



Terms and Conditions

RESERVATIONS

All reservations must be made either through our website at www.aerojoitravel.com or by contacting us via email at admin@aerojoitravel.com.

IDENTIFICATION

Reservations must be made in the **exact full name** that appears on the government-issued travel documents the passenger intends to use. Any changes to passenger names after travel documents have been issued will incur all applicable fees, which shall be the sole responsibility of the client.

PAYMENTS

Reservations may be secured using major credit cards. Cash payments will not be accepted under any circumstances. Aero Joi Travel may process payments through third-party credit card merchants. Passenger(s) agree to abide by merchant terms and conditions. Aero Joi Travel holds reservations until the deposit due date if a supplier allows. If deposit/payment is not received by Aero Joi Travel on or before the deposit due date, reservations are automatically cancelled, and prices and availability are subject to change. Failure to remit final payments on or before the final payment date will automatically put your booking at risk of cancellation. Please contact us immediately, and in advance of your payment due date, if you will be unable to meet this obligation. Without limitation, Passenger(s) voluntarily holds Aero Joi Travel harmless for cancellation of any booking for either late payment or declination of a credit card. Payments are only made directly to suppliers and are never made directly to Aero Joi Travel. Payments are never automatic unless pre-authorized by Passenger(s). We cannot take phone payments, checks, bank transfers, or any other method of payment. While our suppliers do accept major credit cards including Visa, Mastercard, American Express, and Discover, Passenger(s) must provide to us a signed credit card charge authorization agreement. Your authorization is a binding agreement for us to charge your card for discussed purchases, and as such you waive any right to chargeback in the case of cancellation for any cause (excepting fraud), including a Force Majeure event, as defined herein, and agree to refund policies and procedures as outlined in these Terms and Conditions.

CHARGEBACKS AND FRAUDULENT ACTIVITY

Passenger(s) agree not to initiate chargebacks against Aero Joi Travel without first attempting to resolve the matter directly with us. Any attempt to initiate a chargeback, reverse charge, or recollection of a payment already made, without Aero Joi Travel's express authorization, will be considered a breach of this agreement.

In addition, any knowingly fraudulent or malicious activity—such as intentionally disputing valid charges, providing false claims, or otherwise attempting to avoid payment obligations—will be pursued to the fullest extent permitted by law. Aero Joi Travel reserves the right to recover from the passenger(s) all

additional costs, fees, and expenses incurred in connection with such chargeback, reverse charge, or fraudulent activity, including but not limited to attorney's fees, collection costs, and legal expenses.

REFUNDS

All payments to Aero Joi Travel are strictly non-refundable and non-transferable. Aero Joi Travel maintains contractual agreements with third-party vendors, including but not limited to hotels, airlines, and cruise lines, which prohibit us from issuing refunds. This policy allows us to maintain competitive package pricing and offer monthly installment payment plans.

PASSPORTS AND VISAS

Each traveler is solely responsible for obtaining all necessary travel documents, including passports and visas, prior to departure. Passports must be valid for a minimum of six (6) months beyond the date of travel. Certain countries may require blank pages in passports for entry. Non-U.S. citizens must consult the appropriate consulate for entry requirements. Aero Joi Travel strongly recommends all cruise passengers travel with a valid passport.

HEALTH AND ENTRY REQUIREMENTS

Passengers are responsible for complying with all vaccination, health, and entry requirements imposed by destinations and transportation providers. Aero Joi Travel is not liable for consequences resulting from failure to comply.

Foreign Entry Rules

It is each passenger's responsibility to understand and comply with foreign entry regulations, including visa requirements, customs rules, and any advisories or restrictions.

Travel Alerts

Passengers should review current travel advisories and health guidelines before booking and traveling. Reliable sources include:

- U.S. Department of State: www.travel.state.gov
- U.S. Centers for Disease Control and Prevention (CDC): www.cdc.gov/travel
- For non-U.S. citizens: consult your country's equivalent authority

This list is provided for convenience only and may change without notice.

