

# Terms and Conditions

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## 1. PACKAGE PRICE - BEFORE A RESERVATION IS PAID

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All prices are expressed in US dollars. Prices for vacation packages are subject to change without notice. Prices are dynamic in nature, subject to availability and subject to fluctuations in currency exchange rates. Itineraries must be booked immediately once created online or by phone in order to hold the correct price and availability. Saved (old) itineraries must be re-priced from scratch at the time you are ready to make your reservation.

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## 2. PASSPORTS, VISAS AND TRAVEL PERMIT(S)

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All travel documents are the responsibility of the passenger. A valid passport with at least 6 months validity after the date of travel is required. You are responsible for checking with the appropriate consulates and respective authorities as visas and/or vaccinations may be required. Note that our agents cannot be expected to know all documentation requirements for your trip. No refunds will be entertained for passengers who cannot embark on an aircraft due to incomplete documentation such as lack of passports or visas or affidavits for minors traveling alone or with only one parent. Keep in mind that entry requirements may vary for US-Citizens and Non US-Citizens. Airport departure and entry fees/taxes are not always included in the airline ticket. This may be required to be paid at your visiting destinations.

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## 3. TRAVEL INSURANCE

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Travel insurance is highly recommended. Travel insurance is an optional / not-mandatory item. You are responsible for selecting to accept or decline the travel insurance at the time you purchase your package. Insurance can be purchased with the package and can be added up to within 10 days you purchase your tour package. For more information on the insurance we provide through Travel Guard.

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## 4. PAYMENTS

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We accept checks and most of all major credit cards issued in the US and Canada. Please note all prices are reflected in US dollars. When using your credit card to make a purchase we will require a credit card form signed with your approval for bookings made with a sales agent. The credit card statement may reflect more than one entry: one from each airline and other entries from Trinity Gold Travel. All entries will sum up your total package price. If a debit/check card is submitted by the client we are not responsible for any bank overdraft fees or any other charges that might be charged by your bank. The fact that we allow clients to pay in parts is irrelevant to these terms and conditions. The obligation for the client to us is the whole amount of the booking at the time of booking regardless how much of the booking has been paid to us. Cancellation policy apply to those who pay in parts as well, please see CANCELLATIONS.

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## 5. TRAVEL VOUCHERS AND SHIPPING OF TRAVEL DOCUMENTS

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Most of our services are ticket less. Those vouchers are your proof of payment for vendors. You must print your vouchers and carry them with you during the trip to render services with the final provider (hotels, tour operators, car rental companies, etc). Travel vouchers are emailed to the e-mail address listed in your Credit Card form Authorization. Please use one email address only. Our vouchers will show the name of the host travel supplier as the official issuer of services. Train tickets, hydrofoil for Europe and certain airline tickets cannot be provided in the form of a ticket less voucher and need to be issued as hard paper copies. In those

cases, we will FedEx your hard copies approximately 30 days before departure. Delivery addresses must be street addresses. No P.O. boxes will be accepted. Mailing fees apply. Some train tickets are issued 15-10 days before departure. In those cases, train tickets are FedEx'd within one week of departure. If you failed to include the shipping fee in your package, we will add the appropriate shipping charges to the cost of the trip. Please note: additional fees apply for Saturday, early morning delivery or other situations. Additional fees apply for international shipping as well. Passengers are responsible of informing of any changes/corrections to their address. Trinity Gold Travel is not responsible for travel documents delivered to the wrong address and therefore being lost or stolen.

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## 6. NAME CHANGES

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Names on reservations must match the information included in your passport(s). You are responsible for providing us with your legal first and last names as they are shown on your passport. Once your package is processed, name changes are NOT allowed. Vacation packages are not transferable. Airlines and other providers do not allow name changes on their tickets. You cannot change the name on an airline/train/hydrofoil/cruise/mini-package ticket or give the ticket to someone else to use. In the event you provide us with the wrong name(s) for your reservation, then you understand they are cancelled.

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## 7. AIR SCHEDULE CHANGES (INVOLUNTARY)

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Involuntary changes or cancellations to flight numbers, flight times or flight dates are called "schedule changes". These are changes created by the airlines due to re-organization of their flight itineraries and/or change of equipment. Trinity Gold Travel is not responsible for airlines schedule changes. The airline has the right to adjust/change and cancel flights up to the day of departure.

**Please be advised to reconfirm your flights 48-72 hours prior to departure, you must contact the airlines directly to verify current flight info.**

We are not responsible for any misconnections that the airlines might cause. We are not liable for cancelled flights, flights that are missed or flights with misconnection due to any airline scheduled changes. **We are not able to compensate for hotel overnights if such may occur due to an airline schedule change.** Trinity Gold Travel and their Host Agencies may assist you informing of schedule changes, but it is ultimately your responsibility to coordinate with the airline directly any changes that might affect your travel. In a gesture of good will and in lieu of your satisfaction, Trinity Gold Travel will act as an agent between you and the airline in order to assist you in fixing some schedule changes. If the airline is providing a full refund due to major schedule change; you will be responsible for the purchase of the new ticket with another carrier. Money transfer from airline to another is not allowed. Airline refunds may take between 6-8 weeks.

