



BOOKING TERMS & CONDITIONS

- A. **TO MAKE A BOOKING:** All bookings are made with Hammock Expeditions LLC, hereafter referred to as 'the Company'. (i) No contract exists until the Company has received and acknowledged all registration documents and the initial deposit required. The acknowledgement will take the form of a confirmation acknowledging receipt of first deposits and it is then that a binding agreement will exist between us. It is in both your and the Company's interests that you carefully study the contents of the booking conditions as your agreement to the booking terms and conditions represents an acceptance of the contract as therein detailed. (ii) Governing Law: This Agreement shall be governed by and construed in accordance with the laws of the State of South Carolina.
- B. **PAYMENT:** (i) To secure your booking, the Company must receive your deposits as follows: Deposits: First deposit of \$500 USD per paying passenger and completed registration documents, followed by a second deposit of \$500 USD per paying passenger due within 60 days of the first deposit, followed by a third deposit of \$500 USD per paying passenger due within 60 days of the second deposit. If from time to time airlines require immediate payment and/or deposits to secure available seats for your group, it may be necessary to require further deposits from participants. (ii) All deposits paid are non-refundable except in the circumstances detailed in Paragraph E (ii) below. (iii) Final payments must be made prior to 13 weeks before departure. The full amount outstanding must be paid within 12 weeks of departure, in order that your itinerary/confirmations may be sent to you approximately 2 weeks before your scheduled date of departure. (iv) If any payments are not received on the due date, the Company reserves the right, at any subsequent time before departure, to cancel the booking and retain all deposits paid and/or to levy penalty charges of \$10 per person per 7-day period or part thereof by which the payment is delayed.
- C. **PRICES:** If monetary exchange rates are necessary, they will be quoted on the current rate as of the day the trip becomes available for sale. Prices quoted that include air requirements are based upon fair-market assumptions of flight rates. After receipt of your first deposits, the Company will engage in air cost negotiation. If air costs exceed what has been included as a fair-cost assumption, the Company reserves the right to increase the quote to meet the additional air fees. At this time, the Passenger / Parent has the right to authorize the Company to proceed with the increased air fees included, to cancel within 7-days with no penalty and all payments returned, or to elect to purchase the ground package only and facilitate flight arrangements independently. The Company guarantees that once you have booked your package and air rates have been confirmed, the price will not be changed, except in the event that you make changes to your tour, to the numbers traveling in your party or the composition of your party, or to any specific requirements thereof, or in the circumstances described as: Changes in transportation costs, including the cost of fuel, dues, taxes or fees chargeable for services such as landing taxes or embarkation or disembarkation fees at ports and airports, or changes in the exchange rate applied to your tour, which mean that the price of your travel arrangements may change after you have booked. However there will be no change within 30 days of your departure. **Please be advised that as a general assumption, fees quoted for domestic trips based on travel within the USA, Canada and Mexico, do not include baggage fees applicable for airlines.** Once your airline has been confirmed, the Company will advise if additional fees will be required for baggage. Any/all baggage fees will be required to be paid independently upon checking in at the airport. Baggage fees will be required for outbound as well as inbound legs of your journey.



