

Downtime Destinations LLC – Terms & Conditions

1. Scope of Services

Downtime Destinations LLC is an independent contracting agency for WorldVia Travel Network operating as part of the Travel Leader's Network Consortium. We provide professional travel planning services, including customized itinerary planning, price monitoring, visa/passport assistance, and post-booking support, designed to ensure a seamless and enjoyable travel experience. Downtime Destinations LLC acts solely as a sales agent for any airline, hotel, car rental company, tour operator, cruise line, or other service provider listed in your itinerary or confirmation. We are not responsible for the acts, omissions, or financial condition of these Suppliers, nor can we guarantee their performance, refunds, or honor of future credits. Changes to the scope of services may result in additional fees, which will be disclosed to you in advance.

2. Planning Fee and Price Drops

The planning fee must be paid in full before services begin. All fees are non-refundable. If a supplier reduces the cost of a trip after booking, Downtime Destinations LLC will assist in rebooking if permitted by the supplier. A rebooking fee may apply. Refunds or successful rebooking are not guaranteed.

3. Price Increases

Travel arrangements may be subject to supplemental price increases imposed by suppliers or the government, even after full payment. You consent to such price increases and authorize us to apply your credit or debit card for the difference. Supplier terms may apply independently of this agreement.

4. Cancellation Policy

Planning fees are non-refundable. Downtime Destinations LLC cancellation fees are separate from supplier fees. Cancellations must be submitted in writing. Fees must be paid via invoice before we process cancellations.

5. Client Responsibilities

Clients must be 18+ and legally authorized to enter into this agreement. You are financially responsible for all bookings and must provide accurate information. Fraudulent or speculative bookings are strictly prohibited.

6. Code of Conduct

You are responsible for any damage caused during your trip. Payment for damages is required at the time, and you indemnify Downtime Destinations LLC from related claims. Transportation, possession, or use of illegal drugs is prohibited and may result in removal from a trip and legal consequences.

7. Client Conduct

Downtime Destinations values professionalism, respect, and a positive working relationship with every client. I strive to create a friendly, stress-free experience for your travel planning, and I ask that all communication remain courteous and professional in return. Any behavior or communication that is inappropriate, disrespectful, or makes me feel uncomfortable may result in the immediate termination of services at my discretion. In such cases, any active bookings will be handled according to the policies of the travel supplier involved.

8. Liability, Travel Risk, and Release

We are not liable for acts of third parties, force majeure events, or travel risks including terrorism, pandemics, or unsafe conditions. You assume all travel-related risks and release Downtime Destinations LLC and its affiliates from any claims arising from such events.

9. Force Majeure

Downtime Destinations LLC is not liable for non-performance due to events beyond our control including natural disasters, war, labor strikes, or government orders.

10. Dispute Resolution and Governing Law

This agreement is governed by the laws of the State of Michigan. Any disputes shall be resolved in the courts of Tuscola County, Michigan.

11. Travel Insurance Acknowledgement

Clients acknowledge being advised to purchase travel insurance. Declining coverage is at your own risk and releases us from liability for related losses.

12. Travel Documents and Identification

Clients are responsible for obtaining valid passports, visas, and travel documentation. Passport cards are generally not accepted for international travel. Names on ID and tickets must match exactly. Errors must be reported within 24 hours. Entry laws vary by country; check with the U.S. State Department and the destination country directly for details.

13. Emergency Contact

Clients must provide an emergency contact prior to departure for international or cruise travel.

14. Legal and Medical Advice Disclaimer

Downtime Destinations LLC does not provide legal or medical advice. Clients are responsible for confirming documentation and health requirements with relevant authorities.

15. Airline Travel Disclosures (DOT Compliance)

When booking airline travel on your behalf, Downtime Destinations LLC complies with all applicable U.S. Department of Transportation (DOT) regulations. The following information is provided to ensure full transparency: • Ancillary Fees: Airlines may charge additional fees for checked or carry-on luggage, seat selection, upgrades, priority boarding, and other services. Change and cancellation fees also vary

by airline and fare type. Passenger-specific discounts (e.g., military status, frequent flyer programs, credit card perks) may be available and will be provided upon request. • **Codeshare Flights:** If a flight is marketed by one airline but operated by another (a codeshare), you will be notified of the operating carrier's name prior to booking. This includes the corporate and any marketing names of the transporting carrier. • **Full Fare Disclosure:** You will be provided with the total price of your airfare—including all known taxes and fees—prior to purchase. Pricing is subject to change by the airline and is not guaranteed until ticketed. • **Travel Requirements:** Clients are responsible for complying with all entry and travel requirements including valid passports, visas, and destination-specific documentation or health mandates. Downtime Destinations LLC will advise on these requirements but assumes no responsibility for non-compliance. Failure to disclose or adhere to these policies is considered an unfair or deceptive practice by the DOT. Downtime Destinations LLC is committed to maintaining full compliance and transparency at all times.

16. Intellectual Property

All materials provided by Downtime Destinations LLC are proprietary and may not be reused, distributed, or modified without permission.

17. Authorization and Acceptance of Terms

By agreeing to these Terms & Conditions, you authorize Downtime Destinations LLC to process charges using the payment information you provided. Submission of a planning fee, deposit, or payment toward any travel arrangement constitutes acknowledgment and acceptance of these Terms & Conditions. It is the client's responsibility to review all terms prior to confirming travel services.

18. Contact Information

For questions or concerns, contact Downtime Destinations LLC at debiwilliams@downtimedestinations.com or 989-407-0040.