

**VIE DE LUXE TRAVEL**  
*Curated. Considered. Unforgettable.*

---

**BOOKING TERMS & CONDITIONS**

---

**AGREEMENT**

---

This Tour Confirmation, Acknowledgement and Assumption of Risks, Release of Liability and Indemnity Agreement (this “Agreement”) is entered into by Vie de Luxe Travel (the “Agency”) and you (the “Participant”).

**SECTION A – GENERAL TERMS**

---

**Parties & Terms**

Vie de Luxe Travel is owned and operated by Mia Tempo LLC, a limited liability company (the “Agency”), and all its Affiliates. References to “Vie de Luxe Travel,” “Mia Tempo LLC,” “the Agency,” “we,” “us,” or “our” shall include all such entities. These Terms & Conditions apply to all Bookings and, together with any trip-specific terms, govern your access to and use of our Services (including our website). Your use of the Services constitutes acceptance of these Terms.

By booking with us you confirm that: you have the authority to book on behalf of all persons named; you are over 18 years of age; all members of your party are of appropriate age to purchase the relevant services; and you accept financial responsibility for payment on behalf of all persons on the booking.

**Agency**

Our Services include goods and services provided by independent third-party suppliers (“Tour Companies”), including but not limited to accommodation, transportation, dining, leisure activities, and excursions. Vie de Luxe Travel acts as an independent travel consultant and makes arrangements on your behalf with these Tour Companies. We do not supervise their operations and cannot be responsible for scheduling changes, the quality of services or goods provided, or any negligence by Tour Companies. We make no express or implied warranties with respect to services provided by Tour Companies. It remains the responsibility of those Tour Companies to comply with applicable laws and safety requirements.

**Our Booking Procedures**

We will collaborate with you to design a bespoke Itinerary for your journey. Once the Itinerary is agreed, we will provide a quote including a payment schedule. A binding contract is formed when you accept the quote, pay your deposit or full payment, and we issue a booking confirmation. A pre-departure Itinerary — containing full trip details, packing guidance, required documents, and transfer information — will follow electronically. Upon receipt, please review all details carefully and advise us of any inaccuracies within ten days.

We strive to ensure all pricing and information provided is accurate; however, we reserve the right to correct errors prior to confirmation. Please verify all details before booking.

**Cancellation Policy**

All cancellations must be submitted in writing by email to [hello@videluxetravel.com](mailto:hello@videluxetravel.com). Verbal cancellations are not accepted. The cancellation date is the date on which written notice is received by the Agency. The following schedule applies:

Notice Given Before Departure	Amount Refundable
120 days or more	Full refund minus deposit
90–19 days	25% of total trip cost refunded
60–89 days	10% of total trip cost refunded
Fewer than 60 days	No refund

**Initial deposits are non-refundable and non-transferable under any circumstances.**

As an alternative to cancellation, Participants may elect to receive a credit toward a future Vie de Luxe Travel journey of equal or greater value, valid for 24 months from the original departure date. This option is available at any point prior to departure, subject to availability, and is not redeemable for cash.

**Transfer of Reservation**

If you are unable to travel, you may transfer your reservation to another person, subject to the following conditions:

- Written request must be received at least 60 days before departure
- The substitute traveller must meet all trip requirements and agree to these Terms & Conditions
- A transfer administration fee of \$150 per person applies
- Transfers are not permitted within 60 days of departure

**Cancellation by Vie de Luxe Travel**

Vie de Luxe Travel reserves the right to cancel a departure in the event of insufficient enrollment or circumstances beyond our control. In the event we cancel a departure:

- All Participants will receive a full refund of fees paid directly to Vie de Luxe Travel
- We will endeavour to provide a minimum of 60 days’ notice where possible
- The Agency is not responsible for non-refundable airfare, visa fees, or other independently incurred expenses — this is among the reasons we require comprehensive travel insurance for all Participants

**Itineraries**

Vie de Luxe Travel retains ownership of all developed and advertised Itineraries. The provided Itinerary is a curated guideline of the journey experience and is not contractually binding as to every detail. Factors such as weather, mechanical issues, flight disruptions, medical emergencies, political developments, or other circumstances beyond our control may necessitate adjustments. Participants

will not hold the Agency responsible for additional costs incurred as a result of such circumstances, including meals, accommodation, personal costs, or rebooking of transportation.

