

General Terms & Conditions Luxury Small Group Departures

1. To book IWorld of Travel Luxury Small Group Departures (LSGD) the booking form must be completed with all the required information for each passenger and sent to bookLSGD@iworldoftravel.com. Credit card authorization form and passport copies must be enclosed and sent together with the booking form.
2. Prices are land only and do not include international airfare from and to the US. IWorld of Travel reserves the right to correct pricing errors, and prices are subject to change without notice. Prices are guaranteed upon receipt of deposit. Included features for each program are part of the program and itinerary description. Prices are based on double room occupancy, for single use - a single supplement applies. Airfare can be booked upon request - airline Terms and Conditions will apply for any airfare booked connected to any LSGD.
3. A minimum number of passengers is necessary for a Small Luxury Group to be operated. The maximum number of guests per tour is 14. Exceptions are possible for family focused programs that are more flexible, and the total number of passengers may exceed 14 and go up to a maximum of 18 including underage children traveling with adults and sharing rooms. All the services per program will remain constant regardless of the number of tour participants. IWorld of Travel reserves the right to cancel or reschedule any Luxury Small Group Departure with an insufficient number of passengers. The cancellation will be advised at least 60 days prior to the tour's departure, with alternative offers (other Luxury Small Group Departure programs, or other dates, or private touring quote). If no alternative is accepted, a full deposit refund will be issued. IWorld of Travel will not be held responsible for any costs relating to the issuance and/or cancellation of airline tickets or visa fees.
4. IWorld of Travel reserves the right to cancel any LSGD affected by Vis Major (Force majeure). In the unfortunate case of cancellation for Vis Major reasons, IWorld of Travel will return any payment made toward the cancelled LSGD in a form of credit for future travel, for any date and any LSGD within the current and following calendar year.
5. An initial reservation for any of the IWorld of Travel LSGD can be held for 72 hours if the travel date is more than 90 days out, 24 hours if the travel date is 89 days or closer to departure date. To secure the spots and confirm the reservation, a deposit along with optional Travel Insurance costs is required.
6. The minimum deposit for all guests booking LSGD is \$180 for individuals, fully refundable up to 90 days prior to departure. A secondary deposit amount of \$320 per person will be due 90 days prior to the clients' departure date. This total deposit amount of \$500 per person is then non-refundable if cancelled between 45-90 days but can be applied as a credit towards any future bookings with IWorld of Travel. Final payment for any LSGD is due 45 days prior to the departure date with a 100% penalty if cancelled within this timeframe.
7. Any booked LSGD is purchased as a whole, with all included services. IWorld of Travel will not issue refunds for any skipped/unused services that are part of the LSGD. This rule applies also to services missed due to flight changes and delays.
8. Payment may be made by check or credit card. Checks should be sent and made out to IWorld of Travel. Payments are considered received only during business hours on weekdays. Any payments received outside of business hours will be considered received on the next business day. Please note that signed credit card authorization form, as well as a clear photocopy of the *Passport Information* page showing the signature is required.
9. Balance and/or final payment is required 45 days prior to departure. As a courtesy, please provide final payment 45 days prior to departure date so documents may be processed in a timely manner. E-documents will be emailed to you 21 days prior to travel date.
10. Changing the name of a guest booked and confirmed on any IWorld of Travel LSGD is possible free of charge until 90 days prior to travel dates. If the change occurs 89 days or closer to departure date there will be a change name fee of \$100 per passenger. Please note that most airlines do not allow name changes. Any change of names (or correction of misspelled names) will result in cancellation of the reservation and re-booking a new reservation. Additional penalties for airline/train tickets, hotels and/or other services especially during holiday season and at times of conventions will apply.
11. Optional insurance must be purchased within 7 days of deposit in order to ensure that the pre-existing condition waiver applies. We therefore recommend that the insurance be purchased at the same time that the deposit is made. Insurance premiums are non-refundable, non-transferable and may not be purchased after final payment is made.