Health Precautions

We recommend consulting with a physician before booking and traveling to ensure all necessary vaccinations and health precautions are taken. Some vaccinations require multiple visits and should be started at least six weeks before departure.

Travel Warnings

By offering travel to any destination, Aero Joi Travel does not mean that travel to such location is safe or risk-free. Passengers who choose to travel to destinations with government-issued travel warnings or advisories do so at their own risk. Aero Joi Travel is not liable for damages or losses resulting from travel to such destinations.

Aero Joi Travel reserves the right to request health information prior to departure and may deny participation to any passenger who, in its sole discretion, presents a risk to themselves or others.

TRAVEL PROTECTION AND INSURANCE

Aero Joi Travel strongly encourages all passengers to purchase comprehensive travel insurance to protect against trip cancellations, interruptions, medical emergencies, baggage loss, and other unforeseen events. At a minimum, coverage should include Trip Cancellation/Interruption, Cancel for Any Reason, Medical Expenses, Emergency Evacuation/Repatriation, and Baggage Protection.

Travel protection can help safeguard non-refundable payments in the event of illness, injury, or other covered reasons before or during travel, and may also provide reimbursement for costly medical emergencies, evacuations, and missed connections.

While some limited coverage may be offered through suppliers we use to book your trip, we recommend you review third-party insurance options to ensure adequate protection. Aero Joi Travel can assist in connecting you with our preferred insurance partner; however, the responsibility to obtain and maintain appropriate coverage rests solely with each passenger. Aero Joi Travel cannot answer technical questions regarding policy benefits, exclusions, or adequacy of your existing insurance. All claims are subject to the review and decision of the insurance provider.

Certain countries require proof of valid medical insurance upon entry. Aero Joi Travel is not responsible for denied entry due to lack of insurance or for any losses that could have been covered under a travel protection plan. Declining coverage may result in the loss of your travel investment and additional personal expenses, and by doing so, you acknowledge that Aero Joi Travel will not be liable for such losses.

Preexisting Medical Conditions and Disabilities

Passengers with preexisting medical conditions or disabilities must notify Aero Joi Travel at the time of booking so that we can determine whether accommodations or assistance may be arranged. Aero Joi Travel makes no guarantee regarding the ability of accommodations, activity providers, or facilities to meet the special needs of passengers with disabilities. Recommendations will be offered based on the information provided; however, Aero Joi Travel does not have special knowledge of the suitability of tours, activities, or facilities for disabled persons. For specific information, passengers must contact the provider directly.

Food Allergies

Passengers with food allergies or similar conditions must notify Aero Joi Travel prior to booking. Each passenger acknowledges that travel may carry an elevated risk of reactions, delays, or disruptions relating to food allergies, and assumes sole responsibility for conducting due diligence before, during, and after travel. Aero Joi Travel is not liable for food allergy-related issues, and passengers agree not to pursue credit card chargebacks relating to such conditions.

DOCUMENTS

Provided that full payment is received by the final payment due date, all travel documents and

instructions will be delivered via email or postal mail no later than fourteen (14) to twenty-one (21) days prior to departure. A complete street address is required; post office boxes are not acceptable.

CHILDREN

Travelers under the age of eighteen (18) must be accompanied by an adult. Minimum age restrictions vary by destination and tour type and will be enforced. Parents and guardians are solely responsible for the safety and supervision of minors traveling with them, and additional documentation such as notarized parental consent letters may be required by foreign authorities.

PRICES

All prices are listed per person based on double occupancy unless otherwise specified. Prices exclude personal expenses, certain meals, beverages, visas, insurance, and other items unless expressly noted. Prices are subject to change without notice due to fluctuations in airfare, fuel surcharges, currency, or other factors outside Aero Joi Travel's control. In the event of a pricing error, Aero Joi Travel reserves the right to correct the error and re-invoice accordingly.

