

## **SENTRIGUE TERMS AND CONDITIONS**

**IDENTIFICATION:** Guests are required to make reservations in the full name that is listed on his/her government document they will use for travel. If you need to make any changes to a name after travel documents have been issued, clients will be responsible for all name change fees, if applicable.

**PAYMENTS:** Our merchant account is with PayPal. This will allow our clients to make payments through PayPal or major credit cards. These payments must be received in full 60 days before travel. Cashiers checks and money orders must be made payable to:

Sentrigue, LP. 4567 Rockbridge Rd. Unit 29, Pine Lake, GA 30072 (please enter the name of the trip in the memo line). Payments made online must be with a major credit or debit card.

**REFUNDS:** All payments to Sentrigue, LP are non-refundable. All sales final.

**PASSPORTS AND VISAS:** Passengers are responsible for ensuring that they have the proper travel documents and **MUST CHECK** with the respective consulate(s) or visa agency to determine whether any visas or passports are required. Passports books, as opposed to passport cards, are required for international air travel. 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 on 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.

**TRAVEL PROTECTION:** Sentrigue, LP highly recommends Travel Insurance that helps provide coverage for Trip Cancellation, Interruption, Baggage Loss or Delay, Medical Expenses, and more.

**Please visit the website of the travel insurance companies below and research and find the best plan for you:**

### **Travel Insurance**

1. Allianz Global Assistance
2. Travelex
3. Travel Guard
4. Seven Corners
5. Generali Global Assistance

**PRICES:** All prices listed are per person based upon shared twin room occupancy unless otherwise clearly specified. Prices do not include items of a personal nature such as laundry, alcohol & wines, water, beverages, passport and visa fees, insurance, and foreign port taxes unless specifically indicated in the package inclusions.

## **PAYMENTS & CANCELLATION**

**Deposit:** A deposit is due at the time of reservation. All deposits are non-refundable. All reservations (except where specified) will require a deposit and will be clearly noted the amount due and monthly payment plan. Full Payment: All reservations can be paid in full at the time of booking as long as the tour still has available space. Late Payment: If there is any outstanding balance by the Final Payment Due date listed on your invoice, a late fee will automatically be added to your final payment 24 hours after your final payment date. Late fees vary.

**Cancellation:** Once reservations have been made, cancellations will only be accepted in writing. Email your cancellation request to [Sentriguesolutions@gmail.com](mailto:Sentriguesolutions@gmail.com) with your full name and travel date. If you do not receive an acknowledgment within 48 hours, please call 404.578.4139 to ensure your information was received.

**TRAVELERS WITH DISABILITIES:** In order to fully enjoy your travel experience with Sentrigue, LP we recommend that you select a trip that is suitable for your physical capabilities. Tour participants requiring any form of assistance, including travelers with physical disabilities, sight, or hearing impairments, are required to notify Sentrigue, LP prior to reservation for review and our agreement. Additionally, the tour participant must be accompanied by an individual responsible for providing those services. Tour managers, guides, drivers, or other tours, and hotel 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 and Facilitators at all times, both for the successful operation of the tour as well as for their personal safety. Expenses, including cancellation fees and/or costs for alternate travel plans or to return home, will be the sole responsibility of the passenger. 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. Pursuant to the Americans with Disabilities Act (the ADA), Sentrigue, LP 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 Sentrigue, LP of their accessibility requirements prior to booking in order for Sentrigue, LP to determine if reasonable accommodations are available. Sentrigue, LP 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.

**AIRLINES:** Sentrigue, LP clients are responsible for purchasing their own full fare round trip airline tickets. Sentrigue, LP is not responsible for the services and policies imposed by the airlines. Airline schedules and flights are subject to change without notice. Sentrigue, LP is not responsible for penalties incurred for tickets, international or domestic.

Sentrigue, LP will provide in full detail the arrival city and expected time of your arrival. This is to ensure that all clients arrive approximately the same time to keep our pre-plan itinerary schedule as well as allow Sentrigue, LP to arrange transportation from the airport to the hotel.

**Hotel Accommodations:** All rooms are included in the full package price which will be two (2) persons per room. Room selection in all cases is strictly at the discretion of the hotel's management on a run-of-house basis. Airbnb accommodations will also be considered.

**Meals:** Not all meals are based on the hotel's or restaurant's buffet or set menu. If Sentrigue, LP clients are logging at an Airbnb rental, some meals will be included within the package price.

**Transfers:** Transfers are provided by Sentrigue, LP for scheduled tours arranged by Sentrigue, LP.

**Health Requirements:** Check with your healthcare provider for up-to-date requirements. You may also check the Centers for Disease Control ([www.cdc.gov](http://www.cdc.gov)) and/or the World Health Organization (<http://www.who.int/en/>) for their recommendations. Prescription medications are the responsibility of each individual.

**PHOTOGRAPHIC RELEASE:** Sentrigue, LP may take photographs and videos of its trips and trip participants. Sentrigue, LP is granted permission to do so and for it to be used for promotional or commercial use without payment of any compensation to participants.

**ASSUMPTION OF RISK:** I am aware that travel such as that 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. 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 in 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, criminal conduct of third parties known or unknown, injury or death, and of the negligence of Sentrigue, LP, and agree to hold harmless and release Sentrigue, LP from claims of third party negligence. I 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.