12. For visa requirements, please consult with the respective Consulate Offices. Visa requirements are subject to change. For US Passport holders, please check the current requirements for your destination(s) at the following link: <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html>
13. All accommodation properties/hotels booked for LSGD are upscale 4* and 5* properties (according to local categorization). The rooms are standard double occupancy, twin-bedded or double-bedded rooms with private facilities. Room allocation to guests, in all cases, is strictly at the discretion of the hotel's management on a run-of-house basis. Special requests such as bed types, smoking preference and connecting rooms must be requested upon reservation and are subject to availability. Although available at most hotels, 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 not operating from the end until the start of the summer months. All hotel rates are based on IWorld of Travel agreements with its suppliers and are not negotiable. Hotel check-in time is generally not before 1:00 PM, and check-out time is latest by 12 PM. We reserve the right to make substitutions with similar hotels of equal or better standard. There will be no refunds for any difference in the cost of those accommodations.
14. Included meals are specified in each itinerary. Meals are based on the hotel's or restaurant's buffet or set menu. Dietary request and preferences should be provided at the time of booking or submitted in writing at least 72 hours prior to departure. Although IWorld of Travel cannot make any guarantees, all possible efforts will be taken in order to honor special dietary requests.
15. Individual arrival and departure transfers are provided for all LSGDs, free of charge for all passengers, **on the day the tour starts and on the day the tour ends**. Flight number, airline and

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- arrival/departure timing must be sent to IWorld of Travel in writing by 7 days prior to tour start at the latest, in order to organize the transfer. Any changes concerning flights must be advised to IWorld of Travel as soon as possible in order to coordinate the individual transfers. Emergency telephone numbers will be provided in the Travel Documents for each traveler, and these should be used to communicate any last-minute flight changes or delays in order to stay in touch and ensure for the best transfer experience. The driver will be waiting with an IWorld of Travel sign displaying traveler names in the airport's arrival area.
16. Sightseeing & Itinerary for LSGD is operated by motor-vehicle, and its size is dictated by the number of participants. IWorld of Travel's LSGDs are designed to accommodate individuals as well as small groups. The number of participants may vary during the tour, as IWorld of Travel accommodates travelers arriving on different flights and on different days of the week. Times listed in itineraries are approximate and meant only as guidelines. Some itineraries may have early morning start times for sightseeing in order to complete the day program during daylight hours and to provide enough free time for each traveler's enjoyment of the destination at their own pace. It is each traveler's responsibility to arrive on time for all scheduled LSGD components. IWorld of Travel reserves the right to adjust the sequence and order of sightseeing in case of certain circumstances in order to provide the most enjoyable experience to the travelers.
 17. All LSGDs are conducted in English only and all tour managers, local guides and hosts speak English. All commentary and instructions will be provided in English only. For maximum enjoyment and understanding, you must be able to understand, read and speak English. All tour managers are local professionals licensed to lead tours in English. Additional local expert guides may accompany visits to certain areas and historical sites.
 18. Group harmony is very important for the success of LSGDs and pleasurable travel for all participants. To ensure the desired group synergy, IWorld of Travel reserves the right to accept, reject or expel any individual who is deemed disruptive or incompatible with the interests of the group, including, but not limited to, (a) if it is reasonably believed that an individual is dangerous to others or to themselves; (b) has engaged in or threatening to engage in behavior that may adversely affect the safety, security, well-being or enjoyment of other individuals; (c) who are intoxicated and/or under the influence of drugs (d) who has failed or refused to follow IWorld of Travel rules and procedures or the instruction of the IWorld of Travel tour manager, employees, representatives or partner associates. Expenses, including cancellation fees and/or costs for alternate travel plans or to return home, will be the responsibility of the passenger. All unused services are non-refundable. IWorld of Travel shall be entitled to recover from the individual any cost or expenses incurred by IWorld of Travel or partner associate for the removal of the individual.
 19. IWorld of Travel will make every possible effort to operate tours as described on the website and e-brochures, but circumstances may arise which require modification of itineraries, hotel substitution, changes in transportation, inclusions or other segments part of the tours. IWorld of Travel reserves the right to make modifications due to unpredictable circumstances with the goal to make the tour safe and to ensure the best possible experience for all participants.
