

Wandering Weightlessly LLC

By sea, by sky or across the land - from around the corner to across the globe -
Making your travel dreams a reality one trip at a time

WANDERING WEIGHTLESSLY LLC – MASTER TERMS & CONDITIONS FOR TRAVEL SERVICES

Effective Date: 2.1.26

These Terms & Conditions (“Agreement”) govern the relationship between Wandering Weightlessly LLC (“Agency,” “we,” “our”) and the traveler (“Client,” “you”). By booking travel services through the Agency, you agree to the following:

1) AGENCY ROLE (INTERMEDIARY DISCLOSURE)

Wandering Weightlessly LLC acts solely as an independent travel advisor and intermediary between you and third-party travel suppliers (“Suppliers”), including but not limited to cruise lines, tour operators, airlines, hotels, insurance providers, and ground operators. While Agency provides resources for sober travel, Agency does not guarantee an alcohol-free environment at any third-party Supplier location (e.g., cruises, hotels, or flights).

Agency does not own, operate, manage, or control any Supplier. All travel services are subject to the Supplier’s own terms, conditions, policies, and contracts, which are incorporated into this Agreement by reference. Your travel arrangements are booked according to Supplier availability, rules, and restrictions.

Suppliers are solely responsible for providing travel services, including but not limited to transportation, accommodations, and activities. Agency is not responsible for Supplier acts, errors, omissions, delays, schedule changes, injuries, losses, or their financial insolvency.

Agency is not responsible for the accuracy of supplier-provided accessibility information or the failure of a supplier to provide specific accommodations requested.

Agency shall not be liable for the failure of any Supplier to provide travel services due to financial insolvency or bankruptcy.

2) PAYMENTS MADE TO SUPPLIERS

You authorize the Agency to use the payment information you provide to remit payment directly to Suppliers on your behalf. The Supplier—not Wandering Weightlessly LLC—will appear as the merchant of record on your card statement.

Any disputes regarding charges made by a Supplier must follow that Supplier’s policies. Agency will assist in communication but has no authority over Supplier billing or refund decisions.

3) CLIENT RESPONSIBILITIES

You are responsible for:

- Reviewing all confirmations for accuracy within 24 hours. Failure to notify Agency of errors within this 24-hour window constitutes acceptance of the accuracy of all travel documents and names.
- Providing full legal names that match government-issued ID.
- Understanding and complying with passport, visa, entry, vaccination, and health requirements for all destinations.
- Disclosing any special needs, medical conditions, or mobility limitations at time of booking.
- Making payments by the specified deadlines.

- Complying with all Supplier rules, restrictions, and conduct policies.
- Client acknowledges that travel involving foster or adoptive children may require specific legal clearances or be subject to sudden behavioral crises. Agency is not liable for trip interruptions or cancellations resulting from legal, custodial, or behavioral issues.

Agency is not responsible for denial of boarding, travel delays, entry refusals, or financial losses due to noncompliance with requirements.

4) PRICES & AVAILABILITY

All prices are subject to change until paid in full. Suppliers may add taxes, fees, port charges, surcharges, or currency adjustments. Agency is not responsible for Supplier price changes or availability updates.

5) SERVICE FEES

Certain professional services performed by the Agency may incur service, research, or change fees. If charged, fees are nonrefundable and compensate the Agency for time, expertise, and administrative support.

6) CHANGES, CANCELLATIONS & REFUNDS

Suppliers may impose penalties of up to 100% of the trip cost for cancellations, no-shows, or changes. All such penalties are governed by the Supplier's policy and timeline. If a refund is approved by a Supplier, the Agency will forward it promptly when received. Agency has no control over Supplier processing time. Travel credits or vouchers are subject to Supplier conditions and expiration periods.

7) CHARGEBACKS & DISPUTE PROCEDURES

Clients agree to contact the Agency first to attempt resolution before filing a dispute with their card issuer. A chargeback filed for properly disclosed non-refundable Supplier penalties, or authorized charges made to Suppliers on your behalf, may be deemed improper under card-network guidelines.

If a chargeback is submitted and subsequently reversed in favor of the Agency or Supplier, you agree to reimburse any related administrative, legal, or processing costs permitted by law.

8) TRAVEL INSURANCE

The Agency strongly recommends purchasing comprehensive travel insurance, including trip cancellation/interruption, medical coverage, evacuation, baggage protection, and Supplier default where available.

If you decline insurance, you accept full responsibility for losses that insurance may have covered. A separate Insurance Acceptance/Decline Form is required.

9) FORCE MAJEURE

Agency is not liable for losses or delays caused by events outside its control, including weather, natural disasters, epidemics, civil unrest, government actions, mechanical failures, or acts of God.

10) LIMITATION OF LIABILITY

To the maximum extent permitted by law, Agency's total liability for claims arising from this Agreement shall not exceed the amount of Agency service fees paid by the Client for the affected booking (excluding Supplier payments). Agency is not liable for incidental, indirect, special, punitive, or consequential damages. This limitation does not apply to Agency's gross negligence or willful misconduct. Any financial coaching or planning advice provided is for educational purposes only. Agency does not provide licensed investment, tax, or legal advice.

11) HOLD HARMLESS & INDEMNIFICATION

Client agrees to release, indemnify, defend, and hold harmless the Agency, its owners, and its agents from any claims, demands, losses, damages, or expenses arising from: Supplier actions or inactions, client's failure to

comply with requirements, any third-party claims related to the travel arrangements. This provision does not apply to Agency's own gross negligence or willful misconduct.

12) GOVERNING LAW & VENUE

This Agreement is governed by the laws of the State of Ohio. Any disputes shall be resolved in courts located in Cuyahoga County, Ohio.

13) ELECTRONIC SIGNATURE CONSENT

Client agrees to conduct transactions electronically. A typed name, checked box, or digital signature constitutes a legally binding signature under U.S. E-SIGN and UETA laws.

CLIENT ACKNOWLEDGEMENT

I have read, understand, and agree to these Terms & Conditions.

Client Name: _____

Digital Signature: _____ Date: _____