

TRAVEL TERMS & CONDITIONS

GENERAL

Radiant Moments LLC is offers packages with a combination of travel services. Radiant Moments LLC (as appropriate), will be responsible for the proper performance of the travel services outlined in respective packages. In addition, Radiant Moments LLC employees and staff will act with due diligence in investigating the safety for travel and travelers participating in related services/events.

TRAVELER/PARTICIPANT RIGHTS

- Travelers/participants will receive important information about the package before completing the package travel contract. Please check all contract information upon receipt and verify all information is correct. Radiant Moments LLC will not be responsible for omissions or errors if not brought to our attention immediately. Booking Payment must be received by the due date to avoid vendor cancellation.
- Travelers/participants will be given an emergency number or a contact point where they can get in touch with the travel organizer or guide.
- Travelers/participants may transfer the package to another person, with reasonable notice and possibly subject to additional costs.
- Changes to the package price may only change in incidences where specific costs rise (for instance fuel prices or significant exchange rate changes for expenses not pre-paid), AND if expressly provided for in the contract, AND in any event not later than 21 days before the start of the package. If the price increase exceeds 10% of the price of the package, the traveler/participant may terminate the contract. If the organizer reserves the right to a price increase, then it should be noted that the traveler has a right to a price reduction if there is a decrease in the same relevant costs.
- Travelers/participants may terminate the contract without paying any termination fee and get a full refund of any payments IF any of the substantial elements of the package, other than the price, are changed significantly. If before the start of the package the Radiant Moments LLC Agent/Employee responsible for the package cancels the package, travelers/participants will be eligible to receive a refund where appropriate.
- Travelers/participants may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances affecting the travel package related to the service organized by Radiant Moments LLC, for instance if there are serious security problems at the destination which are likely to affect the package.
- Travelers/participants have a right to terminate the contract at any time before the start of the package in return for an appropriate and justifiable termination fee. (Please see Booking Terms & Conditions for details)
- If significant elements of the package cannot be provided as agreed after the start of the package tour, appropriate alternative arrangements will be offered to the traveler/participant. Travelers/participants may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract AND whereby this substantially affects the performance of the package AND whereby the organizer fails to remedy the problem.
- The travel guide or organizer will provide assistance if a traveler is having difficulties.



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Booking Terms & Conditions

By booking travel or participating in a tour with Radiant Moments LLC the traveler/participant agrees to the following Terms & Conditions.

1) Booking Contract:

A booking is confirmed and a contract exists when Radiant Moments LLC issues a written confirmation after receipt of the deposit amount. It is important that the participant/traveler carefully review the confirmation details and report any incorrect or incomplete information to Radiant Moments LLC administrative staff immediately. This includes names (as they appear on relevant passports), addresses, phone and emergency contact information.

To Book Travel with Radiant Moments LLC, you must be 18 years of age and agree to provide full, complete and accurate information to Radiant Moments LLC.

2) Booking on Behalf of Others:

A Contact Person can be designated to book a trip on behalf of others. For every participant/traveler included in the booking. The Contact Person is responsible for; 1) making all payments due in connection with the Travel Booking, 2) keeping others in the booking party informed, and 3) notifying the Travel Guide and Administrative staff of any changes or cancellations. A designated Contact Person or Persons is considered the representative on behalf of others s/he is booking for and is accountable for having obtained all required consents as well as verifying that any information provided on behalf of another participant/traveler is complete and accurate and the Travel Guide will under no circumstances be liable for any errors or omissions in the information provided to complete a booking.

3) Details Required for Booking

Travelers/participants must provide the information requested by the Tour Operator along with the final payment. If the Traveler/participant does not provide all required information prior to the date on which the full payment is due, an administrative fee may be charged for any costs incurred by the Tour Operator as a result of the failure to provide the required information. Information required may vary by Tour and will be communicated to the Traveler/participant and/or the Tour Operator. Radiant Moments LLC and the Tour Operator will not be responsible for any fees incurred by the Traveler/participant as a result of errors, omissions, inaccuracies, late, misplaced or otherwise incomplete information that have been provided by the Traveler/participant.

4) Deposits

A deposit of 50% of the total cost of the trip per traveler/participant is due at the time of booking to confirm a booking. Please note: that certain tours and services may require a higher deposit. Radiant Moments LLC Staff will advise potential travelers/participants prior to making a booking confirmation in these circumstances. If the booking is made 60 days or less prior to departure, full payment is due at the time of the booking.

5) Final Payment & Acceptance of Booking

The confirmation sent by Radiant Moments LLC staff/employees will include details for final payments required for the booking. Final payments are due no later than 60 days before the departure date of the related booking. If full payment is not received by the applicable due date, Radiant Moments LLC may charge a late fee payable in addition to the full payment due immediately OR Radiant Moments



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LLC may treat the booking as cancelled and retain the deposit paid on the booking as a cancellation fee. If any travel services/events that are booked have payment terms different than what is expressed in this section, the applicable terms will be communicated to the traveler/participant prior to the booking and will also be detailed on the applicable invoice.

PLEASE NOTE: Radiant Moments LLC and its staff are not responsible for any charges levied by third parties for financial institutions and payable by the traveler/participant as a result of credit card or other payment transactions and will not refund or return any fees charged by third parties or financial institutions in connection with payments made by the traveler/participant to Radiant Moments LLC.