 20. IWorld of Travel can assist with the booking of international air at an additional cost. If international airfare, airline taxes, fuel surcharges and government-imposed fees are included; baggage check and seat assignments may cost extra. For information on baggage and seat fees please visit your airline's website. For certain countries and continents as well as specific airlines, lower baggage limits may apply. Seat assignments are not available on all airlines and are subject to fees and change without notice. Flight schedules, aircraft and seats (even purchased seats) may change without notice. TSA PRE and online check-in are at the discretion of the airline and cannot be guaranteed. Foreign departure taxes cannot always be prepaid and may be charged at the airport upon departure. For all international airfare purchased in connection with IWorld of Travel LSGDs – airline terms and conditions apply. IWorld of Travel will not be held responsible for any airline delays that may cause late arrival at the destination and therefore guests not participating in LSGD included features, or any other expenses caused by flight change or delays.
 21. Each passenger must be in possession of a passport, valid for at least 6 months AFTER the date of return.
 22. Underage children must be accompanied by at least one adult. The age limit for children joining parents on LSGDs is 8 years old, and we do recommend that parents make a responsible assessment of whether their children will enjoy the program of the desired tour. IWorld of Travel also offers family-friendly Small Group Departures, more suitable for families traveling with young children. Consult your travel advisor to decide which LSGD is the best fit for maximum pleasure for your family.
 23. Health and safety are our priority and every passenger joining IWorld of Travel LSGDs must be in good health, able to walk, climb steps, enjoy full sightseeing days and easily transfer to airplane or car/van as needed. As many of the sites are not accessible to the physically challenged, those needing wheelchairs, oxygen, or other ambulatory assistance will find the tour extremely limiting in their experiences. Guests with medical needs of a physical nature should bring a personal attendant to assist them. Please request the Special Needs form so we can help assess and assist you with the passenger's needs. Please check with your healthcare provider for up-to-date requirements. You may also check the Centers for Disease Control (www.cdc.gov) and/or the World Health Organization (<http://www.who.int/en/>) for their recommendations. Some destinations may require inoculations, and if needed, must be recorded by clients' health practitioner on a valid vaccination certificate which the client must carry for proof of inoculation where required. Some destinations/countries may require a COVID-19 negative test not older than 2-5 days; it is the passenger's responsibility to get tested – and have a copy on hand entering the country. More detailed instructions in the process will be advised by 60 days latest prior to departure dates. Individuals with serious or chronic illness/disease, advanced pregnancy, or mental illness should not participate in LSGDs at this time. Any person who arrives at the destination ill with apparent fever or becomes ill during the tour, will be removed from the group and directed to a local medical facility for diagnosis. That individual be allowed to resume group travel only

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upon written clearance by an accredited medical facility that the guest is able to participate in the remaining activities of the tour. All costs associated with medical treatment and related expenses such as additional hotel nights or transportation not included in the original itinerary, will be the responsibility of the passenger. Travel protection plans will only consider coverage with documentation and receipts for services provided by legally qualified health-care facilities, and in accordance with policy terms.

24. Any type of weapon is not permitted on any LSGD, including, but not limited to, firearms, knives, mace, brass knuckles, and other weapons of any type.
25. No smoking of any kind (medical or recreational) is allowed on any transportation that is provided on IWorld of Travel LSGDs. This includes e-cigarettes, e-cigars or any other smoking device.
26. We encourage voluntary tipping to tour managers, drivers, local guides and other service providers taking part in the LSGD programs and itineraries. A complete tipping guideline will be provided with final travel documents.
27. We recommend all Luxury Small Group passengers to provide emergency contact details prior to travel. The reason we collect this information is for our drivers who operate transfers to be able to reach out to the clients in case they do not find each other at the airport for any possible reason, and to be able to get in contact with family or friends in the rare case of an emergency.
