel Destinations Travel are non-refundable (unless noted) and non-transferable. Reason being, Joycefel Destinations Travel has contractual agreements with hotels, airlines, and other vendors that will not allow us to obtain refunds. This way, we can keep our package prices competitive and allow you to make monthly payments on your vacation.

CHARGEBACKS: Before filing a dispute with your bank, contact Joycefel Destinations Travel at (925) 204-0874 or via email at customerservice@joycefuldestinationstravel.com To discuss account resolution. Filing chargebacks could result in your reservation being cancelled and may prevent future travel with Joycefel Destinations Travel.

PASSPORTS AND VISAS: All passengers are responsible for ensuring they have proper travel documents and **MUST CHECK** with the respective consulate(s) or visa agency to determine whether any visas or passports are required. Passports are required to be valid for at least 6 months after the date of travel. Some countries require a full blank "VISA" page in the passport for stamping purposes. Any information provided in the travel description pertains to US citizens only. Non-US citizens should check with the respective consulate of the country(s) to be visited for current entry requirements. Joycefel Destinations Travel does not provide or validate travel requirements for Non-US citizens. We strongly recommend all cruise passengers have a valid passport in their possession while cruising.

TRAVEL INSURANCE: If missing a vacation, isn't bad enough? Losing the money, you paid for your vacation is worse. Therefore, we highly recommend Travel Insurance that provides coverage for trip cancellation, interruption, baggage loss, and more. You are required to select

and purchase travel insurance yourself for domestic and international trips. Joyceful Destinations Travel can provide information from Travel Insurance Suppliers.

TRAVEL DOCUMENTS: Provided full payment is received no later than your final payment due date, travel documents and travel instructions will be sent via email 30 days or earlier prior to travel. **CHILDREN:** All under 18 must be accompanied by an adult. The minimum age for children on tours is 16. Accompanying adult(s) are responsible for the safety of their children. Please note that many countries have adopted practices to prevent international abductions of children. If a person under the age of 18 years will be traveling with an adult other than his/her parents or with only one parent, a notarized letter written by the parents, or non-traveling parent, granting authorization to travel, including the dates of travel, should be carried.

PRICES: All prices listed on trips are per person based upon shared double room occupancy unless otherwise clearly specified. Prices do not include items of a personal nature, such as laundry, wines, water, beverages, food (other than at all-inclusive resorts or where clearly specified), passports and visa fees, insurance, and foreign port taxes unless specifically indicated in the package inclusions. Prices are correct at the time of publication; however, as airfares continually fluctuate and classes of service may have limited capacity, trip package prices and availability are subject to change. In case of computer or human error, Joyceful Destinations Travel reserves the right to re-invoice for the correct price or service. A full refund will be made to passengers who choose not to pay an increase, provided Joyceful Destinations Travel receives a written cancellation within five (5) days of the price increase notification.

AUTOMATIC BILLING PLAN

Customers are automatically enrolled in our automatic billing plan upon booking. You can relax knowing that your future payments will be made automatically. Upon booking, we will calculate an evenly divided automatic billing plan for you, and you will know in advance on the day of every month that your payment will be processed. Your initial deposit is due at the time of booking, and your future payments will be charged according to the schedule based on final due date. Please note payment plans may not begin or end on the same day in which deposit is made depending on when deposit was made and final due date. Automatic billing is available at no charge to the customer.

You may opt out of automatic billing (not recommended) by emailing us at customerservice@joycefuldestinationstravel.com After you have booked your reservation.

PAYMENTS & CANCELLATIONS

Deposits: Deposits are due at time of booking. All deposits are non-refundable and non-transferable. All bookings (except where specified) will require a deposit, and the amount due and the monthly payment plan will be clearly noted.

Full Payment: All bookings can be paid in full at the time of booking if space is still available and/or during any time before the final payment due date.

Late Payment: If there are any outstanding balances by the final payment due date listed on your invoice, a late fee of \$250 will automatically be added to your invoice one day after your final payment date.

