



What we do



- Advise customers on destinations, accommodation, transport, pricing options, visas, vaccinations, travel insurance, cruises, guided tours, and other excursions;
- Make travel reservations with third-party travel service providers on the customer's behalf and according to their instructions;
- Provide the customer with itineraries, tickets, booking confirmations, etc;
- Forward customer payments to third-party travel service providers;
- Handle travel reservation cancellations, amendments, and refund negotiations on the customer's behalf; and
- Provide ongoing help and support to the customer if something goes wrong on their trip (e.g., they miss their flight).

Our Responsibilities



- Ensure prompt service without unnecessary delays for the customer.
- Keep the customer informed and regularly check in with them.
- Notify the customer in case of an unavoidable service delay.
- Provide the customer with the best available visa and health advice.
- Offer honest and transparent information when providing services.
- Deliver high-quality services.



Customer's Responsibilities



- Verify that the correct information is on the tickets (name, date of birth, travel route, etc.).
- Possess valid passport, accurate birth certificates, and necessary consents for minors.
- Obtain the required visas and vaccinations.
- Stay updated on current events (e.g., unrest, disease, weather) that may necessitate canceling or altering reservations.



Payment



- To confirm your booking, pay the full booking price and service fees upon receiving quotation.
- We collect booking price on behalf of third-party provider and transfer upon confirmation.
- Third-party providers have their own cancellation refund policies.
- Service fees which cover the booking management, are non-refundable.
- These standard travel industry terms ensure smooth booking process and clear understanding of payment obligations.

Refunds

As a travel agent, we serve as an intermediary, and all bookings are subject to the terms and conditions of the third-party travel service provider.

In the event of the third-party travel service provider canceling a booking, the following conditions apply:



- We are not responsible for refunding the customer.
- The reservation is subject to the third-party travel service provider's standard traveler terms and conditions and refund policy.
- Customers can pursue a legal claim for a refund directly against the service provider.
- If internal complaint mechanisms at the third-party travel service provider are unsuccessful, customers may seek assistance from the Consumer Protection Office.
- If the third-party travel service provider reimburses us the refund owed to the customer, we will expedite the refund to the customer.

You may cancel your reservation with the third-party travel services provider.



- The third-party travel services provider cannot charge a cancellation fee if the cancellation occurs because the customer is ill, has been hospitalised or has died.
- The third-party travel services provider can charge a reasonable cancellation fee if the customer cancels for a different reason (e.g., the customer changed their mind).

Limitation of liability and indemnities

We are not liable for any refunds, associated costs or damages if:



- you are injured or become ill on the trip you booked through Trip Travel;
- you are not satisfied with the services of the third-party travel services provider; and
- the third-party travel services provider was dishonest about their services.



CLIENT

DATE