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- D. **CANCELLATIONS & AMENDMENTS:** The Company is required to pay all suppliers well in advance of your tour date. All suppliers have their own cancellation policies, which apply to your booking. Should a cancellation become necessary, please inform the Company immediately in writing and request a written confirmation of your cancellation. Upon receipt, the Company will follow industry procedures for any applicable refunds as outlined in the supplier's terms and subject to their review. If you are entitled to a refund, please note that the supplier is responsible for this refund, not the Company. Generally, flight tickets, hotel reservation and other items provided for the travel cannot be refunded if they are partially used. We are not responsible for a supplier's failure to pay a refund. (i) Any cancellations or amendments should be advised to the Company as soon as possible. A cancellation is effective only when received in writing by the Company from the passenger / parent. In addition to the terms of our Suppliers, the following scale of cancellation charges will apply:
Period before scheduled departure within which written notification of the cancellation is received by the company:
After payment of 1st Deposit: CANCELLATION FEE: First Deposit total payment (USD) per paying passenger
After payment of 2nd Deposit: CANCELLATION FEE: First and Second Deposits total payment (USD) per paying passenger
After payment of 3rd Deposit: CANCELLATION FEE: First, Second & Third Deposits total payment (USD) per paying passenger
70 Days until 46 days before departure: CANCELLATION FEE: 80% of the total invoiced price of tour
45 Days before departure until departure day: CANCELLATION FEE: 100% of the total invoiced price of tour.
IMPORTANT: Finance handling fees, including credit card processing fees, are non-refundable at any time. These fees (generally 5%) are extracted prior to compilation of any cancellation fees.

Note: You may be able to claim on your travel protection policy if your cancellation falls within the terms of the policy. For this reason we strongly recommend 'Cancel for Any Reason' travel protection.

Other Fees: (ii) At 14 weeks before departure, any amendments or substitutions that take place after this date will be subject to an administrative fee of \$25 USD per amendment. (iii) Substitution of party members is permitted up to 90 days prior to departure without incurring cancellation charges, although any charges levied by airlines in respect of amendments or ticket re-issues will be passed on. After this date any alteration will be treated as a new booking and charges will be levied as given in the schedule above.

- E. **IF THERE IS A CHANGE OF PLAN:** (i) The arrangements in published brochures/website/printed materials are made many months in advance and changes are sometimes unavoidable. Most of these changes (such as changes of flight options, coach pick-up times, routings, schedules, aircraft or coach types, or airports) are minor, but where they are significant, the Company will notify you as soon as is reasonably possible before your departure. A significant change is one that involves changing your departure date or destination or reducing the quality of your main hotel. In the event of a 'significant change' you may decide to: (a) Continue with the booking as amended, or (b) Accept an alternative which the Company may offer to you, or (c) Cancel your booking. (ii) In certain circumstances, excepting a force majeure event, the Company may have to cancel your booking and if this should occur it would return to you all the money you have paid to it, or offer you a suitable alternative. However, it will not cancel your tour after the date when payment of the balance becomes due unless: 1) You have not paid in full, or 2) Your visit is cancelled by reason of unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised. In these cases, no compensation payments or refunds of any kind will be made.
- F. **FORCE MAJEURE:** We cannot accept liability, provide any refund, or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss, injury, death, inconvenience or damage as a result of circumstances amounting to "force majeure". "Force majeure" means any event or circumstances which we or the supplier of the services in question could not foresee or avoid. Such events and circumstances may include, acts of God, actual or threatened war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity or the threat thereof, industrial action, natural or nuclear activity, epidemic, pandemic, illness, physical injury, quarantine, medical or



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customs or immigration regulation, delay, or cancellation, adverse weather conditions, fire and all similar events outside our control.