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## 8. CANCELLATIONS

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A cancellation is defined as the voluntary termination of an entire trip and is requested BEFORE the original travel date. **You understand tour packages are completely non-refundable.** If you are unable to attend a scheduled tour program within the package no refunds partial refunds will be provided. If you check in to your hotel a day late due to unforeseen circumstances no partial refunds will be provided. If you miss a transfer due to unforeseen circumstances no partial refunds will be provided.

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## 9. COMPLAINTS AND REFUNDS

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Complaints will be handled in a case by case basis by our management. Applications for refunds, if permitted, must be made in writing within 30 days of our clients scheduled return and must be accompanied by appropriate documentation evidencing amounts to be refunded. Anything submitted after this time frame will be an automatic deny for refund request. In certain situations, refunds cannot be issued until receiving appropriate verification and approval from our vendors, this process can be lengthy. A resolution can sometimes take between 30 and 60 days. We will not refund any money due to passengers arriving late for

check-in. Passengers should plan to check in 3 hours prior international flight times and 2 hours prior regional flight times. We will not refund monies for dissatisfaction with the conditions of a property, its rooms, facilities or services. Please take note that the lower the price, the lower the quality. We will not refund monies for train tickets that have been lost, stolen or left at home. Clients must have physical tickets in their possessions to board trains in Asia & Europe. Rent-a-cars have a minimum stay requirement of 3 days. They may use less than the 3 days but we cannot refund the difference upon return from their trip.

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## 10. RESPONSIBILITY

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Trinity Gold Travel acts only as agents for the passenger in regards to travel, whether by air, rail, automobile, bus, van, plane, boat, or any other conveyance, and assumes no liability for injury, damage, loss, accident, delay or irregularity, which may be caused due to defect in any vehicle, acts of God, war, riots, or for any company or person involved in conveying the passenger or in carrying out arrangements of the tour. We cannot accept any responsibility for losses or additional expenses due to delay or changes in schedules or other causes such as strikes. All such losses will be the responsibility of the passenger. The right is reserved to make minor adjustments in the itinerary. The right is reserved to cancel any tour prior to departure, in which case a full refund will constitute a full settlement of all liability. Trinity Gold Travel not responsible for any lost or damaged luggage before, during or after the tour program. The right is reserved to decline, to accept, or retain any passenger as a member of the tour program. The issuance of vouchers or tickets shall be deemed to be consent to the above conditions. The airline concerned is not to be held liable for any act, omission, or event during the time passenger are not on board their craft. The services of any IATA or ARC carrier may be used in conjunction with these tours. The passenger's tickets when issued shall constitute the sole contract between the airlines and the purchaser and/or passenger. All rates published in any venue are based on exchange rates and tariffs and are subject to change. All taxes, gratuities and portorage charges are subject to deletions, additions or changes without notice. These items are not covered under the control of Trinity Gold Travel, since changes in Government regulations and labor agreements cannot always be anticipated in advance. Trinity Gold travel is not responsible for any changes initiated by the passenger after departure.

## Air Only - Terms and Conditions

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### INFANT AND CHILD DISCOUNT:

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Our child policy allows only two children (paying a child discount fare) per adult. If more than two children are traveling per adult, they will have to pay the total adult fare. Only 1 infant is permitted per adult. If more than 1 infant is traveling per adult you automatically pay child fares if the fare rule permits it; otherwise the second infant will pay the total adult fare. While these rules are generally in place, it's very important to check with your airline to make sure rules and conditions have not changed. The minimum age that someone can sit beside an infant is 18 years and over. Also one adult cannot travel with 2 children occupying 2 Infant/Child seats - In this case, another accompanying adult (18 plus) would need to travel.

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### Kids Flying Solo - Unaccompanied Minor:

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Please note that unaccompanied minor cannot be booked online. Not all airlines employ the same rules for their unaccompanied minors. Each airline has its own rules and regulations regarding children traveling alone, but there are some similarities. Before you book a ticket, check the specific requirements and restrictions of each airline. And be sure to check them again a few days before the actual trip is scheduled.

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### Booking Guidelines:

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Please note that unaccompanied minor cannot be booked online. Not all airlines employ the same rules for their unaccompanied minors. Each airline has its own rules and regulations regarding children traveling alone,

but there are some similarities. Before you book a ticket, check the specific requirements and restrictions of each airline. And be sure to check them again a few days before the actual trip is scheduled.

- E-Tickets are currently available for internet bookings for most itineraries.
- If the passenger wants a paper ticket when an e-ticket is available there is an extra charge which varies by airline.
- Air itineraries that may require paper tickets, and are traveling within 2 days cannot be processed.
- Unaccompanied minors are not allowed with our contracted fares.

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### **DUPLICATE RESERVATION:**

- We reserve the right to cancel the reservations and will only keep the latest booking created by the travel agent. A cancellation notice will be sent to your email address with complete information.
- Travel agency is responsible to pay for any debit memo charged by the airline due to duplicate reservation.
- Our accounting department reserve the right to contact or email you with the copy of debit memo sent by the airline.

