TRAVEL AGENCY TERMS & CONDITIONS

Elite Explorers | www.elite-explorers.com | (769) 242-1527

Effective date: __November 5, 2026

These Terms & Conditions (the "Terms") describe travel planning and booking assistance provided by Elite Explorers ("Travel Agency") to its clients ("Client"). They are provided for review before booking. Applicable booking confirmations and supplier terms supplement these Terms; mandatory consumer rights under applicable law are not waived.

1. Scope of Services

1.1 Elite Explorers assists with travel planning and arrangements, which may include cruises, air travel, lodging, tours, ground transportation, theme parks, and other travel services according to Client preferences and available supplier offerings.

1.2 Elite Explorers acts as an intermediary for independent travel suppliers, not as the operator of their services. All bookings are subject to availability, supplier acceptance, and the terms communicated by the applicable supplier. Elite Explorers will exercise reasonable care in providing its own services.

2. Client Information and Travel Documents

2.1 Client must provide accurate passenger names and other booking information, including information about accessibility needs or requested accommodations. Names must match the identification required by the applicable carrier and destination.

2.2 Client must promptly review quotes, confirmations, invoices, itineraries, and travel documents and report any discrepancy as soon as discovered. Changes may incur supplier charges or fare differences.

2.3 Client is responsible for ensuring that all travelers possess required passports, visas, entry authorizations, identification, and health or vaccination documentation, and satisfy destination and carrier entry rules. Elite Explorers may provide general guidance but cannot guarantee admission or boarding.

3. Prices, Deposits, and Payments

3.1 Prices, availability, taxes, fees, and promotional offers may change until the applicable supplier confirms the booking and any required payment is received. Prices are subject to change prior to deposit.

3.2 Supplier-required deposits, final payment dates, and payment and cancellation terms will be provided through quotes, confirmations, or supplier documents. Failure to pay by a required deadline may result in cancellation and loss of deposits or other penalties.

3.3 Elite Explorers offers free consultations. Any separate planning, service, change, or cancellation fee charged by Elite Explorers, if applicable, must be disclosed to and accepted by Client before it is incurred. This Agreement does not itself establish such a fee.

3.4 Client authorizes only payments specifically approved for the booking. Client remains responsible for supplier-imposed charges arising from requested changes, subject to applicable law.

4. Cancellations, Changes, and Refunds

4.1 Client may request a cancellation or modification at any time. Applicable supplier terms determine any penalties, nonrefundable amounts, fare differences, credits, or refund eligibility. Some bookings may be fully nonrefundable.

4.2 Elite Explorers will reasonably assist with eligible refund or credit requests but does not control supplier decisions or processing timelines and cannot guarantee a refund or credit.

4.3 Cancellations or disruptions caused by severe weather, public-health events, or other extraordinary circumstances remain subject to applicable supplier terms and legal rights.

5. Travel Insurance and Risk Acknowledgment

5.1 Travel protection or insurance is strongly recommended because unexpected cancellations, illness, medical care, evacuation, delays, and interruptions can cause substantial expense. Coverage, exclusions, eligibility, and claim decisions depend on the policy purchased.

5.2 Client is responsible for reviewing any insurance offer, policy terms, exclusions, deadlines, and whether the coverage meets Client needs. Declining coverage may leave Client responsible for losses not otherwise refundable.

Travel protection decision (complete when offered): ☐ Accepted / purchased ☐ Declined ☐ Not yet decided / not offered

6. Supplier Changes and Assistance

6.1 Independent suppliers may alter flight schedules, cruise ports, itineraries, lodging, or services. Elite Explorers will make reasonable efforts to notify and assist Client when informed of material changes but cannot promise that original arrangements will remain unchanged.

6.2 Client should notify Elite Explorers promptly of a travel problem and also contact the responsible supplier directly when immediate action is required. In emergencies, Client should contact local emergency services or the appropriate provider without delay.

7. Responsibility and Limitation of Liability

7.1 Elite Explorers is not the provider of transportation, lodging, cruises, tours, or other independently supplied services and is not responsible for supplier acts or omissions outside its control, including delays, cancellations, service interruptions, baggage issues, or supplier financial failure, except to the extent responsibility is imposed by applicable law.

7.2 Nothing in this Agreement excludes or limits liability that cannot lawfully be excluded, including liability for Elite Explorers' own conduct where applicable law imposes responsibility. Any claim is subject to applicable law and the specific facts.

8. Events Beyond Reasonable Control

Neither party is responsible for delay or inability to perform its own obligations to the extent caused by events beyond its reasonable control, such as hurricanes, severe weather, natural disasters, war, government restrictions, public-health emergencies, labor disruptions, or transportation shutdowns. This clause does not itself create a right to a supplier refund or remove nonwaivable legal obligations.

9. Termination and Existing Bookings

Either party may end future planning services by written notice. Ending this relationship does not automatically cancel confirmed reservations or eliminate outstanding supplier obligations. Client must separately request cancellation of any existing booking, which remains subject to the supplier's terms and applicable law.

10. Governing Law and Other Terms

This Agreement is governed by Mississippi law, except where mandatory law requires otherwise. If any provision is unenforceable, the remaining provisions remain effective to the extent permitted by law. This Agreement, together with the applicable supplier terms and booking confirmations, reflects the parties' understanding regarding these services. Changes to this Agreement must be agreed to in writing.

11. Client Acknowledgment

Clients should review these Terms and the applicable supplier terms before authorizing a booking or payment. Elite Explorers will provide relevant booking documents and payment deadlines. These Terms do not, by themselves, authorize a purchase or require a signature.