



Points & Passports – Terms & Conditions

1. Overview Points & Passports ('the Agency,' 'we,' 'our') provides professional travel planning services, including customized itineraries, group and packaged travel, cruise bookings, and related concierge services. By engaging our services, you ('the Client') agree to the following terms and conditions.
2. Planning Fee: A non-refundable planning fee is required to begin any travel research, itinerary design, or proposal preparation. This fee covers our professional time, expertise, and supplier coordination. No travel research or pricing will begin until this fee is received.
3. Booking & Payment: All bookings require payment according to supplier terms and deadlines. Points & Passports will provide payment instructions for each supplier, cruise line, airline, or tour operator involved. Failure to make timely payments may result in automatic cancellation, loss of funds paid to date, and or price increase.
4. Cancellation Policy: If the Client chooses to cancel after confirming services, a \$150 non-refundable cancellation fee will apply, in addition to any penalties charged by airlines, hotels, cruise lines, or other suppliers. All cancellation requests must be submitted in writing to info@pointsnpassports.com.
5. Changes & Modifications: Changes to an itinerary after confirmation may incur additional fees depending on supplier rules. Points & Passports reserves the right to charge an additional administrative fee for multiple itinerary adjustments or re-bookings. Any additional fees will be discussed with and approved by client prior to proceeding.
6. Travel Insurance: Travel insurance is **strongly recommended** to protect against unexpected events such as illness, weather, flight cancellations, or lost luggage. If the Client declines travel insurance, they acknowledge full responsibility for any financial losses resulting from trip interruptions, delays, or emergencies.
7. Responsibility & Liability: Points & Passports acts solely as an intermediary between the Client and travel suppliers, including airlines, hotels, tour operators, and transportation providers. We do not own, operate, or control these entities and are not responsible for their acts, omissions, or changes in schedules, pricing, or services. Clients are responsible for reviewing all travel documents, verifying personal information, and ensuring compliance with passport, visa, and entry requirements for their destination(s).
8. Client Acknowledgment: By submitting payment for planning services or booking any travel through Points & Passports, the Client acknowledges that they have read, understood, and agreed to these Terms & Conditions.
9. Contact Information: Points & Passports, Remote Travel Agency; Email: info@pointsnpassports.com, Website: www.PointsnPassports.com

Client Signature: I have read, understood, and agree to the above Terms & Conditions set forth by Points & Passports.

Client Name: _____

Signature: _____ Date: _____ Email: _____

Please complete the fields above to acknowledge you have read, understood and agreed to the Terms and Conditions set forth by Point & Passports.