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### **Fare Guarantees:**

- Fares are not guaranteed until ticketing; we process all bookings before 3:30PM PST. Bookings received after this time or over the weekend will be processed the following business day. Please be advised that taxes and surcharges (queues) are subject to change without notice. In the event of a credit card transaction being declined for any reason, we can't issue the ticket until we receive a valid form of payment.
- If for any reason we cannot ticket the itinerary you booked at the same price we will not charge your credit card and we will contact you with alternatives.
- We may rebook certain itineraries due to routing problems or schedule changes. The new itinerary will be emailed to you.

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### **Airline Schedules Changes:**

Airlines can change schedules at any time. Please be advised to reconfirm your flights 48-72 hours prior to departure. Clients must contact the airlines directly to verify current flight info. Trinity Gold Travel is not responsible for any schedule change and it is not our responsibility in advising clients on any schedule change.

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### **Payment:**

- The Credit card statement may reflect two entries, one from the airline and one from Host Agency, but always for the same total price.
- We accept the following credit cards:

- Visa, MasterCard, Discover and Diners Card (We do NOT Accept American Express)
- If a debit/ check card is submitted by the client we are not responsible for any bank overdraft fees or any other charges that might be charged by your bank.
- We only accept credit cards issued in the US and Canada.
- We do not accept third party credit cards
- Agency checks are accepted. No personal Checks will be accepted. Any bounce check must be paid within 24hours plus the bank processing fee.

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### Shipping & Delivery:

- The vast majority of itineraries can be e-ticketed. We therefore do not ship any documents unless the air itinerary cannot be e-ticketed. If the air itinerary cannot be e-ticketed we will ship the paper tickets, and we will add the appropriate shipping charges to the cost of the trip.
- We charge \$20 for FedEx two-day delivery, \$38 for standard overnight delivery, \$58 for Canada deliveries. \* Additional fees apply for Saturday, early morning delivery or other situations.
- Tickets will be delivered within 5(five) business days after the reservations have been completed.
- For any Fed Ex returned to Trinity Gold Travel there will be a reshipping fee of US\$25.00 (2nd day delivery).

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### Name Changes:

- Name changes are not permitted. Please verify the accuracy of all information before submitting a booking for ticketing. We are unable to absorb fees imposed by carriers for the reissue of tickets due to incorrect information or to correct spelling errors. It is the responsibility of the passenger to ensure the accuracy of information supplied. To avoid errors, it is suggested that the passengers' names and ages be matched and double-checked against the traveler's passport information at the time of booking.

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### Frequent Flyer/Special Services: Some fare will not accrue miles per contract rules.

- Once booked it is the responsibility of the client to contact us via email at [andrea@trinitygoldtravel.com](mailto:andrea@trinitygoldtravel.com) in order to provide Frequent Flyer account information, request special meals, or to arrange seating.
- For special seat request please contact the airline directly.

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### Travel Documents:

- It is the responsibility of the passenger to ensure all document requirements such as valid passport and entry visas are obtained for all destinations. We do not offer visa information. Please consult the respective consulate.
- NEW PASSPORT REQUIREMENTS FOR TRAVELERS

Starting on Dec. 31, 2006, all nationals (U.S. and foreign) will be required to hold a valid passport to enter or re-entering the United States through airports and seaports. The new passport requirement means that birth certificates and other government issued I.D. will no longer be an acceptable proof of citizenship. Please take this information into account if your passport is due to expire or if you need to get a passport. There may be delays in getting a passport due to the Dec. 31 deadline.

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### **NOT INCLUDED:**

- Some airport departure or entry taxes are not included in the ticket taxes. Passengers must pay in cash on location.
- Documentation: All travel documents are the responsibility of the passenger. A valid passport is required in most cases. U.S. citizens also need a visa when traveling to many different countries, make sure to check which country needs visa before you travel. Some vaccinations may be required.
- Additional expenses such excess baggage charges, baggage insurance, meals or items of a personal nature.

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### **Responsibility:**

We act only as agents for the passenger in regards to air travel and assume no liability for injury, damage, loss, accident, delay or irregularity, which may be caused due to defect in any vehicle, acts of God, war, riots, or for any company or person involved in conveying the passenger or in carrying out arrangements of the itinerary. We cannot accept any responsibility for losses or additional expenses due to delay or changes in schedules or other causes such as strikes. All such losses will be the responsibility of the passenger. The right is reserved to make minor adjustments in the itinerary. We are not responsible for any lost or damaged luggage before, during or after the tour program. The issuance of tickets shall be deemed to be consent to the above conditions. The airline concerned is not to be held liable for any act, omission, or event during the time passenger are not on board their craft. The passenger's tickets when issued shall constitute the sole contract between the airlines and the purchaser and/or passenger. All rates published in any venue are based on exchange rates and tariffs and are subject to change. All taxes, surcharges and fees charges are subject to deletions, additions or changes without notice. These items are not under our control of since changes in Government regulations and labor agreements cannot always be anticipated in advance.