### **Participant Identity**

All personal information provided (name, passport details, emergency contact, etc.) must be accurate and match travel documents exactly. Please advise us immediately of any errors. Any charges arising from inaccuracies will be the responsibility of the Participant.

### **Conduct & Behaviour**

Our journeys are designed as spaces of connection, discovery, and mutual respect. Participants are expected to conduct themselves in a manner consistent with these values and those of the destinations visited. Should the behaviour of any Participant cause distress, damage, or disruption to other guests, third parties, or properties, we reserve the right to terminate that Participant's booking without refund. You may be held liable for any costs arising from such conduct.

### **Special Requests & Accessibility**

We are committed to providing personalised, inclusive service and will use all reasonable efforts to accommodate special requirements, including dietary needs and accessibility considerations. Please advise us of any medical conditions or disabilities at the time of booking so we may assess suitability and make appropriate arrangements. We may require a physician's certificate confirming fitness to travel. Requests should be confirmed in writing; while every effort will be made, we cannot guarantee fulfilment of all requests.

### **Delays, Extra Costs & Schedule Changes**

While the greatest care is taken in selecting transportation, accommodation, and experiences, Participants acknowledge that cancellations by Tour Companies, delays, and schedule changes may occur. Only monies refunded to Vie de Luxe Travel by third-party Tour Companies, or still held by the Agency, will be refunded to Participants. We are not responsible for additional costs arising from unforeseen circumstances, including meals, accommodation, or alternative transportation.

### **Travel Insurance**

Comprehensive travel insurance is mandatory for all Participants. Coverage must include, at minimum:

- Trip cancellation and interruption
- Medical expenses and emergency evacuation
- Loss or damage to baggage and personal property
- Repatriation
- Travel delays

Coverage must be in effect from the date of booking through the final day of travel. Vie de Luxe Travel cannot assume liability for losses that would have been covered by appropriate insurance. In the event of cancellation, Participants must notify us promptly in writing. We are happy to recommend trusted insurance providers upon request.

Please note: Deposits are non-refundable even with travel insurance, depending on your policy. We encourage you to review your coverage carefully at the time of purchase.

## **Travel Documents, Passports & Health Requirements**

Participants are responsible for ensuring their passport, visa, and health documentation comply with all requirements for the countries included in their itinerary. Requirements may change between booking and departure; please verify current requirements with the relevant embassy or official government sources. Vie de Luxe Travel accepts no responsibility if a Participant is unable to travel due to non-compliance with documentation requirements.

For US travellers, passport and visa information is available at [travel.state.gov](http://travel.state.gov) or by calling 1-888-407-4747. Health information is available at [cdc.gov](http://cdc.gov).

## **Acknowledgement of Risk**

Participants understand that international travel involves inherent risks including but not limited to: acts of God; health events or pandemics; civil unrest; adverse weather; altitude; travel by air, water, or ground; exposure to illness; and the negligence of third-party Tour Companies. These risks cannot be eliminated. Participants voluntarily assume these risks and understand that injury, emotional distress, death, or property damage could result.

Participants confirm they have no known physical, medical, or mental condition that would impair their ability to participate in the Tour, or else they accept all risks arising from such condition.

Participants authorize Vie de Luxe Travel and Tour Companies to arrange emergency medical treatment as necessary, without further consent, in the event of an emergency arising during the Tour. Our team will always act in your best interests and communicate with your designated emergency contact as soon as circumstances allow.

