



Travel Made Simple: Our Service Agreement

*At **Sunsoaked Travel LLC**, our goal is simple: to make your getaway seamless, stress-free, and filled with unforgettable moments. This agreement is our way of setting clear expectations and ensuring you have complete peace of mind as we design your travel experience. Completion of this Agreement is required before we can finalize any arrangements for your trip. Your signature, or electronic acknowledgment (click-to-agree), will serve as confirmation of your acceptance, allowing us to move forward in creating the sunsoaked getaway you've been dreaming of.*

1. Agency Role and Services

Sunsoaked Travel LLC acts as an independent travel agency and intermediary for third-party Suppliers, including airlines, hotels, car rental companies, tour operators, and cruise lines. The Agency facilitates bookings for cruises, vacation packages, hotels, airfare, resorts, and tours, and all bookings are subject to the Suppliers' terms and conditions. The Agency is not responsible for the acts, omissions, or financial defaults of Suppliers, nor for their failure to provide services, adhere to schedules, or honor trip credits. If a Supplier defaults before providing the paid service, the Client's sole recourse for a refund is with the defaulting Supplier, insurance (if applicable), or another responsible third party. The Agency has no special knowledge of Suppliers' financial conditions and assumes no liability for recommending trip credits over refunds.

2. Seller of Travel Registration Information

Sunsoaked Travel LLC operates as an independent travel agency under WorldVia Travel Network, which is registered as a Seller of Travel in the following states:

- California: CST #2063964-50
- Florida: ST #36257
- Hawaii:
- Iowa: TA #924
- Washington: #602864166

Registration as a Seller of Travel in these states does not constitute approval by the respective states. Clients residing in these states are advised that these registrations are required by law to protect consumers.

3. Risks of Travel and Release

The Agency assumes no responsibility for and shall not be liable for the acts or omissions of any party not under its control, or for any acts of God, unsafe conditions, terrorism, pandemics, illnesses, weather hazards, the suitability for a disabled person of any portion of the trip, or any other external factors. We have no special knowledge of dangers during travel or at destinations. For information related to such dangers, we recommend going to the State Department travel website at www.travel.state.gov, click on "Find International travel Information" then click on "Country Information", and fill in the name of the destination country. For medical and health information, we recommend going to the Centers for Disease Control website at www.cdc.gov/travel, then click on "Destinations" and scroll to the name of the destination country. It is your personal decision to travel, and you are doing so with full knowledge of current travel recommendations and travel restrictions with regards to the risks of COVID-19. YOU HEREBY EXPRESSLY ASSUME ALL OF THESE RISKS AND DANGERS, AND YOU HEREBY EXPRESSLY AGREE TO FOREVER RELEASE, DISCHARGE AND HOLD US, AND OUR AGENTS, EMPLOYEES, OFFICERS, DIRECTORS, ASSOCIATES, AFFILIATED COMPANIES, GUIDES, GROUP LEADERS, AND SUBCONTRACTORS HARMLESS AGAINST ANY AND ALL LIABILITY, ACTIONS, CAUSES OF ACTIONS, SUITS, CLAIMS, AND DEMANDS OF ANY AND EVERY KIND AND NATURE WHATSOEVER WHICH YOU NOW HAVE OR WHICH MAY HEREAFTER ARISE OUT OF OR IN CONNECTION WITH THESE RISKS AND DANGERS.

It is the Client's personal decision to travel, and they do so with full knowledge of current travel recommendations and restrictions, including COVID-19-related risks. By agreeing to this contract, the Client expressly assumes all risks associated with travel and releases the Agency from any liability for claims arising from these risks.

4. Vaccination Requirements and Other Rules

The Agency is not responsible for COVID-19-related requirements imposed by Suppliers or governments, such as vaccinations, health affidavit forms, screenings, face coverings, or quarantines. For the latest COVID-19 government travel regulations, we recommend going to IATA's website at <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>. Clients are responsible for checking Supplier websites for the latest rules, as these requirements are subject to change.

5. Other Foreign Entry Rules

Clients are solely responsible for verifying and meeting all entry requirements for their destination and connecting points, including passports, visas, and other documentation. As of May 2025, a Real ID-compliant driver's license or another acceptable form of identification, such as a passport, will be required to board domestic flights within the United States. <https://www.dhs.gov/real-id> If traveling internationally, you must have a valid passport, and depending on the destination and nationality, one or more visas may need to be obtained, even for countries that you transit for a flight change. The name, and date of birth that appears on the identification card must match the same data that is listed on the airline ticket and booking records. Many countries require passports to be valid for six months beyond the date of entry. Clients are responsible for ensuring they have the necessary identification for travel. It is the client's responsibility to verify their identification meets these requirement. Children and infants require all such travel documents. Additional requirements may include parental consent for minors to travel and restrictions for individuals with criminal convictions. Clients are also responsible for understanding the health, safety, and political conditions at their destinations. Clients are responsible for ensuring they have the necessary identification for travel.

6. Fees, Price Drops, and Price Increases

Clients agree to pay all travel planning, change, and other fees as specified by the Agency, and all fees are non-refundable. If a Supplier drops the price of a trip after booking, the Agency will assist with rebooking if allowed, but additional fees may apply. Travel arrangements may be subject to price increases imposed by Suppliers or governments after purchase, and Clients consent to such price increases, authorizing their credit or debit card to be charged accordingly.

7. Travel Insurance

The Agency strongly recommends that Clients purchase travel insurance to protect against unforeseen circumstances, including trip cancellations, delays, medical emergencies, lost luggage, supplier defaults, and other risks. Clients who decline insurance assume full responsibility for financial losses. Unless a "cancel-for-any-reason" policy is purchased, most insurance policies exclude coverage for pandemics. The Agency is not liable for denied claims by insurers.

8. Credit Card Merchant

The Agency strongly recommends using a credit card for purchases to exercise rights under the Fair Credit Billing Act if services are not received. If the Agency acts as the credit card merchant, its role is to facilitate the sale, collect funds, and remit them to Suppliers. If Suppliers fail to provide services, the Client's recourse is against the Suppliers, not the Agency. Clients agree not to initiate chargebacks against the Agency.

9. Privacy and Data Security

All Client data, including payment information, is handled securely through WorldVia's CRM platform. The Agency shares Client data only as necessary to complete bookings and does not sell or distribute personal information to third parties.

10. Dispute Resolution

Any disputes arising from this Agreement will be resolved through arbitration in the state where the Agency is registered. Clients must present claims within 30 days after their trip ends and file suit within one year of the incident. The courts in Washington Parish , Louisiana will have exclusive jurisdiction over claims.

11. Acknowledgment and Acceptance

By signing below or clicking "I Agree" on the website, the Client acknowledges reading, understanding, and agreeing to the terms and conditions in this Agreement. Clients must confirm their understanding of the terms before proceeding with bookings.



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