

Important: Action Required to Proceed with Your Booking

To finalize your booking arrangements, **please review** the **Travel Services Agreement** below.

For your convenience, you do not need to print, scan, or separately sign this document.

By proceeding with the booking process - including providing your passenger details, submitting deposit information, or making a payment - you explicitly acknowledge and agree that you have read, understood, and accepted all the terms and conditions outlined below on behalf of yourself and your entire travel party.

If you do not agree to these terms, please do not proceed with the booking process and notify us immediately.

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Travel Services Agreement

1. Parties and Authority

This Agreement is entered into between Veni Sara Flo LLC (Fla. Seller of Travel Ref. No. ST44994), a Florida Limited Liability Company (hereinafter referred to as "**The Agent**"), and the client initiating or continuing the booking process (hereinafter referred to as "**The Client**").

By proceeding with this booking, The Client represents and warrants that they are the primary traveler and possess the legal authority to enter into this Agreement on behalf of themselves and all other members of their travel party (including other adults and minors) included in the booking.

The Client **accepts these terms** for themselves and on behalf of all persons named in the booking.

2. Scope of Services

The Agent's role is strictly limited to **facilitating the booking** of travel services, specifically cruises or vacation packages, through the official portal of the travel provider (hereinafter referred to as "**The Provider**"). *The Agent acts solely as an intermediary* between *The Client* and *The Provider*.

While The Agent makes every reasonable effort to respond to all client inquiries in a timely manner, please note that The Agent does not provide 24/7 concierge services. Standard communications and requests will be answered within 24 hours during regular business hours (9:00 AM to 6:00 PM ET) on business days, excluding federal holidays.

In the event of an emergency requiring immediate assistance - including but not limited to medical emergencies, missed boarding, severe travel delays, or lost baggage during transit - The Client must contact The Provider directly, the travel insurance provider, or local emergency services, as The Agent cannot provide real-time roadside, medical, or immediate operational assistance.

3. The Provider (Third-Party Supplier)

The Client acknowledges that *The Agent* is not the supplier of the travel services. All travel services, including but not limited to cruising, accommodations, excursions, transportation, and optional packages, are provided by *The Provider* (e.g., the Cruise Line).

- a) *The Client* acknowledges that *The Provider* will have a separate agreement (Ticket Contract/Terms and Conditions) governing the delivery of these services.
- b) That separate agreement is outside the scope of this Agreement.
- c) *The Agent* is not responsible or liable for any acts, omissions, financial instability, or quality of service delivered (or not delivered) by *The Provider*.

4. Limitation of Liability and Release

The Client hereby waives any right to hold *The Agent* liable and agrees to release and hold harmless *The Agent* from any claims, damages, or losses arising out of the trip, except where such damage is directly caused by the gross negligence of *The Agent*.

Specific Exclusions of Liability: *The Agent* is **not** responsible or liable for, and *The Client* assumes full responsibility for, the following scenarios:

- a) **Missed Transit and Boarding:** If *The Client* misses the cruise embarkation or any scheduled transport due to traffic, road closures, navigation errors, car accidents, flight delays, flight cancellations, or any other travel delay on the way to the port or departure point.
- b) **Luggage and Personal Property:** Any loss, theft, or damage to *The Client's* baggage or personal property during the trip.
- c) **Excursions:** Dissatisfaction with any shore excursions or tours booked through *The Provider* or other third parties, regardless of whether they met *The Client's* expectations.
- d) **Medical Issues:** Any sickness, injury, or medical condition sustained by *The Client* or their party during the trip, or any associated medical expenses incurred.
- e) **Property Damage:** Any damage to *The Client's* personal vehicle (or rental vehicle) while parked at the port, airport, or elsewhere during the trip.

- f) **Medical Restrictions:** The Client is responsible for verifying and complying with The Provider's health, mobility, and pregnancy policies. Most cruise lines will deny boarding to passengers who will enter their 24th week of pregnancy at any time during the sailing. The Agent is not liable for denial of boarding due to a failure to meet the cruise line's medical criteria.

5. Financial Arrangements

- a) **Payment Facilitation:** *The Agent* may assist *The Client* in processing payments for the booked package using *The Client's* credit card **directly through *The Provider's* official agent portal.**
- b) **No Permanent Data Storage:** The Agent does not permanently store or retain The Client's credit card information in any database or file. Any payment details provided are used strictly for immediate transmission to The Provider and are securely destroyed upon authorization.
- c) **Merchant of Record:** *The Client* acknowledges that *The Provider* (e.g., the Cruise Line) is the Merchant of Record.
Any disputes regarding credit card transactions, billing errors, or refunds must be addressed to and resolved **directly with *The Provider*.**
- d) **Cancellation and Change Fees:** The Client acknowledges that bookings may be subject to non-refundable deposits and strict cancellation or change penalties imposed directly by The Provider. The Client is subject to The Provider's cancellation timeline and fee structure, and The Agent has no authority to waive those fees.