Cancellation: Once reservation has been made, cancellations will only be accepted in writing via email at customerservice@joycefuldestinationstravel.com. Please include your full name, invoice, trip name, and travel dates within the email. Once your email is received, you must complete the cancellation form sent to you via email to complete the cancellation process. All cancellations will be refunded based on supplier cancellation policy and minus the non-refundable deposit. If you don't receive an acknowledgement within 48 hours, please call (925) 204-0874 to ensure your information was received.

Reservation Name Changes: Name changes due to incorrect information being provided will incur a \$250 per person charge plus any added supplier fees. Please note that name changes to airline reservations are subject to full cancellation and rebooking. In this case, all monies provided will be lost. Replacing a traveling passenger with another traveling passenger constitutes a cancellation subject to cancellation penalties and is not covered by this Reservation Name Changes policy. Changes or additions after departure are subject to local rates at the time of amendment and must be paid directly by the passenger to the supplier. There are no refunds for unused services.

COVID-19 WAIVER OF LIABILITY

In Spring 2020, the World Health Organization (WHO) declared the Novel Coronavirus (COVID-19) a worldwide pandemic. The Centers for Disease Control (CDC) issued several preventative measures to combat the virus, such as frequent hand washing, wearing a mask or face covering, and keeping at least 6 feet away from others. If contracted, this virus has the ability to cause the traveler serious and severe illness. For more information on the COVID-19 virus, please visit the CDC webpage at www.cdc.gov.

I understand and agree to the following:

1. COVID-19 is a highly contagious virus that can be spread via person-to-person contact.
2. After reasonable inquiry, Joyeful Destinations Travel provided me with the best available information regarding the pandemic protective policies and practices of the vendors and suppliers in my travel itinerary.
3. Supplier(s) of Joyeful Destinations Travel may have policies in place to help prevent the spread of COVID-19. Joyeful Destinations Travel is not the drafter or holder of those policies, and I understand that these policies can change at any time.
4. I understand that the supplier(s) may not apply those policies as diligently as the policies suggest, and even if the supplier makes a good faith effort to enforce its good practices, some travelers may simply refuse to cooperate.

5. I understand that each state/country institutes its own pandemic protective policies and regulations. I further understand that I am responsible for knowing, understanding, and abiding by the pandemic protective policies and procedures regarding COVID-19 of all state(s)/country(ies) listed in my travel itinerary, including any policy updates. I also understand that I may be denied entry into the country for reasons within or outside of my control.

6. I understand that by traveling, I can be subject to voluntary or involuntary quarantine either at home or in the traveled location(s).

7. I am responsible for knowing, understanding, and abiding by the pandemic protective policies and procedures regarding COVID-19 of all vendors used in my travel itinerary, including any policy updates.

8. With full awareness and appreciation of the risks involved, I, for myself, and on behalf of my traveling companions, including, but not limited to, my family, spouse, estate, heirs, executors, administrators, assigns, and personal representatives, assume all risks of travel and hereby forever hold harmless, waive, discharge, and release Joyceful Destinations Travel and its officers, agents, independent contractors, affiliates, employees, successors, and assigns (collectively the "Released Parties") from any and all liability, claims, demands, actions, and causes of action, directly or indirectly arising out of or related to any loss, damage, or injury, including death, that may be sustained by me related to COVID-19 whether caused by the negligence of the Released Parties or any third-party vendor or supplier partnering with Joyceful Destinations Travel.

9. I agree to indemnify, defend, and hold harmless the Released Parties from and against any and all costs, expenses, damages, claims, lawsuits, judgments, losses, and/or liabilities (including attorney fees) arising either directly or indirectly from or related to any and all claims made by or against any of the Released Parties due to bodily injury or harm, death, loss of use, monetary loss, or any other injury from or related to my use of Joyceful Destinations Travel suppliers or vendors, specifically related to COVID-19.

FORCE MAJEURE

There may be times when either party is unable to perform, or complete performance, under the travel contract for reasons out of each other's control. These are called unforeseeable events and, if they occur, make 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.

