

Terms & Conditions

The terms & conditions below are general and apply to the majority of our exchange packages. Some packages may have different terms & conditions, deadlines and deposit amounts.

Prices include all taxes and fees, but do not include excess baggage fees, and unless noted are for travel in economy class. Prices and availability are subject to change. Reservations require a \$500 deposit, with balance due 15 days prior to departure, or at time of purchase less than 15 days before date of departure. If upon receipt of your reservation we are unable to confirm any activity that you selected, you may cancel your reservation and receive a full refund of your deposit. Custom exchange packages require a \$300 NONREFUNDABLE deposit. We do not charge a deposit on our custom exchange packages until everything has been confirmed and accepted by purchaser. However, after they have been confirmed and accepted, due to the amount of time and effort involved, we cannot return this deposit. This NONREFUNDABLE policy on custom exchanges does not apply if we fail to comply with agreed upon exchange, or to acts of God. Our corporate goal is 100% customer satisfaction.

-Passports are required for all U.S. citizens traveling to Cuba. Passports must be valid for at least 6 months after your return date. you must enter traveler names on your reservation exactly as they appear in each travelers' passport, including titles and any multiple first, middle or last names. If accurate information is not provided air charter companies may charge penalties to make corrections or even deny boarding. Any changes in names or passport information should be reported to us immediately. Any name changes after you complete your booking and any changes in passport information after your final payment will result in additional fees.

Unless otherwise noted, all of our packages include the cost of your Cuban entry visa, and your Cuban departure tax. If you are not a U.S. citizen, you must check with your own governments' embassy or consulate for entry and visa requirements to travel to Cuba from the U.S.

Cancellations

Cancellations must be made in writing and will incur a cancellation fee which will vary by package. Once the cancellation goes through, you will be liable for any fees or deposits that have already been provided; cancellation fees will never exceed the total package price. Should you have made payments that are higher than the cancellation fee, you will get a rebate.

Be aware that our third party providers and vendors can also place sanctions and charges for cancellations as well; if this includes anything such as flights, then you may be subject to a cancellation charge. Any changes to airline, passengers or any other major part of the journey will require the purchase of a new air fare which will be added to the final cost of the package. Contact us about cancellations of any kind.

Flights

The vast majority of flights provided by Cuba Travel Trips Inc. will include tours and packages using charter flights. If you are looking to arrange a large-scale trip of people using our packages then we may be able to help you arrange various flights from different locations. To arrange this, we would recommend contacting us for more information.

- **Flight Schedules** – Typically, the flight schedule that you need to follow will be provided along with your ticket and confirmation materials – all airline flights and schedules are subject to change, so you need to check the listings on the official airport website or airline.
- **Baggage** – Baggage will be allowed to the tune of one bag per person, and must not exceed 44 pounds in weight. You will be allowed one carry-on bag as well that must fit in the overhead bin or underneath your seat. Some packages are restricted at the airport; this is an airport security concern and Cuba Travel Trips Inc. cannot be held liable for any baggage issues.
- **Frequent Flyer Miles** – Currently none of our flights are eligible for frequent flyer miles due to the fact that all are charter flights.

Accommodation

The majority of our packages come with a hotel accommodations included. If you would like to order triple or quadruple occupancy rooms then please contact us – please be aware that we may not be able to accommodate more than double occupancy in some hotels. We try to reserve rooms with two beds, however, sometimes only one bed is available.

We will provide you with your Hotel information accommodation that is on your package as well addresses and contact details. At times, due to unforeseen circumstances your hotel may need to be changed, when this happens we always try to give you an improved level of quality and location than the original.

Disabilities

If you require any kind of special assistance for the journey then please let us know during the booking process and we can be make sure that you have everything you need to have a safe and comfortable journey. All of our representatives are unable to assist with providing additional support, but we might be able to help find support for you in Cuba.

Travel Agreement

By purchasing from Cuba Travel Trips Inc. you certify that you are;

- The age of 18 or over and have legal authority to enter into a contract with us.
- You will make reservations only for people that you have the legal authority to act on behalf of.
- You accept all terms agreed upon in our Terms & Conditions.
- You will inform any other members who are travelling with you about the Terms & Conditions.
- You provide us with only true and accurate information to the best of your ability.

Cuba Travel Trips Inc. provides these exchanges as a third-party intermediary between our customers and various service providers. Cuba Travel Trips Inc. takes no responsibility for any incidents that occur when working with any of these third parties. We also cannot be held responsible for delays or cancellations due to situations like weather problems or political instability.

Cuba Travel Trips Inc. also has the right to withdraw services, or exchange them with a similar product. It may also be necessary to make changes to your itinerary, and in such cases we make every effort to improve on whatever activity is being changed

All international travel is subject to specific regulations and we will make sure that all agreements are adhered to. We abide by, and follow all guidelines and standards set by different treaties and pacts of international law governing air travel, such as the Montreal Convention for international travel by air, etc. If you have any questions about these treaties that we abide by, then please contact us.