28. Any complaints related to any services and/or components of the IWorld of Travel LSGD must be stated right away, on tour, to the tour manager. IWorld of Travel will take all possible steps to resolve any problem to the satisfaction of the passenger during the tour. We are committed to client satisfaction and we strongly believe any issue can be resolved and any mistake can be corrected, if addressed in a timely manner and with collaboration of both parties together finding a solution. If the problem cannot be resolved on the spot, a written statement from the participant, signed also by the IWorld of Travel tour manager must be submitted together with the official complaint to IWorld of Travel not later than 15 days after the date the tour ends.
29. All passengers are required to read all IWorld of Travel Terms & Conditions and Release from Liability and formally accept all by submitting payment of the deposit.
30. **RELEASE FROM LIABILITY:** IWorld of Travel, its shareholders, directors, officers, and employees do not own or operate any entity which is to or does provide goods or services for your trip including, for example, ownership or control over hotels or other lodging facilities, airline, vessel, bus, van or other transportation companies, local ground operators, providers or organizers of optional excursions or equipment used thereon, food service or entertainment providers, etc. All such persons and entities are independent contractors. Independent contractors may utilize the IWorld of Travel logo on signage or uniforms solely for identification purposes which does not signify IWorld of Travel ownership, management or control. As a result, IWorld of Travel is not liable for any negligent or willful act or failure to act of any such person or entity, or of any other third party. Without limitation, IWorld of Travel is not responsible for any injury, loss, or damage to person or property, death, delay or inconvenience in connection with the provision of any goods or services occasioned by or resulting from, but not limited to, acts of God, acts of government, force majeure, acts of war or civil unrest, insurrection or revolt, strikes or other labor activities, criminal or terrorist activities of any kind, or the threat thereof, overbooking or downgrading of accommodations, structural or other defective conditions in hotels or other lodging facilities, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely or safely, diseases and dangers associated with or bites from animals, pests or insects, marine life or vegetation of any sort, dangers incident to recreational activities such as swimming, kayaking, sailing, canoeing, rafting, hiking, walking, bicycling, etc., sanitation problems, food poisoning, lack of access to or quality of medical care, difficulty in evacuation in case of a medical or other emergency, illness, epidemics or the threat thereof or for any other cause beyond the direct control of IWorld of Travel. In addition, I release IWorld of Travel from its own negligence and assume all risk thereof.
31. **Passenger's assumption of risk:** Becoming a passenger on a LSGD operated by IWorld of Travel, I am aware that the traveling I am undertaking involves hazardous activities, with a risk of illness, injury or death which may be caused by forces of nature, animals, insects or flora, the negligence of IWorld of Travel or other persons and companies known or unknown, or of willful or criminal conduct of third parties. I am aware that weather conditions may be severe, adverse and/or unpleasant. I am also aware that medical services or facilities may not be readily available or accessible during some or all of the time during which I am participating on the trip. In order to partake of the enjoyment and excitement of this trip I am willing to accept the risks and uncertainty involved as being an integral part of my adventure. I hereby accept and assume full responsibility for any and all risks of illness, injury or death and of the negligence of IWorld of Travel and agree to hold harmless and release IWorld of Travel from claims of third-party negligence. I also understand the physical requirements of the activity in which I will be participating, and I currently have no known physical, medical or mental condition which would impair my ability to participate in this tour or my safety in this activity, and I am willing to assume all risks that may be created, directly or indirectly, by any such condition. I hereby authorize IWorld of Travel, or my local ground operator, or others to arrange for any emergency medical treatment and hospitalization as may be necessary for me because of participation in this activity without my further consent.
32. I acknowledge that I have voluntarily applied to participate on a LSGD, and that I have read the description of the program and itinerary as it appears in the current IWorld of Travel website and catalog, together with all information contained in the Terms & Conditions. I am voluntarily participating in this trip with knowledge of all the hazards involved.
33. I have carefully read these Terms & Conditions and the booking information sections of this document, and fully understand its contents and certify that I am 18 years of age or older. I am aware that this is a release of liability and a contract between myself and IWorld of Travel and I agree of my own free will. By submitting the deposit payment, I agree to these Travel Terms & Conditions and IWorld of Travel Release from Liability, for myself and each member of my traveling party and any minor children accompanying me.