

Terms and Conditions

IMPORTANT INFORMATION REGARDING YOUR BOOKING – By booking with SeaLandAir Travel Inc., you understand and agree with the following terms and conditions.

SeaLandAir Travel Inc. is referred to as “SeaLandAir Travel”.

Emergency 24/7 Support: SeaLandAirTravel provides 24/7 Emergency Support services to our customers. For emergencies within 24 hours of departure or while you are travelling please call 313-407-3017 outside of office hours. Additional planning fees may apply.

Baggage Fees: Additional fees for baggage may apply. Please contact your airline or refer to its website for detailed information regarding their checked baggage policies, or alternatively please visit the airline website for more information.

Travel Agent: SeaLandAir Travel acts solely as a travel agency, selling various travel products on behalf of numerous independent transport and accommodation service providers such as airlines, coach operators, rail services, cruise lines, and hotels.

We do not own, operate, manage, or control these providers and therefore disclaim liability for their actions or omissions. Our responsibility is limited to making travel bookings and arranging contracts between you and the travel service providers.

We are not responsible for the services themselves and cannot offer any warranties or representations regarding their standards. The fulfillment of any specific request cannot be guaranteed.

All bookings are subject to the terms, conditions, and limitations of liability imposed by these travel service providers. You acknowledge that your legal recourse is directly against the specific provider, not SeaLandAir Travel.

Important Conditions: Prices may increase until full payment is received. After full payment, prices are guaranteed, with the exception of increases due to government taxes or fees. Your booking signifies acceptance of these terms, acknowledging your responsibility for price increases before full payment and for government-imposed charges or carrier surcharges after full payment.

Cancellation: Please be aware that unless otherwise stated, all travel bookings are non-refundable and cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether travel has commenced. Where we incur any liability for a cancellation fee or charge for any booking which you cancel, you agree to indemnify us for the amount of that fee or charge.

Final Payment: A non-refundable deposit may be required, unless otherwise specified. Final payment is due 30 to 60 days before departure, with some fares or services requiring full payment at the time of booking. SeaLandAir Travel accepts cash, checks, debit cards, and credit cards (AMEX, Visa, MasterCard, and Discover). A signed credit card charge form, as provided in the receipt, may be required for credit card payments.

Credit Card Transactions: Should any travel service provider fail to deliver the contracted services, your recourse is solely against that provider, not against SeaLandAir Travel. If you have paid SeaLandAir Travel by credit card, you agree not to initiate a chargeback of your payment. You will be held responsible for any costs incurred by SeaLandAir Travel, including attorneys' fees, to recover payments charged back by your credit card company. In the event of a declined credit card, you are obligated to immediately settle any outstanding amounts owed to SeaLandAir Travel via money order or cash.

Travel Insurance: SeaLandAir Travel strongly recommends purchasing trip cancellation and travel accident insurance for your protection. However, any description of this insurance provided by SeaLandAir Travel does not constitute a binding promise or assurance. If you decline travel insurance, a disclaimer will be required.

SeaLandAir Travel is not an insurance company and is not responsible for submitting, paying, or adjusting any insurance claims. All claims under the relevant travel insurance policy must be submitted directly to the insurance company identified in the policy. SeaLandAir Travel will provide the necessary documentation for your claim, but will not submit claims on a client's behalf.

Additional Fees: Local car rental agencies, hotels, and other suppliers may impose additional taxes and surcharges (including carrier-imposed surcharges) that cannot be pre-collected.

Responsibility: While we strive to ensure your travel arrangements are satisfactory, SeaLandAirTravel and its affiliates, including their employees, shareholders, subsidiaries, officers, directors, successors, agents, and assigns, do not own or operate any entities providing travel goods and services. This includes, but is not limited to, lodging facilities, airlines, vessels, motor coaches, or other transportation companies, guides or guide services, local ground operators, providers or organizers of optional excursions, and food service providers. All such persons and entities are independent contractors and are not affiliated with SeaLandAir Travel.

Liability: SeaLandAirTravel acts solely as an agent and is not liable for the negligent or willful acts, or failures to act, of any travel service provider or third party.

Limitation of Liability:

SeaLandAirTravel is not responsible for any injury, loss, death, inconvenience, delay, or damage to person or property in connection with the provision of any goods or services. This

includes, but is not limited to, issues arising from:

- Acts of God or force majeure
- Illness or disease
- Acts of war, civil unrest, insurrection, or revolt
- Animals
- Strikes or other labor activities
- Criminal or terrorist activities
- Overbooking or downgrading of accommodations
- Mechanical or other failures of airplanes or other means of transportation
- Failure of any transportation mechanism to arrive or depart on time

Additional Considerations:

- **Foreign Standards:** Be aware that certain foreign facilities, such as air-conditioning systems in public places, hotels, and motor coaches, may not meet U.S. standards.
- **Additional Expenses:** If due to weather, flight schedules, or other uncontrollable factors, you are required to spend additional night(s), you will be responsible for your own hotel, transfers, and meal costs.
- **Baggage:** Baggage is carried entirely at the owner's risk.
- **Company Name Usage:** The appearance of "SeaLandAir Travel" on motor vehicles, signs, or elsewhere is for identification purposes only and does not imply ownership, supervision, or control by SeaLandAir Travel.
- **Pricing:** Tour prices are based on rates (including foreign exchange rates) in effect at the time of printing and are subject to change without notice.