- G. **THE COMPANY'S RESPONSIBILITY:** The Company, and its employees, shareholders, agents, and representatives use third party suppliers to arrange tours, transportation, sightseeing, lodging, and all other services related to this tour. The Company is an independent contractor and is not an employee, agent, or representative of any of these suppliers. The Company does not own, manage, operate, supervise, or control any transportation, vehicle, airplane, hotel or restaurants, or any other entity that supplies services related to your tour. All suppliers are independent contractors and are not agents or employees or representatives of The Company. All tickets, receipts, coupons, and vouchers are issued subject to the terms and conditions specified by each supplier, and by accepting the coupons, vouchers, and tickets, or utilizing the services, all customers agree that neither The Company, nor its employees, agents, or representatives are or may be responsible nor accept liability for death, bodily injury or illness or damage to any tour participant or their belongings, or otherwise, in connection with any service supplied or not supplied resulting directly or indirectly from any occurrence beyond the control of the Company. The Company assumes no responsibility or liability for any delay, change in schedule, loss, injury or damage or loss of any participant that may result from any act or omission on the part of others; and the Company shall be relieved of any obligations under these terms and conditions, in the event of any strike, labor dispute, act of God, or of government, fire, war, whether declared or not, terrorism, insurrection, riot, theft, pilferage, epidemic, illness, physical injury, quarantine, medical or customs or immigration regulation, delay, or cancellation. The Company accepts no responsibility for lost or stolen items. The Company reserves the right to refuse any participant or potential participant at its sole discretion. Should you or any member of your party have the misfortune to suffer illness, injury or death arising from an activity which does not form part of the arrangement made by the Company, the Company shall assume no responsibility. Resort Development: There are many resort destinations where development is in progress and therefore there may be building work taking place in the vicinity of your package accommodation. The Company cannot advise you in advance of all development work taking place in your destination, however, should it become aware of work taking place that will create noise or other inconvenience and in its opinion will adversely affect the overall enjoyment of your package, it will pass such information to you. Peak Package Period: All members of your party should be aware that at certain peak holiday periods, hotel destination facilities are heavily utilized and it may, on occasion, be necessary to wait longer than normal to use such facilities. If traveling abroad: The Company makes every effort to ensure your package meets your expectations and feels it important to make you aware that the general standards of hygiene, safety, public services and local amenities in countries abroad may differ from those offered in North America. It is recommended that you check with your doctor which inoculations are considered necessary for specific areas. We recommend that all passengers traveling carry a copy of their travel protection plan.
- H. **WHAT HAPPENS TO COMPLAINTS:** If you have any complaint about your activities, you are required to bring it to the attention of the relevant supplier in the first instance, and then to your Adult Chaperone Team who will make every effort to achieve a satisfactory solution. If this is not possible, you should contact our 24-hour emergency service whose details will have been provided to all passengers with final documents. The Passengers / Parents should then write in upon your return (within 28 days) detailing your complaint. The Company undertakes to acknowledge any written complaint within 14 days of receipt and to write to the Trip Leader in full within 28 days or to explain any delay. In any event the Trip Leader will receive a full reply within a maximum of 56 days. The Company would expect to agree an amicable settlement of the few complaints it might receive.
- I. **PASSENGER RESPONSIBILITIES:** In acknowledging and agreeing to the Booking Form, the Passenger also accepts responsibility for good conduct throughout the trop experience. Furthermore it is each Passenger's / Parent's responsibility specifically to ensure that: (i) No participant under 21 years of age consumes alcoholic drinks. (ii) All local laws relating to the consumption of alcohol are at all times obeyed by participants. (iii) No participant consumes alcohol to excess. No participant smokes in a hotel/lodging bedroom or in any other way causes a fire hazard. (iv) Participants act in a responsible fashion during the tour and do not behave in a way likely to cause damage to property or damage or offence to other people.



