

Flip Flop Nomad Tours: Conditions of Travel, Payment and Cancellation Policy, and COVID-19 Liability Agreement

Conditions of travel

Itineraries: Flip Flop Nomad Tours' itineraries are designed to best suit the needs of our clients and are updated according to client suggestions. Changes may be made during your tour without prior notice, due to unexpected events such as, but not exclusive to, traffic or weather conditions.

Identification: Prior to travel with Flip Flop Nomad Tours you will be required to provide a copy of your official ID (passport, Mexican residency card or IFE/INE).

Minimum number of clients: Each tour requires a minimum number of clients in order to be confirmed. If the minimum is not reached within 5 days of the departure date for tours which **DO NOT INCLUDE FLIGHTS**, the tour may be cancelled. If the minimum is not reached within 2 weeks of the departure date for tours which **DO INCLUDE FLIGHTS**, the tour may be cancelled. In the event of cancellation for this reason, a full refund will be issued to those who have made payment towards the tour.

Travel Insurance: **Travel insurance is NOT included** in your tour package. We recommend that all clients have their own travel/health insurance cover, valid during the dates of the tour in question, and that a copy of the policy is carried on person throughout the tour. Flip Flop Nomad Tours takes no responsibility for medical costs incurred prior to, throughout, or upon return from one of our tours.

Clients with pre-existing medical conditions which may cause concern, require special attention or result in the inability to take part in certain aspects of the tour, must notify Flip Flop Nomad Tours staff in writing/via email prior to the departure date of the tour in question.

Liability: Flip Flop Nomad Tours takes every effort to safeguard clients on our tours, but will not be held liable for any damage, injury, or loss incurred. Flip Flop Nomad Tours assumes no responsibility for any act of negligence or omission whatsoever by any business whose services are used as part of our tours, such as hotels and restaurants.

COVID-19 Release, Assumption of Risk, Waiver of Liability, and Indemnity Agreement: The 2019 COVID-19 or Coronavirus is a known and rapidly evolving pandemic that is affecting worldwide travel, with the spread and impact expected to continue. The client is fully aware of the current COVID-19 outbreak, current travel restrictions that may be in place, and the inherent risks involved if they so choose to travel.

In addition to our usual responsibilities and liabilities with regards to damage and health insurance, Flip Flop Nomad Tours takes no responsibility for any denial of claim related to COVID-19 under the client's insurance policy, nor do we take responsibility for any additional travel restrictions, travel rules, or quarantining rules or measures put in place at airports, destinations, or by providers, relating to the COVID-19 pandemic. *Please be aware that additional screening procedures may take place throughout your tour at airports and in public areas, beyond our control. These may include mandatory face coverings and/or temperature checks at airports, hotels, trains, or other means of transport.*

Payment

A 25% deposit is required in order to reserve a place on one of Flip Flop Nomad Tours' trips within Mexico. For international tour packages, full payment of flights, fees and tour deposit are required to reserve your place. Full payment must be made at least 2 weeks before departure date **for tours which DO NOT include flights**. Full payment must be made by 4 weeks before departure date for **tours which DO include flights**. Failure to pay the full amount within these timescales may result in the loss of your deposit and your place may be given to someone else. Reservations may be made after the timescales mentioned above, subject to availability. **Exceptions:** in the event the minimum number required to confirm your tour has not been reached within the above timescales, you will be asked for complete payment upon confirmation of your tour.

Payment Methods: Upon request of payment for a tour, the following options are available to you (please confirm method before proceeding to payment):

- Cash payments in our Melaque office (MXN, USD or CAD)
- Cash deposit, transfer or cheque to our Intercam account (Mexico/MXN)
- Credit/debit card in our Melaque office. **Please note that we cannot take card payments via phone or internet**
- Transfer using third party company (such as Transferwise or Western Union)
- Paypal

Payments in USD/CAD for tours priced in MXN will be charged at the exchange rate given by our bank on the date of payment. Fees may apply.

Please note: we are unable to take payment via e-transfer.

Cancellation Policy

Flip Flop Nomad Tours reserves the right to issue no refund for cancellations made on behalf of the client within 2 weeks or less of the tour departure date, retain the 25% deposit for cancellations made between 2 and 4 weeks before the tour departure date and give a full refund only for cancellations made more than 4 weeks before the tour departure date. **In the event that a client's payment, or part of it, has been used to confirm accommodation/flights/other reservations for the client and is non-refundable by the service provider in question, the costs incurred will be deducted from the refundable amount.**

By signing below, the client acknowledges and agrees to the terms and conditions of this contract, including their personal decision to travel with full knowledge of current travel recommendations and restrictions with regards to COVID-19:

Date:

Tour/tour dates:

Client 1 name:

Client 1 Signature:

Client 2 name:

Client 2 signature: