



Green Roots Travel

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GREEN ROOTS TRAVEL TERMS & CONDITIONS:

Cancellation Policy -

We understand that unforeseen circumstances may cause you to cancel a trip that you have been looking forward to for a long time. However, we too spend a significant amount of time making sure that we plan a perfect holiday for you, and must also pay non-refundable deposits to some suppliers. Therefore we must strictly adhere to our cancellation policy for all travelers. We hope you understand. If you must cancel your reservation, refunds of the total package price will be subject to a cancellation charge according to the following schedule:

Over 120 days before departure: \$250 non-refundable deposit per person, 91-120 days before departure: 20% of the total package price, 61-90 days before departure: 40% of total package price, 45-60 days before departure: 50% of total package price, 44 days or less before departure: 100% of total package price.

In the event of a cancellation made more than 45 days before departure, you may use your existing payments (minus a \$250 non-refundable deposit per person) as a credit toward another Green Roots Travel package within one year of your cancellation date. ALL Cancellations must be made in writing.

ANY PAYMENT TO GREEN ROOTS TRAVEL CONSTITUTES YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS SET OUT HEREIN.

GREEN ROOTS TRAVEL TERMS & CONDITIONS:

Responsibility: The responsibility of Green Roots Travel ("Green Roots") is strictly limited; each Green Roots Traveler agrees that maximum liquidated damages shall not exceed the trip price. Green Roots is responsible only in the capacity for making arrangements for the tour services offered, including hotels, sightseeing, transportation (whether by private vehicle, boat, train, airplane or any other means), guides, Cultural Ambassadors, portage, and meals from various suppliers (collectively "Suppliers"). The itineraries shown are subject to revisions, including substitution of hotels, activities and routings. If a service is not provided, and Green Roots is unable to substitute a service of similar value, Green Roots' liability shall not exceed the actual cost of the services not provided. Once travel arrangements have commenced, no refunds shall be made for unused services. It is Green Roots' goal to select reliable suppliers and contractors, and Green Roots does not own or operate any of these Suppliers. The Suppliers are not employees or joint ventures of Green Roots, but are Independent Contractors providing travel services to Green Roots.

Each Traveler agrees not to hold Green Roots, its owners, employees, cooperating agents, Suppliers and representatives liable for any damage, including personal injury, accident, death, personal loss, delay, inconvenience, theft or damage to personal property or other expense, from any cause, and we do not assume responsibility directly or indirectly for any loss damage or injury to property of person in connection of such services, act or omission by Suppliers or third parties. In addition and without limitation, Green Roots and/or its agents or Suppliers in the absence of their own gross negligence, are not responsible for any damage, expense, or loss in connection with the provision of any goods or services whether resulting from but not limited to acts of God or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of any means of conveyance to arrive or depart on schedule. Green Roots is not liable for any wrongful, negligent, or unauthorized acts or omissions of any travel agent, travel agency or travel supplier.

Pricing: All quoted prices include planning, handling, and operational charges, and are based on current rates (including foreign exchange rates) known as of January 1st, 2011. Green Roots Travel reserves the right to increase costs without notice and would do so to maintain the quality level of your package. The increase will be made if absolutely necessary due to fluctuations in exchange rates, energy prices and other cost factors that may increase pricing before or after your booking. We reserve the right to change dates or itinerary with little or no notice. If such changes occur, no refunds will be made beyond



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those described in our cancellation policy and Green Roots will not be liable for expenses incurred as a result of change (such as air ticket change fees, etc.)

Baggage: Porterage for one suitcase is included in the package price. Baggage and personal effects are at owner's risk throughout the travel program. Green Roots is not responsible for loss of or damage of baggage or any of the Traveler's belongings. Baggage insurance is recommended. Please check with your international carrier for baggage restrictions.

Special Requests: Specific requests such as bedding requests, smoking or non-smoking rooms, and special dietary needs should be advised at time of booking. Please note that every effort is made to secure your special request; however, they cannot be guaranteed.

Travel Advisories & Warnings: It is the responsibility of the Traveler to become informed about the most current travel advisories and warnings by referring to the U.S. State Department's travel website at www.travel.state.gov or by phone at 1-888-20-4747. Green Roots is not responsible for the costs of any medical treatment required during your trip, nor is Green Roots responsible for the quality, or lack thereof, of medical care you may receive while on your trip. The Traveler accepts responsibility for certain risks and dangers that may arise beyond our control including, but not limited to, the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft or other means of transportation; the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Travel Insurance is highly recommended.

Legal proceedings by or against Green Roots Travel may be instituted only in a state or federal court within the State of Florida, and any claim involved in such proceedings shall be decided in accordance with the laws of the State of Florida. Green Roots reserves the right to decline to accept or retain any person as a member of a tour or independent traveler at any time before or during the actual operation of the tour. Green Roots reserves the right to cancel any tour at any time. In computer or human billing error, Green Roots reserves the right to re-invoice with correct billing. Green Roots is not responsible for printing errors or other errors. For the latest itineraries, hotels, activities, dates, prices and policies visit www.greenrootstravel.com.

NOT Included in Package Price: International Airfare, air-related taxes and fees, passport and visa fees, insurances of all kinds, laundry, phone calls, beverages, meals not detailed in the itinerary, tips to Cultural Ambassadors, items of a personal nature, excess baggage, optional excursion, etc. Green Roots is not responsible for any purchases made during the trip. The package price also does not cover costs and expenses, including the return to your home, if you leave the tour at your own volition, or due to illness, or as a consequence of official action by the government of any country visited.

I, the undersigned, hereby acknowledge that payment to Green Roots Travel represents an acceptance of these conditions and those in Green Roots Travel's Terms & Conditions and Payment Policy and Cancellation Terms, in which I have noted Green Roots Travel's cancellation & refund policies, and agree to all stated conditions set forth there within. I am aware that this is a release of liability and a contract between myself and Green Roots Travel and sign it of my own free will. I agree that if any portion of this agreement is found to be void or unenforceable, the remaining portions shall remain in full force and effect. I have read carefully this agreement and fully understand its contents.

Signature of Traveler

Date

Signature of Traveler

Date

Please return the signed form by mail to:
Green Roots Travel
22027 Lakeview Drive
Panama City Beach, FL 32413

OR FAX to 1-509-355-6342