PAYMENTS AND CANCELLATION

- **Form of Payment:** Only credit or debit cards are accepted. Cash is not accepted.
- **Deposit:** A non-refundable and non-transferable deposit is due at the time of reservation.
- **Full Payment:** Final payment deadlines are specified at the time of booking. Failure to make payment in full by the due date will result in cancellation of the reservation, subject to late fees and penalties.
- **Cancellations:** Cancellations must be submitted in writing via email to admin@aerojoitravel.com, including the invoice number, passenger name, and travel dates. Cancellation requests are not considered valid until acknowledged in writing by Aero Joi Travel.

COVID-19 WAIVER OF LIABILITY

Travelers acknowledge the risks associated with COVID-19, including exposure, infection, and possible quarantine. By booking with Aero Joi Travel, travelers assume all risks associated with COVID-19 and release Aero Joi Travel and its affiliates from liability related to illness, injury, or death resulting from COVID-19 exposure.

FORCE MAJEURE

Aero Joi Travel shall not be liable for any failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to natural disasters, acts of God, acts of government, war, terrorism, civil unrest, labor disputes, epidemics, or airline schedule changes. In such events, supplier policies will apply, and Aero Joi Travel will advise clients of available options.

PASSENGER AGREEMENT

All passengers must complete and sign a Passenger Agreement before travel documents are released. Completion of this agreement constitutes acceptance of these Terms and Conditions, including the Release from Liability, Assumption of Risk, and Binding Arbitration clauses.

RELEASE FROM LIABILITY

Aero Joi Travel acts solely as an intermediary between clients and suppliers of travel services. All suppliers are independent contractors and not agents or employees of Aero Joi Travel. Therefore, Aero Joi Travel is not liable for any negligent or intentional acts, errors, omissions, or failures by suppliers or any third parties.

ASSUMPTION OF RISK

By booking with Aero Joi Travel, travelers acknowledge that travel carries inherent risks, including illness, injury, or death, and voluntarily assume all such risks.

BINDING ARBITRATION/CLAIMS AND JURISDICTION

Any dispute arising under or relating to these Terms and Conditions shall be resolved exclusively through binding arbitration under the Federal Arbitration Act. Proceedings shall be governed by the substantive law of the State of Texas and conducted in Denton County, Texas. By agreeing to these terms, travelers waive their right to a jury trial. All claims must be submitted to Aero Joi Travel within 30 days of your trip's conclusion. Any legal action must be filed within one year of the incident.

CLIENT CONDUCT

Passengers are expected to act responsibly and follow behavior guidelines set by local suppliers. Aero Joi Travel and our partners reserve the right to remove any passenger whose conduct endangers themselves or others, with no refund provided. Passengers accept responsibility for damage or losses caused and agree to indemnify Aero Joi Travel for related claims, costs, or legal fees. Baggage and personal belongings remain the passenger's sole responsibility at all times.

CLIENT COMMUNICATION AND CONTRACT TERMINATION

We are committed to open, respectful communication and creating a seamless, stress-free travel planning experience. While we strive to accommodate requests, some demands may not be feasible due to legal, safety, or logistical constraints. Aero Joi Travel has a zero-tolerance policy for abusive or disrespectful communication. Repeated unreasonable demands or abusive behavior may result in contract termination, subject to our standard cancellation policy.

RIGHT TO REFUSE SERVICE

Aero Joi Travel reserves the right to refuse service if interactions become counterproductive to a respectful, professional relationship. Our priority is to provide excellent service and unforgettable travel experiences, and mutual cooperation ensures the best results for all.

PHOTOGRAPHIC RELEASE

Aero Joi Travel reserves the right to use photographs or video recordings of passengers for promotional purposes without compensation.

USE OF WEBSITE

By using www.aerojoitravel.com, clients agree to the terms and conditions set forth herein. Aero Joi Travel shall not be liable for errors, inaccuracies, or omissions on its website, nor for the content of third-party websites linked to or referenced therein.