Maximum Liability:

In circumstances where liability cannot be excluded, such liability is limited to the value of the purchased travel arrangements. You specifically agree that SeaLandAir Travel is not liable for any consequential loss or damage.

Passports: When traveling internationally, a valid passport is required for all individuals departing from the United States. It is your sole responsibility to ensure all travel documentation, including passports and visas, meets the requirements of immigration and other government authorities at each destination. You must confirm these requirements, including any visa or admission prerequisites, with the United States Department of State or the representative government agency of your destination country. Any fines, penalties, payments, or expenditures incurred due to non-compliant documentation will be your exclusive responsibility. For travel within the USA, a government-issued ID is mandatory.

Travel Documents: Travel documents, which include airline tickets, hotel vouchers, tour vouchers, and any other form of confirmation (electronic or otherwise) with a service provider, are subject to specific conditions and restrictions. These may include, but are not limited to, being non-refundable, non-date-changeable, and incurring cancellation and/or amendment fees.

Travel documents are non-transferable. All airline tickets must precisely match the name on the passport or photo identity of the traveler. Inaccurate names, dates, or timings on a booking may lead to its cancellation and render it unusable. It is your responsibility to inform SeaLandAir Travel of any errors at the time of booking or within 24 hours of the original booking; otherwise, you will be held accountable for any discrepancies in your documentation.

Health and Special Requirements: You are responsible for understanding the health requirements of your travel destinations and for carrying all necessary vaccination documents. Please inform your consultant of any special needs, such as dietary restrictions or medical requirements.

International Flights: Some countries mandate the insecticidal spraying of aircraft, either before or during a flight. For further details, please refer to the Department of Transport's disinsection website.

Refusal of Service: Service providers reserve the right to refuse service to travelers at their sole discretion, including but not limited to situations where the traveler:

- Lacks proper documentation for the country of destination;
- Has a contagious disease;
- Is under the influence of alcohol, drugs, or narcotics;
- Manifests disruptive and/or unruly behavior.

SeaLandAir Travel assumes no liability for the service provider's actions in refusing service.

Privacy Policy: SeaLandAirTravel is committed to protecting the privacy and confidentiality of your personal information. This policy outlines how we collect, use, disclose, and protect your personal data. By using our services, you consent to the practices described in this policy.

Information We Collect

We collect personal information necessary to provide our travel services. This may include:

- **Contact Information:** Name, address, email, phone number.
- **Travel Details:** Passport information, visa details, date of birth, gender, nationality, emergency contact information, special needs or dietary restrictions, frequent flyer numbers.
- **Payment Information:** Credit card details, billing address (processed securely and not stored beyond necessary transaction periods).
- **Communication Data:** Records of your interactions with us, including emails, calls, and online chats.
- **Technical Data:** IP address, browser type, operating system, and other usage data collected through cookies and similar technologies when you visit our website.

How We Use Your Information

We use your personal information for the following purposes:

- **To Process Bookings:** To make and manage your travel arrangements, including flights, accommodations, car rentals, and other travel-related services.

- **To Provide Customer Support:** To assist you with inquiries, changes to bookings, and provide 24/7 emergency support.
- **To Communicate with You:** To send booking confirmations, travel updates, important notices, and promotional offers that may be of interest to you (you can opt-out of marketing communications at any time).
- **For Internal Operations:** To improve our services, analyze trends, conduct research, and for administrative purposes.
- **To Comply with Legal Obligations:** To meet legal, regulatory, and security requirements, including those from government authorities and border control.
- **To Ensure Safety and Security:** To protect the safety and security of our travelers and services.

Disclosure of Your Information

We may share your personal information with third parties in the following circumstances:

- **Travel Service Providers:** With airlines, hotels, cruise lines, car rental companies, tour operators, and other suppliers who fulfill your travel arrangements. These providers may be located in countries with different data protection laws than your own.
- **Third-Party Vendors:** With service providers who assist us with business operations, such as payment processing, IT support, marketing, and data analysis. These vendors are obligated to protect your information and use it only for the purposes for which it was provided.
- **Legal and Regulatory Authorities:** When required by law or to respond to valid requests from government agencies, law enforcement, or other public authorities.
- **Business Transfers:** In connection with a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred as part of the transaction.

Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. We use secure servers and encryption technology for sensitive data transmission. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

Your Rights

You have certain rights regarding your personal information, subject to applicable law. These rights may include:

- **Access:** The right to request a copy of the personal information we hold about you.
- **Correction:** The right to request correction of inaccurate or incomplete data.
- **Deletion:** The right to request the deletion of your personal information.
- **Objection:** The right to object to the processing of your personal information.
- **Withdraw Consent:** The right to withdraw your consent at any time where we rely on consent to process your personal data.

To exercise these rights, please contact us using the details provided below.

Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance your browsing experience, analyze site usage, and deliver personalized content and advertising. You can manage your cookie preferences through your browser settings.

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