

NGL Travel - Terms and Conditions

Before making a deposit for your trip, please read these TERMS AND CONDITIONS. Once a deposit is made, the deposit signifies your agreement with this document.

NGL Travel (Consultant) acts as a sales agent for any airline, hotel, car rental company, tour operator, cruise line or other service provider named in your itinerary (Suppliers). NGL Travel is not responsible for acts or omissions of the Suppliers or their failure to provide services or adhere to their own schedules.

NGL Travel assumes no responsibility for and shall not be liable for any refund, personal injury, property damage or other loss, accident, delay, inconvenience or irregularity which may be caused by (1) any defaults, wrongful or negligent acts or omissions of Suppliers; (2) any defect or failure of any vehicle, craft, equipment or instrumentality owner, operated or otherwise provided by the Suppliers; or (3) any wrongful or negligent acts or omissions on the part of any other party not under **NGL Travel** control. You hereby release **NGL Travel** from all claims arising out of any problem covered in this paragraph.

NGL Travel has no special knowledge regarding the financial conditions of the Suppliers, unsafe conditions, health or weather hazards, or climate extremes at locations to which you may travel. For information concerning possible dangers at destinations, **NGL Travel** recommends contacting the Travel Warnings Section of the U.S. State Department at (202) 647-5225 or www.travel.state.gov. For medical information **NGL Travel** recommends contacting the Centers for Disease Control at (877) FYI-TRIP or www.cdc.gov/travel. **You assume full responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements of your destination(s)** and all conditions regarding health, safety, security, political stability, and labor or civil unrest at such destination(s). You hereby release **NGL Travel** from all claims arising out of any problem covered in this paragraph. You agree that the courts in Nassau County, NY will be the exclusive jurisdiction for all claims brought by you or **NGL Travel** and you hereby submit to the personal jurisdiction of these courts.

For your protection we **strongly recommend** that you purchase trip cancellation (travel) insurance. We also strongly recommend that you use a credit card for your purchase so that you can exercise your rights under the Fair Credit Billing Act if you do not receive the services you purchased.

If you are cruising, we **strongly recommend** flying to your port a day or two before your cruise is scheduled to leave. With the amount of flight delays and cancellations, you can miss your ship if you do not fly in a day or two early. If the passengers opt to fly in the day a cruise is scheduled to depart, the customer is responsible for their own arrangements if they have to meet the ship at the first port, or they miss the cruise entirely. NGL Travel is not responsible for any monetary losses as a result and will charge a minimum service fee of \$100 and up if client wants assistance because they missed the ship.

NGL Travel specializes in excellent customer service. We research numerous vendors to ensure that we have received the best value on airfare, cruise fares, car rentals, accommodations, etc. based on desired travel dates and availability. This agency accepts no cash. Cashiers Checks, Money Orders or Checks will be payable to **NGL Travel** and funds must clear before any payments are made to vendors.

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PRICE QUOTES: Quotes on any components of a trip are not confirmed until booked with full names and payment in full. All prices are subject to change without notice and are subject to availability. Airline tickets are non-refundable, non-changeable, non-transferable, and non-extendable. If you are unable to travel and have not purchased travel insurance that covers your cancellation you may have a credit with the airline to use less their cancellation fee. A minimum \$150 change fee applies to any changes made after purchase plus any applicable increase in fare. These are charged by the airline and do not include NGL Travel's fee for changes or cancellations. Certain restrictions apply. Tickets are generally valid for one (1) year from the **purchase** date. Unless otherwise noted on the quote, quotes typically may not include airfare, gratuities, meals, resort fees, incidental items, souvenirs, airport transfer, travel insurance or airline luggage fees.

DEPOSITS/PAYMENTS: Payment schedules are set forth by travel suppliers and are due on the dates specified. Failure to pay on time may result in automatic cancellation by the supplier and can lead to forfeiture of prior payments.

FEES - REVISIONS, CANCELLATIONS AND REFUNDS: Revision, cancellation and refund policies will vary by individual suppliers. Supplier cancellation fees can be up to 100% of the total trip cost and no-shows are non-refundable. Refund restrictions and policies for unused travel and vacation components vary and are subject to rules of individual suppliers. Insurance premiums, airfare and some supplier fees are non-refundable. Please ask about supplier policies before make a deposit.

NGL Travel may impose the following fees for cancellations and changes/revisions once a deposit has been made:

\$50 per person cancellation/change fee once a deposit has been made and before final payment. After final payment the change fee is \$100 per person and for a full cancellation, 10% of the entire vacation cost. For any changes made after you have deposited, a fee of \$50 per change will be charged. If you would like concierge services such as making dinner reservations, assisting with online check in or forms, etc., a fee of \$75 will be due to assist.

REQUIRED IDENTIFICATION: Government issued photo identification is required for every traveller. **NGL Travel strongly encourages** using a passport when traveling. Cruise lines with closed loop cruises may permit passengers to sail using a birth certificate and photo identification. **NGL Travel** still recommends using a valid passport because if you have to leave the ship in an emergency in a foreign port you will not be permitted to fly without a valid passport. Passports are required for all international travel and many countries require the expiration date be beyond six (6) months of a traveller's return date. Some countries require Visa's to travel. It is the passenger's responsibility to verify the entry requirements of the country they are traveling to. Passengers can check this website for up-to-date Visa information travel.state.gov/content/passports/en/country.html. **NGL Travel** is not responsible for any travellers who are denied entry into a country without proper travel identification. Any passengers who are not U.S. citizens are responsible for checking with their Embassy to verify the documents that they need to travel with.

