

Violet Clover Travel Group

Brunswick, OH 44212

info@violetclovertravelgroup.com

216-236-8450



BOOKING POLICY

- I. **QUOTES** - All rates quoted are subject to change until booked with a full deposit.
- II. **DEPOSITS & RESERVATIONS** - A deposit along with all booking forms are required for all bookings. A passport book is required for all international travel. Each traveler is required to register in the same name that is on his / her passport for international travel or other ID for domestic travel. The passport book must be valid for at least 6 months after your travel dates have been completed.
- III. **MONTHLY PAYMENT REQUIREMENTS** - A minimum payment installment must be received monthly by the 15th or the reservation may be cancelled, and all previous payments will be forfeited. The amount of the minimum monthly payment will be listed on your invoice.
- IV. **ROOMMATES & PAYMENTS** - Roommates must complete separate registration forms and submit their deposits within 24 hours to secure a reservation. Once the registration forms and deposit are received each roommate can make separate payments. In the event of a cancellation that changes the room occupancy, the travelers who remain on the booking will be 100% financially responsible for any remaining balances owed, since the reservation will automatically adjust to the true occupancy. This will apply even if the remaining traveler(s) has paid their reservation in full
- V. **FINAL PAYMENT DUE DATE** - The final payment due date will be clearly marked on the booking itinerary. It is the responsibility of the traveler to make the final payment before or by the due date. Failure to make the final payment by the stated due date may result in automatic cancellation of the reservation and all previous deposits will be forfeited unless insurance is purchased.
- VI. **PAYMENT PROCESSING TIME FRAME & RECEIPTS** - Payments will be submitted directly to the travel supplier and processed within 1-2 business days by Violet Clover Travel Group. Once the payment has been accepted by the travel supplier the traveler will receive a receipt via email confirming the payment went through successfully.
- VII. **REFUNDS & TRANSFERS OF PAYMENTS** - Payments submitted to Violet Clover Travel Group are non-refundable and non-transferable.
- VIII. **PAYMENT METHOD** - Credit cards are the preferred method of payment. Payments will be submitted directly to our vendors to be processed unless otherwise specified in writing. Late payment fees and other fees will be processed through Violet Clover Travel Group. If a payment is being paid directly to Violet Clover Travel Group via SQUARE an additional 4% fee will be required. Violet Clover Travel Group will not accept any payments by phone.
- IX. **CANCELLATION FEE** - Violet Clover Travel Group charges a \$100 cancellation fee per person to whatever credit card we have on file. Our suppliers may charge a separate cancellation fee.

Cancellation fees charged by Violet Clover Travel Group are not covered by most travel protection plans.

- X. **TRAVEL INSURANCE** -Travel insurance is not required but strongly recommended in order to protect your investment. Travel insurance can also be helpful should issues arise during your vacation i.e. lost luggage, delayed flights, hotel issues, medical emergencies etc.
- XI. **TRAVEL DOCUMENT REQUIREMENTS** - Travel documents will be issued to all paid in full travelers 30 days prior to the departure date.
- XII. **CANCELLATION OF HOSTED GROUP TRAVEL** - On rare occasions, Violet Clover Travel Group must cancel a tour, either because there are not enough travelers to operate the tour if travel arrangements are booked under a group booking that requires a minimum number of travelers, or for other events outside the control of Violet Clover Travel Group. Violet Clover Travel Group will cancel tours due to lack of travelers prior to final invoicing however, Violet Clover Travel Group reserves the right to cancel any tour at any time up to the day of departure, due to no fault of our own. In the event of a cancellation by Violet Clover Travel Group, all monies paid to Violet Clover Travel Group for the canceled tour will be promptly refunded to the traveler. Violet Clover Travel Group is not responsible for any penalties imposed by the airlines.
- XIII. **INVOLUNTARY / VOLUNTARY DEPARTURE FROM A HOSTED GROUP TRIP** - Violet Clover Travel Group reserves the right to remove any traveler from hosted group trip should the Violet Clover Travel Group representative(s) determine that the traveler cannot meet the physical requirements of the group travel as stated in the itinerary or is disruptive to the tour time schedule or is adversely affecting the overall group dynamics. In the event a traveler is removed from a hosted group trip, Violet Clover Travel Group will not refund any monies. Transportation costs to return home, airline penalties, and any other expenses will be the responsibility of the traveler. In the event that a traveler voluntarily chooses to leave a group trip prior to its scheduled conclusion, Violet Clover Travel Group will not refund any monies for the unused portion of the travel arrangements. Transportation costs from the group trip departure point to the airport, airline penalties, and any other expenses will be the responsibility of the traveler.
- XIV. **TERMS & CONDITIONS** - <https://www.violetclovertravelgroup.com/terms-and-conditions/>