6) Prices, Surcharges, and Taxes

The published price of the Tour and services offered by Radiant Moments LLC and the Tour Operator may be subject to change at any time before or after booking confirmation up to 30 days before departure. Tours may be subject to imposed surcharges or fees as a result of increased costs in transportation, fuel, dues, taxes or fees chargeable for services included in Tour package such as but not limited to; fees at ports, local operator costs, currency and exchange fluctuations, increases in taxes or government action that impacts related services of the Tour. Radiant Moments LLC will only do so whereby the increase is more than 2% of the original price paid for the Tour services or products (excluding add-ons, insurance, and taxes). Travelers/participants will be provided with reasonable notice as soon as Radiant Moments LLC Tour Operators learn of the necessity to impose a surcharge.

Where the increase in price is greater than 7% of the original price paid for the Tour services or products (excluding add-ons, insurance, and taxes), the Traveler/participant may choose to either:

- a) Cancel the applicable booking without incurring any penalty, OR
- b) Accept the change of price.

The Traveler/participant must notify the Radiant Moments LLC Tour Operator of the choice within 14 days of receipt of notice of the increase or the Traveler/participant will assume to have accepted the price change and will be liable for payment of the increase.

7) Cancellations

Cancellations made within 45 days of departure cannot be refunded. Cancellations made between 45 and 90 days of departure will be refunded at 50% of the tour price. Cancellations made 90 days before departure will be refunded at 90% of the tour price.

8) Airfare

Travel tour prices do NOT include airfare (international nor otherwise). Radiant Moments LLC staff/employees will review best prices available for the dates of Travel and that meet the arrival and departure itinerary times. These prices are subject to change and offer an estimate only for the traveler/participant to consider in making his or her own air travel. It is recommended that travelers/participants review terms & conditions of air carriers. Radiant Moments LLC is NOT responsible for changes in air itineraries or flight times and does not provide advice or alerts regarding air travel tickets, flight status or delays.

9) Required Medical Information

Travelers/participants are responsible for assessing their own risks regarding whether a Tour is appropriate for their own conditions, circumstances, medical requirements, and limitations. Every traveler/participant should consult and/or seek advice on vaccinations, limitations, and medical precautions. Radiant Moments LLC staff/employees cannot provide medical advice. The Tour Operator



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reserves the right to request further information or professional medical opinions where necessary, as determined in its discretion, for the Traveler/participant's safety or the safe operation of a Tour. Likewise, the Tour Operator reserves the right to deny a Traveler/participant permission to travel or participate in any aspect of a Tour at any time and at your own risk if the Tour Operator determines that the Traveler/participant's physical or mental condition poses a threat or danger to self or others. Radiant Moments LLC reserves the right to deny Travelers/participants with certain medical conditions for Tours if reasonable accommodations or alternatives cannot be arranged. Pregnancy is considered a medical condition and should be disclosed at the time of booking. Other special requirements related to dietary restrictions, food allergies and pre-existing conditions requiring special accommodations must also be reported to the Tour Operator. Radiant Moments LLC cannot guarantee that accommodations and special requirements can be met; therefore, special requirements and accommodations are not part of the Booking Terms or Contract between the Traveler/participant and the Tour Operator. The Tour Operator is not liable for any failure to accommodate or fulfill such requests.

Radiant Moments LLC Tours may visit regions where medical care may not be easily accessible and medical facilities may not meet the standards of those found in the Traveler/participant's home country. Travelers/participants must provide medical information and/or complete a Medical Form by the deadline indicated by the Tour Operator. Failure to do so, may be cause to cancel the booking and all applicable cancellation fees will apply.

10) Travel Documents

a. DOCUMENTATION: U.S. citizens travelling to any destination outside of the United States will be required to present a valid U.S. passport. Some countries require a visa for transit or entry. Passengers are responsible to ensure that they have all the proper documents for entry. All names on documents must match the legal name on your photo I.D., and travel document information must match tickets. Please check the State Department website at <https://travel.state.gov> for further information.

Immunizations may also be required. Failure to comply with these regulations may result in denied boarding, denied entry, and/or government imposed fines. If you are a citizen of another country, there may be additional requirements. Check with the nearest consulate or embassy of the destination you are travelling to and find out the entry requirements for non-U.S. citizens.

b. It is the traveler/participants responsibility to obtain information and to have in his or her possession all of the required documentation and identification required for entry, departure, and travel to each country or region related to the booking. This includes a valid passport, all relevant documents required by governmental authorities including visas, permits, certificates-immunizations/medical/etc, and insurance policies.

11) Travel Insurance.

Travel insurance is recommended and the responsibility of the Traveler/participant for all applicable dates of travel with the Tour Operator. It is further recommended that coverage extend to include cancellation, curtailment, and all other expenses that may arise as a result of loss, damage, injury, delay or inconvenience while traveling. The Traveler/participant is responsible for advising their own insurer of the type of travel, destination(s), and activities included in your booking so that the insurer may provide appropriate coverage. The Traveler/participant acknowledges that insurance coverage is not included in the cost of any Tour offered by Radiant Moments LLC and its Tour Operator(s).

12) Travel Waiver Agreement



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a. Radiant Moments LLC offers retail travel services to customers, which are provided by separate and independent vendors of travel services. Radiant Moments LLC does not operate, control, or otherwise provide the services of the independent travel vendors. Hence, customer agrees that Radiant Moments LLC acts only as agent for the client in acquiring transportation, hotel accommodations, sightseeing and other privileges, or services for the clients' benefit, and on the express condition that Radiant Moments LLC shall not be responsible for any loss, accident, injury, delay, defect, omission or irregularity which may occur or be occasioned, whether by reason of any act, negligence or default of any company or person engaged in or responsible for carrying out any of the arrangements, or otherwise in connection therewith. THEREFORE, A SIGNED TRAVEL WAIVER WILL BE REQUIRED FOR FINAL VERIFICATION OF YOUR BOOKING.

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