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When traveling, the name on your airline ticket must exactly match your name on your government issued photo identification. If you choose to book a trip before applying for or receiving your passport and your passport name does not match the name you booked your ticket in, airlines will NOT do a name change on your ticket. You may have to buy a new ticket at current prices and/or pay a cancellation fee on a non-refundable ticket.

TRAVEL DOCUMENTS NGL Travel encourages the use of electronic documents where possible. We require every passenger who declines travel insurance complete an insurance declination form. For travel documents that need to be mailed, NGL Travel will mail via the US Postal service. For late bookings, rebooking's or if expedited serviced is required a shipping fee will apply. **Passengers must check their travel documents within 24 hours of being sent and notify NGL Travel immediately if any errors are identified.** We assume no responsibility for any change fees by a supplier if a passenger does not notify us within 24 hours of documents being sent that there is an error.

Tickets and vouchers are negotiable instruments and must be kept in a safe place at all times. Lost, stolen or misplaced tickets or vouchers cannot be replaced or refunded and there may be fees associated if they can be replaced. When traveling, safeguard all vouchers and documents in a safe.

AIRLINE CONFIRMATIONS, CHECK IN, SEAT ASSIGNMENTS, MISSED FLIGHTS Passengers are responsible for confirming their flights with the airline prior to departure and printing boarding passes within 24 hours for domestic flights and 48 - 72 hours for international. Failure to confirm flights or failure to use any portion of an airline reservation may result in automatic cancellation by the airline of all continued and return flights. Verify the airlines confirmation policies, luggage fees and other requirements prior to booking. **PASSENGERS ARE RESPONSIBLE FOR CHECKING TO ENSURE FLIGHT TIMES HAVE NOT CHANGED 24 - 48 hours before flying.**

Unless stated otherwise by the airlines, passengers should arrive at the airport minimally 2 hours prior to departure for domestic flights and 3 hours before international flights Late arrival at the airport can result in loss of assigned seats or denial of boarding. Denial of boarding is not eligible for refund or travel insurance reimbursement.

Airfare rebooking's are subjects to airline penalties, rebooking fees plus any difference in cost for the new seats. **NGL Travel** will assist in rebooking at a rate of \$100 per hour. Seat assignments are subject to change by the airlines without notice.

COVID WAIVER As the worldwide COVID-19 coronavirus pandemic remains ongoing at this time, you acknowledge that for this reason, and other reasons not reasonably foreseeable at this time, these travel plans may be interrupted or cancelled by the supplier that is providing them, a government entity or other third party over which **NGL Travel** has no control. You further acknowledge that the supplier's own cancellation, rebooking and refund policies, subject to any applicable law that is now or may later be in effect, will govern your rights and remedies, including your right to receive a refund in such an event. Moreover, you understand that should you elect to purchase travel insurance, the terms of the policy will dictate whether, and to what extent, coverage for any financial loss may exist under the circumstances. We are not responsible for any quarantine you may have to face at

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your destination and we must charge fees to change reservations to assist you if you are quarantined or hospitalized during your trip. By signing below, you hereby agree to hold **NGL Travel** harmless and release it from any and all liability for any damages, including but not limited to monetary losses you may incur as a result of such interruption or cancellation of these travel plans.

DISCLAIMER OF LIABILITY

All prices are thought to be accurate, available and current at the time of advertising and booking with the supplier. The information, products and services may include inaccuracies or typographical errors on the part of suppliers. **NGL Travel** assumes no responsibility nor guarantee the accuracy of, including but not limited to, the price, information and description of products or services listed on a supplier's website. **NGL Travel** is not responsible for any errors made by clients creating their own bookings online. **NGL Travel** is not liable for acts, errors, omissions, representations, warranties, breaches or negligence of any supplier, or personal injuries, death, property damage or other damages or expenses resulting from causes outside the control of **NGL Travel**.

NGL Travel is not responsible for travel delays or cancellations or any illness, death, injury, damage or loss of vacation time arising thereafter. Changes to cruise ports of call or itineraries due to mechanical, weather or world events beyond our control are at the sole discretion of the cruise line and may occur without notice as is any applicable compensation for such occurrences by the supplier.

NGL Travel is not responsible for refusal of passage by an airline or cruise line for individuals that they deem unsuitable to travel. Please check your applicable cruise or airline's website and familiarize yourself with their policies on refusal of passage. **NGL Travel** is also not responsible for refusal of boarding or travel for any passenger who may be turned away from entering a country due to any legal issues that the passenger may be subject to. An example is a passenger who may be denied entry into a country due to a prior felony conviction, unpaid child support or DWI conviction.

NGL Travel shall not be liable for any injuries, damages or losses incurred by the traveller in connection with, or by supplier employees or contractors, terrorist activities, social or labor unrest, mechanical or construction failures, or difficulties, disease, local laws, climatic conditions, criminal acts or abnormal conditions or developments or any other actions, omissions or conditions outside of our control.

Any disputes must be mediated or arbitrated in Nassau County, NY.

Date: 12/31/2024