



## CIG TRAVEL INC.

### TRAVEL SERVICES AGREEMENT

**“CIG TRAVEL”** refers to CIG TRAVEL Inc., including its officers, employees, contractors, and agents.

**“Traveler(s)”** refers to the individual(s) booking, purchasing, or participating in travel services.

**“Supplier(s)”** refers to independent third-party providers of travel services, including but not limited to airlines, cruise lines, hotels, tour operators, transportation providers, DMCs, and other travel service providers.

**“Travel Products”** refers to all travel services and arrangements booked through CIG TRAVEL, including but not limited to flights, accommodations, cruises, tours, excursions, transportation, vacation packages, and related services.

**“Force Majeure”** has the meaning set forth in Section 10.

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## 1. INTRODUCTION

This Travel Services Agreement (“Agreement”) sets forth the terms under which CIG TRAVEL Inc. (“CIG TRAVEL,” “we,” “us,” or “our”) provides travel planning and booking services to the undersigned traveler(s) (“Traveler(s),” “you,” or “your”).

By engaging our services or confirming a booking, you acknowledge and agree to the terms of this Agreement.

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## 2. ROLE OF CIG TRAVEL

CIG TRAVEL acts solely as a professional travel advisor and booking intermediary.

We do not own, operate, control, or directly provide any travel services or products. All travel services—including but not limited to flights, accommodations, cruises, tours, transportation, and related experiences—are provided by independent third-party suppliers (“Supplier(s)”).

Each booking constitutes a separate contract between the Traveler(s) and the applicable Supplier(s).

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## 3. SUPPLIER TERMS & CONDITIONS

All Travel Products are subject to the terms, conditions, policies, and restrictions of the applicable Supplier(s). These may include payment rules, cancellation policies, change fees, operational limitations, and other service conditions.

Traveler(s) are solely responsible for reviewing and complying with all Supplier terms.

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## 4. TRAVEL DOCUMENTS & ENTRY REQUIREMENTS

Traveler(s) are solely responsible for ensuring that all required travel documents and entry requirements are valid, current, and acceptable for travel.

This includes, but is not limited to, passports, visas, vaccination records, identification documents, driver's licenses, international driving permits, and entry permits. All documents must be valid, unexpired, and available when required by Suppliers or governmental authorities.

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## 5. PRICING & PAYMENTS

A deposit of 35% is required to confirm reservations and secure pricing and availability. All deposits are nonrefundable unless otherwise stated in writing.

Airfare and certain travel services are not guaranteed until issued and paid in full. Pricing, availability, and inventory are subject to change until final payment and ticketing are completed.

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## 6. MODIFICATIONS

Changes requested after deposit are subject to Supplier availability and approval.

If approved, modifications incur a \$350 service fee per person, per occurrence, in addition to any Supplier-imposed penalties.

Minor enhancements that do not materially alter the itinerary (such as adding optional experiences during free time) will not incur a modification fee.

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## 7. CANCELLATIONS & TRAVEL CREDITS

All cancellations after deposit are subject to a \$500 per person cancellation fee.

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Any nonrefundable amounts paid toward Travel Products will be forfeited.

Airfare and other Supplier services are subject to individual Supplier fare rules and cancellation policies, which may result in partial or no refunds.

Cancellations within 90 days of departure will incur a cancellation fee equal to 75% of the total trip cost per person, plus forfeiture of nonrefundable amounts.

Any remaining eligible funds will be issued as a CIG TRAVEL Inc. travel credit valid for 12 months from the date of cancellation. Travel credits are non-transferable and non-redeemable for cash.

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## 8. FORCE MAJEURE

“Force Majeure” means any event beyond the reasonable control of CIG TRAVEL or its Supplier(s), including but not limited to Acts of God, natural disasters, severe weather, epidemics, pandemics, government actions, war, civil unrest, strikes, labor disputes, or travel restrictions.

In such circumstances, neither CIG TRAVEL nor its Supplier(s) shall be held liable for any delay, cancellation, loss, or disruption of services.

Supplier(s) may, at their discretion, modify, substitute, or cancel services due to Force Majeure without prior notice.

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## 9. LIMITATION OF LIABILITY

CIG TRAVEL shall not be liable for any injury, loss, damage, delay, inconvenience, or expense arising from acts or omissions of Supplier(s), including but not limited to schedule changes, service interruptions, overbookings, or cancellations.

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## 10. CREDIT CARD AUTHORIZATION

Traveler(s) authorize CIG TRAVEL to charge the provided credit card for all travel-related charges, including Supplier payments, planning services, and applicable fees.

Traveler(s) certify they are the authorized user of the payment method provided.

Traveler(s) remain fully responsible for all charges authorized under this Agreement. In the event of a declined payment, reversal, dispute, or cancellation of payment method, Traveler(s) agree to promptly remit all outstanding balances owed to CIG TRAVEL Inc.

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## 11. TRAVEL INSURANCE (RECOMMENDED)

CIG TRAVEL strongly recommends that all Traveler(s) purchase comprehensive travel and cancellation insurance to protect against unforeseen circumstances, including trip interruption, medical emergencies, delays, and cancellations.

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## 12. REPRESENTATIONS

Traveler(s) represent that they are at least 18 years of age and possess the legal capacity to enter into this Agreement.

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## 13. ENTIRE AGREEMENT & ACCEPTANCE

By engaging CIG TRAVEL's services or confirming a booking, Traveler(s) acknowledge that they have read, understood, and agree to be bound by this Agreement in its entirety, including all referenced Terms and Conditions available at <https://www.cigtravel.com/terms-conditions.html>.

This Agreement constitutes a legally binding contract between the parties.

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