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- J. **REQUIRED VISA/PASSPORT DOCUMENTATION:** If any trip requires a passport, Visa or Visa waiver, it is the sole responsibility of the Passenger / Parent to obtain required documentation. If a Passenger is denied approval or entry at flight check-in, the Passenger / Parent will lose any paid funds and be required to file any financial loss on their independent travel protection plan. HE will not reimburse funds for any Passengers who fail to meet entry / travel requirements. Parents of any Passengers under the age of 18 should personally check-in their Passenger at the airline desk to ensure all documentation required is available and submitted. Passengers should then carry all documentation so it is readily available for any return flight needs.
- K. **ADVERTISING:** (i) Great care has been taken in the printing and production of published online product overviews to give you an accurate picture of the facilities available. If any change the Company believes will materially affect groups' enjoyment becomes apparent in any of these descriptions, it will advise each Passenger. There are naturally circumstances beyond its control such as festivals, local holidays, maintenance, and adverse weather conditions for which it cannot accept responsibility and for which no refund will be made. The facilities are shown in good faith and it must be appreciated that some entertainments may be restricted.
- L. **MANDATORY TRAVEL PROTECTION PLAN:** Please be advised that all passengers traveling are **required to have a travel protection plan** to protect against unforeseen circumstances such as flight delays and/or cancellations, road incidents causing delays, injury and illnesses, and other factors. You may feel free to use your own independent carrier, or if you prefer, you may use the plan providers offered during the registration process. If you opt to use an independent carrier, please understand that we will require a copy of the key pages of the group policy showing coverage prior to travel. The Company is not qualified to answer technical questions about the benefits, exclusions, and conditions of travel protection plans. The Company cannot evaluate the adequacy of the prospective insured's existing insurance coverage. If you have any questions about your travel protection, call your insurer or insurance agent or broker. We strongly recommend a travel protection plan is purchased at the time of trip sale to protect against any cancellations. Travel insurance should include travel AND medical components. We suggest a "Cancel For Any Reason" policy is purchased to protect against possible loss due to unforeseen circumstances. Failing to purchase adequate insurance could result in the loss of your travel cost and/or require more money to correct the situation. You also acknowledge that without this coverage, there may be no way to recoup any losses, costs or expenses incurred. Having travel protection is mandatory for every passenger.
- M. **PARTICIPANTS WITH DISABILITIES AND SPECIAL DIETARY REQUIREMENTS:** Participants with disabilities are welcome and must always be accompanied by a companion capable of providing all required and needed assistance and must not require special assistance from the Company or its suppliers. The Passenger / Parent must notify the Company of participants with disabilities in writing when booking the package and of the identity of the participants non-discounted, travel companion who will be responsible for providing all necessary assistance. The Passenger / Parent should notify the Company if ADA accessible accommodations are needed. The Company will make all reasonable efforts to accommodate this request but cannot be responsible if ADA accommodations are not available. Any accommodations provided will be at the sole expense of the participant requiring the accommodation. For safety and liability reasons, the Company and its representatives cannot be responsible for directly accommodating any food allergies, or dietary requirements and restrictions, and is not responsible for any issues or problems associated with the same. All scenarios and special dietary requests regarding food and drink, including allergies, or dietary requirements and restrictions, are the sole responsibility of the participant. While most meal establishments can offer general options, the Company cannot guarantee that options will be available. We advise any participant with special dietary requirements to pack extra food/snacks if accommodations cannot be met. Should a participant have special dietary requirements, that participant shall be solely responsible for any additional expense to their meal plan.
- N. **MANDATORY WAIVER:** Please be advised that all participants traveling are required to agree to a waiver – Assumption of Risk and Liability Release - when registering for the trip. This document follows the stated Booking Conditions. If the participant is under 18 years of age at the time of initial deposit, their legal parent or guardian must acknowledging the Assumption of Risk and Liability Release. Any passengers who do not agree to these conditions will not be able to proceed with trip registration. For the safety of our guests, the Company reserves



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the right to request health information prior to travel and to exclude any participants it deems unfit for travel at its sole discretion.

- O. **SEVERABILITY:** If any provision of this Agreement shall be held illegal, invalid, or unenforceable, the remaining portions shall remain in full force and effect.
- P. **GOVERNING LAW AND VENUE SELECTION:** This Agreement shall be governed by and construed in accordance with the laws of the State of South Carolina, without regard to conflicts of law principles. Each of the parties hereto consents and agrees to the jurisdiction of any state court or any federal court sitting in South Carolina, and waives any objection based on venue or forum non-conveniens with respect to any action instituted therein and agrees that any dispute arising out of this Agreement, or concerning the conduct of either party in connection with this Agreement or otherwise, shall be heard only in the courts described above. All claims must be submitted in writing and received by the Company no later than thirty (30) days after the completion of the tour. Any claims not submitted and received within this time shall be deemed waived and barred.

Thank you.



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