## **COVID-19 & Health-Related Cancellations**

If a trip must be cancelled due to any of the following circumstances, we will offer to reschedule. If a Participant is unable to attend the rescheduled dates, their fees may be applied toward any future journey within 24 months, or the Participant may transfer their place to a new traveller:

- Level 4 Global or Country-Specific Do Not Travel advisory issued by the US State Department
- Border closures prohibiting non-resident entry or exit from the destination country
- Mandatory quarantine upon arrival to the destination country

Initial deposits remain non-refundable under any circumstances. Participants may be able to obtain travel insurance to cover trip fees in the event they are no longer able to travel.

## **DISCLAIMERS**

---

Except as expressly provided in these Terms, Vie de Luxe Travel disclaims, to the maximum extent permitted by law, all warranties, representations, guarantees, and conditions in respect of the Services, whether express or implied. Listing information related to international destinations does not represent or warrant that travel to those destinations is without risk. We are not liable for the acts or omissions of any third parties.

## **LIMITATION OF LIABILITY**

---

### **Release of Liability & Indemnification**

Understanding the risks described in this Agreement, Participant agrees, for themselves and their heirs and representatives, to release — insofar as is permissible by law — Vie de Luxe Travel, Mia Tempo LLC, their related entities, owners, directors, employees, guides, agents, subcontractors, Tour Companies, and all persons acting on the Agency's behalf from any and all claims, demands for loss, damages, injuries (including bodily or emotional injury or death), property damage, or other causes of action relating to participation in the Tour.

In no event will the Agency's liability to a Participant exceed the fees paid by that Participant to the Agency for the Tour. The Agency will not be liable for indirect, special, incidental, or consequential damages, however caused. Nothing in these Terms limits liability for personal injury or death caused by the Agency's own negligence.

## **YOUR LIABILITY TO US**

---

You agree to indemnify and hold harmless Vie de Luxe Travel and Mia Tempo LLC from and against any liabilities, costs, damages, and losses arising from your breach of these Terms or violation of applicable laws or regulations.

## **EVENTS BEYOND OUR CONTROL**

---

The Agency will not be liable for failure to fulfil contractual obligations where this results from events beyond our reasonable control, including but not limited to: warfare, terrorism, civil unrest, significant public health events (including pandemics and their ongoing effects), natural disasters, government actions, industrial disputes, or unavoidable technical failures in transportation.

## **PHOTOGRAPHY & MEDIA CONSENT**

---

Photographs and video recordings may be taken throughout the journey. By participating, Participants consent to the use of such images and any testimonials for Vie de Luxe Travel's social media, website, and marketing materials, without royalty or compensation. The Agency and its representatives are granted the right to edit and reuse such content across all media formats.

Participants who prefer not to be included in photography or marketing materials may indicate this preference at the time of booking. We will honour all such requests with complete discretion.

## **EXCURSIONS & ADDITIONAL ACTIVITIES**

---

Excursions or activities booked independently during your journey are not part of the Agreement with Vie de Luxe Travel. Your contract for such activities is with the individual operator. While we may offer recommendations, we are not responsible for independently booked excursions or anything that occurs during them.

## **PRIVACY & DATA PROTECTION**

---

Vie de Luxe Travel and Mia Tempo LLC will comply with all applicable data protection laws in processing your personal data. Your information will be shared only with suppliers necessary to deliver your journey, or with public authorities as required by law. Please refer to our Privacy Policy for full details.

## **GOVERNING LAW & JURISDICTION**

---

This Agreement shall be governed by the laws of Illinois. Any legal action shall be brought exclusively in the courts of Illinois.

## **ENTIRE AGREEMENT & SEVERABILITY**

---

This Agreement constitutes the entire agreement between the Agency and the Participant regarding the Tour, superseding all prior statements, representations, or warranties. If any provision is found invalid or unenforceable, the remaining provisions remain in full force.

## **ACCEPTANCE**

---

By booking a journey with Vie de Luxe Travel, paying a deposit, or otherwise engaging our Services, you confirm that you have read, understood, and agree to all terms set out in this Agreement.

Vie de Luxe Travel • Mia Tempo LLC • Evanston, Illinois  
*Curated. Considered. Unforgettable.*