

Reservation and Cancellation Policy

TERMS AND CONDITIONS

Osprey Bay Outdoors located at 160 N. Belcher Rd. Clearwater, FL 33765. 727-524-9670. & Worth Living Tours has its offices at 837 North Keene Rd, Suite A, Clearwater, FL 33755 and can be reached at 727-421-0218

RESERVATION & DEPOSITS

A deposit of 50% of the total amount due, with the remainder due 30 days before departure is required in order to make a reservation. No reservations are made until a deposit is made. If full payment isn't received 30 days before departure, we consider the tour cancelled by the client and subject to our cancellation policy. Reservations made less than 30 days before departure require full payment at time of booking. All bookings are subject to availability at time of reservation.

CANCELLATIONS AND REFUNDS

45 to 16 days before tour: full refund of ground tour less \$100

15 days or less before tour: no refund or rescheduling

If travel plans are cancelled by the travelers 45 to 16 days prior to the start of the tour we will refund the cost of the ground tour less \$100. If travel plans are cancelled by the travelers 15 days or less before the start of the tour for any reason (including feared, threatened, or actual terrorist events), travelers are delayed or are a no-show for the beginning of the tour for any reason **NO REFUND OR RESCHEDULING** will be granted. [Trip cancellation insurance is very, very highly recommended!](#) We regret that group vacation departure dates will operate only when booked by a sufficient number of passengers. We reserve the right to cancel any group departure date that has insufficient demand. Osprey Bay Outdoors & Worth Living Tours reserves the right to cancel or reschedule any vacation departure for any reason. If a vacation is canceled prior to departure by Osprey Bay Outdoors & Worth Living Tours, Osprey Bay Outdoors & Worth Living Tours' only responsibility will be to refund to the passenger the amount we have received for the reservation. Where Osprey Bay Outdoors & Worth Living Tours has confirmed flights, we will try to confirm air schedules for the selected new dates, subject to availability. Osprey Bay Outdoors & Worth Living Tours cannot assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation of air tickets or other travel arrangements not made through Osprey Bay Outdoors & Worth Living Tours. All claims for refund for services not rendered must be made in writing no later than 10 days after termination of trip. Trip cancellation insurance is very, very highly recommended. Voluntary non-usage of hotel accommodations, tour features or services are not refundable or exchangeable for other accommodations, tour features and services. No refunds will be made for complimentary accommodations and service provided by airlines, hotels and local tour operators. No refunds will be made for changes to hotels and/or other services made at the discretion of the passenger en route. Travel insurance, visa fee, and visa handling fee are non-refundable. Since most airline tickets are discounted in Osprey Bay Outdoors & Worth Living Tours tour packages, refund may be subject to penalty from supplier/ airline, may not be in full face value, and may require pre-payment of processing fee to Osprey Bay Outdoors & Worth Living Tours. Please allow 4-6 weeks to process refund, and longer for airline ticket refund if any refund is possible.

AIR TRANSPORTATION

Air transportation is not included in the published price of the tour and may be available for at an additional cost. Air transportation is in economy class on an IATA carrier, based on lowest contracted airfares and subject to terms and conditions set by the airlines. Airfares quoted are those in effect at time of quotation and are subject to change without notice. Airfares can be protected from increase only by payment in full and the issuance of tickets. Changes in flight itineraries by the passenger after the issuance of tickets may result in an increased airfare. When an airline has sold out its contracted airspace, a different booking code with a higher rate will be used at additional cost. Airlines reserve the right to change schedules without notice. Under the packages stated herein, the airline is a supplier of air transportation only. Your ticket with the airline is your contact with the airline. Osprey Bay Outdoors & Worth Living Tours does not own, operate, or control the airline and is not responsible for delays, cancellations, lost baggage, or schedule changes. It is the clients' responsibility to confirm their reservations with the airline. The other suppliers providing transportation, hotel accommodations, and rail and rental car services under these vacation packages are not employees of the airlines.

LAND ARRANGEMENTS

Land operators overseas arrange all hotel accommodations, transportation by air/rail/boat/ bus/car, and meals and sightseeing tours as specified in the itinerary. They reserve the right to change the schedules, hotels, means of transportation and sightseeing without notice, credit or refund. Sightseeing tours could be by foot, motor-coach(van, mini-bus), or by private car with English-speaking guide, depending on the tour. Arrival, departure, and between city transfers could be by private car or seat-in-coach/join in with or without English-speaking guide depending on each destination. Land Only prices listed in the Osprey Bay Outdoors & Worth Living Tours brochure are for surface transportation between cities unless otherwise specified. All accommodations listed for the programs are carefully selected for their service, location and price. If one of these accommodations is fully booked at the time of reservation, Osprey

Reservation and Cancellation Policy

Bay Outdoors & Worth Living Tours and its local representative will substitute reservation with a similar accommodation at similar standard and price. If an accommodation of the same category cannot be found, a better or lesser accommodation will be used. Price may change accordingly. If one specific category requested or included is not available at time of booking, a different room category can be reserved at a different rate.