6. Travel Insurance Advisory

The Agent has strongly recommended that *The Client* purchase comprehensive travel insurance to cover risks including, but not limited to, trip cancellation, medical emergencies, lost baggage, and travel delays.

- a) *The Client* acknowledges that they have been advised of the risks of traveling without such insurance.
- b) *The Client* understands that their decision to purchase, decline, or select specific coverage is voluntary and is their sole responsibility.
- c) **Effect on Agreement:** *The Client* agrees that their decision regarding travel insurance shall not impact, void, or alter any other provision of this Agreement. Specifically, the "Limitation of Liability" regarding *The Agent* remains in full force regardless of whether *The Client* obtains insurance coverage.

7. Documentation Responsibilities

- a) **Client Responsibility:** *The Client* is solely responsible for obtaining and maintaining **valid travel documents** for all travelers in their party, including but not limited to passports, visas, vaccination certificates, and affidavits for minor children.
- b) **Passport Validity:** Must generally be valid for at least six (6) months beyond the return date of the trip.
- c) **Closed-Loop Cruise Warning:** While certain cruise itineraries may allow US citizens to travel with alternative documentation (such as a certified birth certificate and government-issued photo ID), The Agent strongly recommends a valid passport. If The Client elects to travel without a passport, they assume all financial and legal risks, including the inability to fly back to the United States from a foreign port in the event of an emergency or missed boarding.
- d) **Denial of Entry:** *The Agent* is not liable if *The Client* or any guest is denied boarding, entry, or re-entry into any country due to lack of proper documentation.

8. Verification of Booking Details

Upon receipt of any itinerary, invoice, or ticket, *The Client* must immediately **review all details for accuracy** (e.g., spelling of names exactly as they appear on passports, dates, times, and flight numbers). *The Client* must notify *The Agent* of any errors within 24 hours of receipt. *The Agent* is not liable for errors not reported within this window.

9. Pricing and Availability

Quotes provided by *The Agent* are subject to availability and price changes by *The Provider* until the booking is confirmed and the required deposit is paid. *The Agent* does not guarantee any price until payment has been processed by *The Provider*.

Furthermore, The Client acknowledges that government-imposed taxes, port fees, and fuel supplements are subject to change by the Provider or governing authorities at any time prior to departure, even after a deposit is paid.

10. Supplier Default and Chargeback Policy

The Agent is not responsible for the financial condition or bankruptcy of *The Provider*. Since *The Agent* acts as an intermediary and does not hold client funds, *The Client* agrees **not** to initiate a chargeback against *The Agent* for services not delivered by *The Provider* due to *The Provider's* insolvency.

The Client agrees not to initiate a chargeback against The Agent for any reasons covered under the Provider's cancellation policies, or for issues arising from travel delays, weather, schedule changes, or personal emergencies. The Client acknowledges that chargebacks are not a substitute for travel insurance.

11. Schedule Changes

The Provider (e.g., airline or cruise line) may change departure times or itineraries at any time. It is *The Client's* responsibility to verify flight and cruise schedules 24 hours prior to departure. *The Agent* is not responsible for missed connections resulting from schedule changes.

12. Force Majeure

The Agent shall not be liable for any cancellation, delay, or failure to perform caused by events beyond *The Agent's* control, including but not limited to: acts of God, weather conditions (e.g., hurricanes), fire, war, terrorism, epidemics, government actions, or labor strikes.

13. Contact and Communication

All formal inquiries, modification requests, or questions regarding your booking must be submitted through The Agent's official contact portal at <https://travel.veni21.com/contact> or by **replying** directly to official **email** correspondence. Standard requests will be processed in accordance with the business hours outlined in Section 2.

14. Severability

If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remaining provisions of this Agreement shall remain in full force and effect.

15. Entire Agreement

This Agreement constitutes the entire understanding between The Agent and The Client regarding the scope of travel services and supersedes all prior discussions, negotiations, text messages, or verbal agreements.

16. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of the State of Florida. Any legal proceedings, lawsuits, or disputes arising out of or relating to this Agreement or the services provided by The Agent must be filed exclusively in the courts of Sarasota County, Florida.

Agreement Version Effective: May 15, 2026