

TRAVEL CONCIERGE SERVICE TERMS & CLIENT AGREEMENT

1. Service Scope

Travel Concierge is a personalized travel planning, booking assistance, and travel support service provided by Travel Luck.

The service is prepared specifically for the Client based on the travel dates, destinations, preferences, budget, and other information provided by the Client.

By purchasing the Travel Concierge service, the Client agrees to the terms below.

2. What Is Included

2.1 Personalized Day-by-Day Travel Plan

Travel Luck will prepare a customized day-by-day itinerary for the Client's trip.

The itinerary may include, where relevant:

- daily route and schedule;
- recommended attractions and activities;
- suggested timing;
- transportation and driving recommendations;
- logistical information between destinations;
- restaurant recommendations;
- practical travel information;
- recommendations based on the Client's preferences and travel style.

The itinerary is created for the travel dates, destinations, and circumstances provided by the Client.

Changes to dates, destinations, number of travelers, accommodation, transportation, or other material circumstances may require the itinerary to be adjusted and may constitute additional work.

2.2 Hotel Research and Selection

Travel Luck will research and provide up to **five (5) hotel options per city/destination** included within the agreed itinerary.

Hotel recommendations will be selected based on the information provided by the Client, including, where applicable:

- budget;
- preferred location;

- accommodation category;
- room requirements;
- travel style;
- specific preferences communicated before the hotel search begins.

The provision of up to five suitable options constitutes completion of the hotel research portion of the service.

Travel Luck does not provide unlimited hotel searches or repeated new selections solely because the Client decides not to choose from the proposed options.

Additional hotel research requested after the agreed selection has been provided may be treated as additional work.

2.3 Hotel Booking Assistance

Once the Client selects a hotel, Travel Luck may assist with completing the reservation where booking assistance is included in the purchased service.

To confirm a reservation, the Client must provide the information required to complete the booking, which may include valid payment card details and cardholder information.

Hotel prices, room categories, cancellation conditions, and availability are controlled by the accommodation provider and may change until the reservation is confirmed.

The Client remains responsible for reviewing and accepting the applicable hotel's rate conditions, cancellation policy, and payment terms.

2.4 Tours, Activities, Restaurants and Transportation

Where included within the agreed scope, Travel Luck may assist with arranging or coordinating:

- private tours;
- activities and experiences;
- transfers and transportation;
- restaurant reservations;
- other travel services included in the Client's itinerary.

Availability cannot be guaranteed until the relevant third-party provider confirms the reservation.

Third-party services may be subject to their own payment, cancellation, amendment, and refund conditions.

2.5 Travel Support

During the purchased support period, the Client may contact Travel Luck regarding reasonable questions directly connected with the planned trip.

Travel Luck may provide assistance with itinerary logistics, previously arranged services, and reasonable adjustments required because of changes occurring during the trip.

Travel Concierge does not constitute 24/7 emergency assistance and does not guarantee an immediate response.

3. Client Responsibilities

The Client is responsible for providing Travel Luck with complete, accurate, and timely information necessary to perform the service.

This includes, where applicable:

- correct travel dates;
- arrival and departure information;
- number and ages of travelers;
- accommodation requirements;
- budget;
- dietary requirements and relevant preferences;
- passport information when required for a reservation;
- payment information when required for a reservation;
- timely approval or rejection of proposed hotels and services;
- any changes affecting the itinerary or reservations.

The Client must provide requested information within a reasonable period after Travel Luck requests it.

Travel Luck cannot be held responsible for delays, increased prices, loss of availability, inability to complete a reservation, or necessary changes to the itinerary resulting from the Client's failure to provide requested information, approval, or payment details on time.

4. Client Decisions and Delays

Travel Luck is responsible for performing the professional services described in this Agreement.

Travel Luck is not responsible for the Client's purchasing decisions, delayed decisions, delayed responses, or failure to proceed with a recommendation.

If the Client:

- does not select one of the proposed hotels;
- delays approving a reservation;
- does not provide required information;
- does not provide required payment details;
- decides not to book a recommended activity or service; or
- changes their decision after recommendations have been provided,

Travel Luck shall not be responsible for any resulting change in price, availability, schedule, or travel experience.

Prices and availability displayed or communicated during the planning process are not guaranteed until the relevant reservation has been confirmed.

5. Third-Party Services

Hotels, restaurants, guides, transportation companies, attractions, activity providers, and other suppliers are independent third-party service providers.

Travel Luck may recommend, arrange, or assist with booking such services but does not control their operations.

Travel Luck is therefore not responsible for circumstances outside its reasonable control, including:

- third-party cancellations;
- changes in operating hours;
- changes in prices;
- transportation delays or cancellations;
- strikes;
- traffic or road closures;
- weather;
- attraction closures;
- hotel or restaurant service issues;
- acts or omissions of independent service providers.

Where applicable, refunds or amendments for third-party services are governed by the terms of the relevant provider.

6. Completion of the Service

Travel Luck's obligations are considered fulfilled when the services included within the purchased package have been provided.

This may include:

- preparation and delivery of the agreed day-by-day itinerary;
- provision of up to five hotel recommendations per destination;
- completion or attempted completion of agreed reservations;
- provision of the agreed travel support period.

Where Travel Luck is unable to complete a booking because the Client has not provided the required information, approval, or payment details in a timely manner, this shall not constitute a failure by Travel Luck to provide the purchased service.

The Client's decision not to use recommendations or not to contact Travel Luck during the available support period does not mean that the service was not provided.

7. Client Acceptance & Authorization

Before purchasing the Travel Concierge service, the Client must confirm acceptance of these Terms.

By completing the acceptance form and proceeding with payment, the Client confirms that:

- I have read and understood the Travel Concierge Service Terms.
- I understand what is and is not included in the service.
- I understand that hotel research is limited to up to five hotel options per city/destination.
- I understand that I am responsible for providing accurate and timely information required for planning and reservations.
- I understand that delays on my part may affect prices, availability, reservations, and the final itinerary.
- I understand that prices and availability are not guaranteed until a reservation is confirmed.
- I understand that third-party providers have their own payment, cancellation, amendment, and refund policies.
- I understand that Travel Luck cannot guarantee the performance or availability of independent third-party providers.
- I agree to the Service Terms and authorize Travel Luck to begin providing the personalized service after my purchase, subject to applicable law.

CLIENT ACCEPTANCE FORM

Full Name:

Email Address:

Travel Dates:

Order / Booking Reference (if applicable):

Required Acceptance

☐ I have read and agree to the Travel Concierge Service Terms and understand the scope, limitations, Client responsibilities, and applicable cancellation/refund conditions.

☐ I request that Travel Luck begin providing the personalized service in accordance with these Terms.

Booking Authorization

☐ Where I separately provide payment card details for a reservation, I authorize Travel Luck to use those details only for the specific booking(s) I have approved. I understand that the relevant third-party provider's payment and cancellation conditions will apply.

Client Name:

Date:

Signature (if collected):

By submitting this form electronically, checking the required acceptance boxes, and/or completing the purchase, the Client confirms their acceptance of these Terms.