RESERVATION & DEPOSITS

CREDIT CARD PAYMENTS

Osprey Bay Outdoors & Worth Living Tours accepts all major credit cards for deposit or final payment. If payment is by credit card, Whether card holder decides to use these services or not, he/she will not place a stop payment order or dispute on the credit card tendered as payment for such service. If credit card holder decides not to use the services, he/she, not Osprey Bay Outdoors & Worth Living Tours, will be responsible for any penalties due to his/her purchases. No Signature on File charges accepted.

NOT INCLUDED IN RATE

Items not listed on the itinerary including but not limited to: excess baggage claims, drinks and liquor extra to meals, airport taxes, all items of a personal nature, tips to drivers and guides, extra services and admissions, U.S. departure tax, foreign entry and exit fees, customs users' fees, and visa fees are not included in tour package rates.

RATE ADJUSTMENT

Tour costs are based on packages provided by ground operators who Osprey Bay Outdoors & Worth Living Tours is an agent for, and are based on tariffs and rates of exchange between the US dollar and foreign currencies in effect at the time of this brochure printing.

Tour costs are unlikely to change unless there are extreme exchange rate fluctuations or surcharges by hotels or ground operators.

Participants who have paid in full are protected from any exchange rate adjustments.

TRAVEL DOCUMENTS, HEALTH, AND SAFETY

A passport valid for six months after departure date from the U.S.A., and with adequate number of blank visa pages, is required. Traveler assumes complete and full responsibility for, and hereby releases Osprey Bay Outdoors & Worth Living Tours from any duty of checking and verifying any and all passport, visa, vaccination, or other entry requirements of each destination, and all safety and security conditions of such destinations, during the length of the proposed travel. It is the passenger's responsibility to have proper passports or government issued IDs where permitted. For information concerning possible dangers at international destinations, contact the Travel Advisory Section of the U. S. State Department, (202) 647-5225, or access the [State-Department's on-line travel advisory service](#). For medical information, call the U. S. Centers for Disease Control (CDC), (404) 332-4559 or log on to www.cdc.gov/travel.

PARTICIPATION

For the benefit of everyone on your vacation, Osprey Bay Outdoors & Worth Living Tours reserves the right to accept or reject any vacation participant and to remove any participant whose conduct is deemed incompatible with the interests of the other participants. We will not refund nor cover any cost or expenses you incur if we have to terminate your vacation arrangements due to your unacceptable behavior.

RESPONSIBILITIES

Osprey Bay Outdoors & Worth Living Tours acts as a mere agent for suppliers in making and securing all arrangements for transportation, sightseeing, and accommodations for the tour concerned. Osprey Bay Outdoors & Worth Living Tours does not own, manage, control, or operate any transportation vehicle, hotel, or restaurant, or any other supplier of services. By accepting the tickets and vouchers, you (and your parents or guardian, if you are a minor) agree that neither Osprey Bay Outdoors & Worth Living Tours nor any of its representatives shall be liable for any loss, injury or damage to you or your belongings, or in connection with any accommodations, transportation or other services resulting directly or indirectly from: (1)the acts of omission of any person or firm other than Osprey Bay Outdoors & Worth Living Tours or its employees; (2)theft, mechanical breakdowns, governmental actions, political unrest, terrorism, strikes, lockouts, war, weather, acts of God or other factors and courses beyond our control; (3)acts of vandalism, air/land or sea piracy, burglaries, accidents, injuries, assaults or any physical harm to your property/person; (4) your failure to follow instructions including but not limited to check-in and check-out times and baggage handling; (5)your failure to obtain required documentation including passports, visas and health certificates, where required, in which case you will also not be entitled to any refund. All accommodations, services and facilities are subject to the laws and customs of host countries, therefore, Osprey Bay Outdoors & Worth Living Tours shall not be responsible for failure to comply with any US laws such as the Americans with Disabilities Act (ADA). Travelers have done due diligence, are aware of the quality of the hotel accommodations chosen, and agree that Osprey Bay Outdoors & Worth Living Tours will not be responsible if they are not satisfied. Osprey Bay Outdoors & Worth Living Tours reserves the right to make necessary changes in itinerary or services, and to substitute airline or accommodations.

DISPUTE RESOLUTION

If a dispute arises out of or relates to this contract, or breach thereof, and if the dispute cannot be settled through negotiation, the parties will settle by binding arbitration administered by the Better Business Bureau. Judgment on the award rendered by the arbitrator(s), or written agreements of the parties, may be entered in any court having jurisdiction thereof or written agreements of the parties. The laws of the State of Florida, USA, govern this agreement. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original

Reservation and Cancellation Policy

provision and the remainder of the agreement shall continue in effect.

CALIFORNIA RESIDENTS

Registration as a seller of travel does not constitute approval by the State of California. This Seller of Travel is not a participant in the California Travel Consumer Restitution Fund. California law requires certain sellers of travel to have a trust account or bond. This business has a trust account.