In the event that an unforeseeable event occurs, the parties will look to and follow the cancellation policies of the suppliers, what is stated in the travel proposal, and these terms and conditions. Any changes to those policies are the sole discretion of the supplier (if applicable) and Travel Agency. Passengers will be informed of their options if an unforeseeable event occurs.

TRAVELERS WITH DISABILITIES

In order to fully enjoy your Joycefal Destinations Travel trip, we recommend that you select a trip that is suitable to your physical capabilities. Trip participants requiring any form of assistance, including travelers with physical disabilities and sight or hearing impairments, are required to notify Joycefal Destinations Travel prior to their reservation for review and our agreement. Additionally, the trip participant must be accompanied by an individual responsible for providing services. This person should be 18 years of age or older. Tour managers, guides, drivers, or other trip, hotel, and ship personnel are not able to provide such assistance. In order to participate in escorted tours, passengers must be able to understand and follow instructions given by the Tour Director at all times, both for successful operation of the tour as well as for their personal safety. Joycefal Destinations Travel reserves the right to reject participation or remove any individual from a tour if notification was not provided and/or when, in our sole judgement, 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 passenger's sole responsibility. Escorted tours are fast-paced, often requiring lengthy walks over uneven terrain. In the interests of group harmony, clients should be able to maintain the pace of the tour. Clients with special needs may be better served independently. Joycefal Destinations Travel can suggest touring options based on specific requirements.

Wheelchairs & Walkers: USA Tours: Pursuant to the Americans with Disabilities Act (the ADA), Joycefal Destinations Travel seeks to accommodate disabled travelers to the extent possible and consistent with the specific tour itinerary. Nevertheless, you may find that certain tour features may not be accessible to the extent that you require a wheelchair, scooter, or other special equipment to participate. We cannot provide individual assistance to travelers with wheelchairs or other mobility devices. We regret that some itineraries cannot accommodate wheelchairs or motorized scooters. Passengers are required to advise Joycefal Destinations Travel their accessibility requirements prior to booking in order for Joycefal Destinations Travel to determine if reasonable accommodations are available. Joycefal Destinations Travel will endeavor to accommodate special access needs but does not guarantee that it will be able to do so in all cases.

International Tours: Hotels, sea, and river cruises outside of the United States are not required to comply with ADA requirements and, therefore, may not have ramps, wide entryways, or elevators to accommodate disabled passengers or devices such as wheelchairs, walkers, and motorized scooters. Due to physical constraints and space limitations, wheelchairs, walkers, and motorized scooters may not be taken aboard motor coaches and river cruises.

Service Animals: Service animals cannot be accommodated on international escorted tours. Passengers on the USA escorted tours who require a service dog because of a disability should check with Joycefal Destinations Travel prior to booking a tour.

Accommodations:

Airlines: Joycefal Destinations Travel is not responsible for the services and policies imposed by the airlines. Airline schedules and flights are subject to change without notice. Joycefal Destinations Travel is not responsible for penalties incurred for tickets, international or domestic, not issued by Joycefal Destinations Travel due to schedule and/or flight changes/cancellations. Airline reservations completed online are subject to review and should Joycefal Destinations Travel deem it necessary, may be rebooked to match minimum connecting time requirements and/or tour package itineraries, in which case you will be notified immediately. Airline reserve the right to demand immediate issuance of tickets whenever they determine that specific flights are heavily booked, even when normal ticketing rules do not require tickets to be issued until a later date. In this instance, Joycefal Destinations Travel will require immediate and full payment of the airfare. This situation overrides invoice terms and conditions and payment due dates. If full payment is not received, seats will be cancelled by the airline and may not be available to be rebooked on the same flights or at the same airfare. Any replacement air arrangements and airfare will be the sole responsibility of the passenger.

Airline Tickets: Joycefal Destinations Travel airline tickets will be issued electronically approximately 7 days prior to departure and are fully non-refundable.

Airline Seat Assignments: The airlines bear the sole authority of assigning seats on group flights. All Joycefal Destinations Travel airline contracts are for economy-class seats only. If you require another class of service, you may consider purchasing your own flights and purchasing your land-only package from Joycefal Destinations Travel.

Airline Frequent Flier Programs: Passengers are responsible for contracting their airline directly regarding mileage eligibility and accrual. Airline frequent flier programs determine whether to award miles in part or total based on their own rules, which are updated frequently. Some discounted or promotional airfares, as well as some code-share flights, are not eligible for mileage accrual. Some private airfares, such as Joycefal Destinations Travel, are not eligible for mileage or may qualify for reduced mileage, even if the same airline class of service is eligible for full mileage when sold as an "Instant Purchase" published airfare. Not all published airfares are eligible for mileage Joycefal Destinations Travel will record frequent flier numbers when provided by the passenger prior to travel documents being issued. However, the addition of frequent flier numbers to airline records does not guarantee mileage eligibility which is at the sole discretion of each airline. Airline Schedule changes may result in flights that were initially eligible for mileage accrual no longer being eligible. We highly recommend passengers provide their frequent flier account information whenever checking in online and/or at the airport check-in desk. After travel has commended, it is often not possible to apply for frequent mileage

credit. Passengers are also responsible for determining whether previously earned mileage may be applied to flights to secure upgrades.

Contact Information: Pursuant to TSA Secure Flight requirements, passengers are responsible to provide Joycefal Destinations Travel with their name as it appears on their passport (or other government-issued ID when traveling), date of birth, gender, address, phone number, email and fax data for all passengers. Passengers must ensure that names are correctly listed on their invoices. Joycefal Destinations Travel will not be responsible for passengers who do not receive and invoice or documents or are denied boarding due to inaccurate information.

Airline Name Changes: Any name change, including minor spelling corrections, may require airline reservations to be canceled and rebooked. Reservations are subject to current availability and pricing at the time of rebooking. Once airline tickets are issued, subsequent name corrections will be subject to an airline rebooking fee which may be as much as the full value of the airline ticket plus a \$250 revision fee per change. Joycefal Destinations Travel will not be held responsible for the denial of services by a carrier due to any name discrepancy. Name changes must be advised in writing at customerservice@joycefaldestinationstravel.com.

Airline Taxes & Fuel Surcharges: If you purchased airfare, airline taxes, and fuel surcharges are included. Prior to the completion of full payment, there is a potential for a price increase(s) due to increases in government-leveled 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.

Schedule Changes: In the event of an airline schedule change, Joycefal Destinations Travel will make every effort to inform passengers of the schedule change and new flight schedule prior to departure. Joycefal Destinations Travel is not responsible for schedule changes, including, when applicable, changes in routing and/or the number of stops in the itinerary. Joycefal Destinations Travel is unable to provide compensation for schedule changes, seat assignment modifications, or cancellations implemented by an airline. In the event of any changes in flight itinerary made directly between passengers and their airline, it is the passenger's responsibility to advise Joycefal Destinations Travel of amended flight details in writing at customerservice@joycefaldestinationstravel.com. Joycefal Destinations Travel cannot be held responsible for land services, including arrival and/or departure transfers if flights are changed without its knowledge.

Hotel Accommodations: All rooms requested are standard twin-bedded (two single beds) rooms with private facilities unless you have specifically requested a king/double size bed. 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. Some single rooms are smaller than a standard room size. The number of persons accommodated does not dictate the room size.

Although available at most 4 and 5-star hotels, the use of air-conditioning abroad differs greatly from the United States. Many European hotels were built before central air-conditioning was introduced. Air-conditioning is often shut down at night and from the end until the start of the summer months. All hotel rates are not negotiable and based on Joycefeful Destinations Travel's agreements with its suppliers. Hotel check-in time is generally not before 3:00 p.m., and check-out time is before noon. Please be sure that adequate arrangements for accommodations have been taken into consideration when a late-night flight is being used. We reserve the right to make substitutions with hotels of equal standard. There will be no refunds for any difference in the cost of those accommodations.