

# General Terms and Conditions

## One Travel Experts LLC (d/b/a YES Travel)

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### 1. Responsibility and Scope of Service

**One Travel Experts, LLC** (d/b/a YES Travel), hereinafter referred to as **YES Travel**, acts as a sales agent on behalf of travel service providers such as airlines, hotels, tour operators, cruise lines, and others. **YES Travel** is not responsible for the acts, omissions, or failures of the providers in delivering their services. All services are subject to the terms and conditions established by the providers.

### 2. Documentation and Travel Requirement

It is the client's responsibility to ensure that all travel documents, including passports, visas, vaccinations, and any other requirements from government authorities, are in order. Passports must be valid for at least six months from the return date, unless a specific country regulation allows passports with shorter validity. No refunds will be given for cancellations due to inadequate documentation.

### 3. Payments and Payment Plans

Payments must be made according to the agreed payment plan. For packages purchased more than 60 days before the travel date, at least a non-refundable deposit of \$100 is required to confirm the reservation. The total balance must be paid 60 days before the departure date. Late payments may result in the automatic cancellation of the reservation.

### 4. Cancellations and Refunds

Cancellation requests must be made in writing to [sales@yestravel.us](mailto:sales@yestravel.us). Refunds, if applicable, will be subject to the following conditions:

- 121 days or more before departure: Full refund less the non-refundable deposit.
- 60 to 120 days before departure: 50% refund less the deposit and any other non-refundable charges.
- 59 days or less before departure: No refund available.
- Airline tickets, hotel reservations, and other services may be non-refundable according to the providers' terms.

### 5. Changes and Modifications

Any change to the reservation may result in the loss of promotional rates and will be subject to the rates in effect at the time of the change. A minimum service fee of \$50 per modification will apply, in addition to any charges imposed by the providers.

In the event that the modifications are due to a change to a better hotel, and/or room category, and/or the addition of passengers to a reservation, and/or an extension of time, the service fee will not be applied

## **6. Travel Insurance**

It is strongly recommended to purchase travel insurance to protect your trip. Direct clients who purchase from **YES Travel** must buy their insurance or sign a waiver indicating their choice not to purchase such travel insurance. **YES Travel** is not an insurer and is not responsible for the representation, description of coverage, or for insurance-related claims. Claims must be submitted directly to the insurance company.

## **7. Limitation of Liability**

**YES TRAVEL ACTS SOLELY AS AN INTERMEDIARY BETWEEN CLIENTS AND TRAVEL SERVICE PROVIDERS (AIRLINES, HOTELS, TOUR OPERATORS, ETC.), AND HAS NO CONTROL OVER OR RESPONSIBILITY FOR THE ACTS, OMISSIONS, OR ERRORS OF THESE PROVIDERS. THEREFORE, YES TRAVEL WILL NOT BE LIABLE UNDER ANY CIRCUMSTANCES FOR:**

- Direct, indirect, incidental, special, punitive, or consequential damages of any kind, including but not limited to loss of income, savings, enjoyment, or any other economic or moral damage, arising from or in connection with any travel service purchased through YES Travel, even if YES Travel has been advised or not of the possibility of such damages.
- Any personal injury, illness, death, loss, damage, delay, inconvenience, or any other irregularity that may occur during the trip as a result of acts of third parties, including but not limited to: acts of war, terrorism, insurrection, civil disturbances, acts of nature, pandemics, government restrictions, strikes, or any other event beyond the reasonable control of **YES Travel**.
- Booking errors, schedule changes, cancellations, or the quality of services provided by the suppliers, including but not limited to flights, accommodations, ground transportation, excursions, and other travel activities. **YES Travel** is not responsible for the suppliers' failure to comply with their own terms and conditions.
- Additional expenses or losses incurred as a result of delays, cancellations, or any other alteration in the itinerary due to weather conditions, mechanical issues, supplier decisions, or other factors beyond YES Travel's control.

The maximum liability of **YES Travel** under any circumstances, and for any claim related to the services provided, shall be limited to an amount not exceeding the total price paid by the client to **YES Travel** for the services in question, and only in cases of proven gross negligence or willful misconduct by YES Travel. This limitation applies even if any remedy provided in these terms fails to meet its essential purpose.

## 8. Jurisdiction and Applicable Law

Any dispute arising from these terms and conditions will be governed by the laws of Miami-Dade County, Florida, USA. The parties agree to submit to the exclusive jurisdiction of the courts of Miami-Dade County, Florida, USA.

## 9. Denial of Service

Service providers reserve the right to deny service to any client who does not comply with documentation requirements, is under the influence of alcohol or drugs, or exhibits disruptive behavior.

## 10. Baggage Policy

It is the client's sole responsibility to verify and comply with the baggage policies established by airlines and other transportation providers. These policies are subject to change at any time without notice, and **YES Travel** is not responsible for informing or ensuring compliance with such policies.

- **Baggage Fees:** All baggage fees, including charges for excess weight, size, or number of pieces, must be covered directly by the client. These fees are not included in the travel package cost unless explicitly stated.
- **Changes in Baggage Policies:** Any changes in baggage policies by the airline or provider, including fee increases or additional restrictions, will be the client's responsibility. **YES Travel** is not responsible for additional costs or inconveniences resulting from such changes.
- **Baggage Loss or Damage:** **YES Travel** will not be liable under any circumstances for the loss, damage, theft, or delay of baggage. Any claims related to baggage must be handled directly with the airline or transportation provider. The client assumes all risks associated with the transportation of their baggage.
- **Responsibility for Unclaimed or Rejected Baggage:** If baggage is not claimed by the client within the timeframes established by the airline or provider, it may be destroyed or donated without any right to compensation. **YES Travel** will not be responsible for any charges, fines, or loss of property resulting from the failure to collect or rejection of baggage.
- **Limitations and Recommendations:** It is strongly recommended that the client insures their baggage with adequate coverage and verifies all baggage requirements and restrictions before traveling. Any cost, loss, or inconvenience arising from non-compliance with these recommendations will be the client's sole responsibility.