

Terms and Conditions for Road Venture

By booking services with **Road Venture**, you agree to the following terms and conditions. These terms outline the responsibilities of both the client and Road Venture and ensure a clear understanding of our services.

1. General Terms

1.1 These terms and conditions apply to all services provided by Road Venture, including trip planning, optional booking services, and consultations.

1.2 Clients must provide accurate, complete, and timely information to facilitate the planning of their trip. Missing or incorrect information may result in delays or additional charges.

1.3 Road Venture reserves the right to adjust itineraries as needed due to unforeseen circumstances. These may include, but are not limited to, weather conditions, road closures, scheduling conflicts, or availability of accommodations and attractions. We will make every effort to inform the client of such changes promptly.

1.4 Any requested modifications to the finalized itinerary after its completion will incur additional fees based on the scope of changes.

2. Payment Policy

2.1 Deposit Requirements

A **50% deposit** is required at the time of booking to secure our trip-planning services. This deposit confirms your reservation and allows us to begin work on your personalized trip plan. Without this deposit, we cannot guarantee the availability of our services or prioritize your project.

2.2 Final Payment

The remaining **50% balance** is due upon delivery of the final trip plan. Clients must settle the payment in full before receiving the completed itinerary, accompanying materials, and any related bookings or recommendations. Failure to complete payment may result in a delay or withholding of the trip plan.

2.3 Accepted Payment Methods

We aim to provide flexibility in payment options for your convenience. Accepted methods include:

- **Venmo**
- **Zelle**
- **Personal Checks** (must be received and cleared prior to delivery of services)
- **Bank Transfers**
- **Credit and Debit Cards** (processing fees may apply)

All payments must be made within the specified timeframes to avoid delays in the trip-planning process. If payment is not received by the due date, services may be suspended until the outstanding balance is cleared.

2.4 Full Refund Eligibility

Cancellations made within **24 hours** of the deposit are eligible for a **full refund** of the deposit amount. This grace period allows clients to make adjustments to their decisions without financial commitment.

2.5 Non-Refundable Deposits

After the 24-hour window, all deposits are **non-refundable**, regardless of the reason for cancellation. Road Venture invests significant time and resources into trip planning, and this policy ensures that our efforts are fairly compensated.

2.6 Exceptions

While our refund policy is firm, exceptions may be considered in rare and extenuating circumstances at the sole discretion of the company. Any such exception will be evaluated on a case-by-case basis.

2.7 Payment Disputes

If you experience any issues with payment processing or believe there has been an error, please contact us immediately to resolve the matter. We strive to address disputes amicably and fairly.

2.8 Late Payments

Payments not received within the agreed-upon timeframes may incur additional fees, and delivery of the trip plan will be delayed until all payments, including late fees, are received in full.

4. Client Responsibilities

4.1 Clients are responsible for securing all necessary travel documents, including passports, visas, permits, and travel insurance, as applicable. Road Venture is not liable for delays, missed trips, or other inconveniences caused by the client's failure to obtain proper documentation as we are just a service.

4.2 The client must adhere to the itinerary provided by Road Venture. Any missed bookings, delays, or additional costs incurred due to client error or deviation from the itinerary are the sole responsibility of the client.

4.3 Clients are encouraged to review all provided materials thoroughly and ask questions if clarification is needed to avoid misunderstandings.

5. Limitations of Liability

5.1 Road Venture is a **trip-planning service** and does not operate as a travel provider. We act as an intermediary between clients and third-party providers, such as airlines, car rental agencies, hotels, restaurants, and excursion companies.

5.2 Road Venture is **not responsible** for the performance, availability, quality, or reliability of third-party services. Any disputes or issues with these providers must be addressed directly with them as we will provide all contact information.

5.3 Road Venture is not liable for any accidents, injuries, delays, damages, losses, or inconveniences that may occur during the trip. Travel inherently involves risks, and clients acknowledge that they assume these risks when booking services.

5.4 In the event of unforeseen cancellations or disruptions by third-party providers, Road Venture will, on request, assist in making reasonable adjustments. However, clients are responsible for covering any additional costs incurred.

5.5 Clients are strongly encouraged to purchase travel insurance to safeguard against unexpected issues, including trip cancellations, medical emergencies, and travel delays.

6. Trip Planning Process

To ensure a seamless and stress-free planning experience, Road Venture follows these steps:

Step 1: Fill Out the Questionnaire

- Begin your journey by completing the online questionnaire available on our website. This form collects essential details, including your preferred destinations, travel dates, budget, and any special requests.

Step 2: Schedule a Free Consultation

- Book a complimentary consultation for an introductory discussion about the trip details. During this session, our team will address any questions and confirm the initial trip outline. At the conclusion of the consultation, a **50% deposit** is required to proceed to build your detailed plan.

Step 3: Trip Creation

- Following the consultation, we will give you an estimate on the length of time we will take to provide the trip.
- Our team designs a personalized road trip itinerary tailored to your unique preferences.
- We may contact you for further clarification during this process to ensure your trip meets your expectations.
- **Addition Services:** For an additional fee, Road Venture can book the following on your behalf:
 - Flights and car rentals
 - Accommodations (hotels, cabins, etc.)
 - Restaurants and dining experiences
 - Excursions, tours, and activities
 - Any other travel needs
- We will stay in touch throughout the whole booking process if you choose this package. We will reserve everything for you to make this trip as stress-free as possible.

Step 4: Presentation of the Trip Plan

- Once your itinerary is finalized, you will receive an email notification. Schedule a second consultation to review the completed plan and discuss all the included services.
- The remaining **50% balance** is due at this stage.

Step 5: Final Package Delivery

- Two weeks before your trip, you will receive the finalized package, which includes:
 - A detailed road trip presentation
 - An interactive map
 - A customized packing list
 - Fun interactive games (e.g., scavenger hunts)
 - 24/7 contact information for Road Venture support

Step 6: Embark on Your Adventure

- Enjoy your well-planned road trip! Road Venture remains available to assist with questions or issues during your journey.

7. Liability Disclaimer

7.1 Road Venture acts solely as a **trip-planning service** and does not guarantee the performance of third-party providers such as airlines, hotels, or other travel-related entities.

7.2 Clients understand and agree that Road Venture is not liable for any accidents, injuries, illnesses, delays, disruptions, damages, or losses that may occur during their trip.

7.3 All travel arrangements are subject to the terms and conditions of the respective third party providers. Clients are encouraged to familiarize themselves with these policies.

7.4 While Road Venture strives to provide accurate and reliable information, we are not responsible for errors or changes in schedules, pricing, or availability from third-party providers or any other activity emanating from third party providers which may impact your plan.

7.5 Clients assume all risks associated with travel and are encouraged to purchase comprehensive travel insurance to mitigate potential issues.

8. These Terms and Modifications

8.1 Road Venture reserves the right to update these terms and conditions at any time without prior notice. Any significant changes will be communicated to clients in writing.

8.2 By engaging Road Venture to plan your trip, you acknowledge and accept that you have read, understood and agreed to these terms and conditions and that they apply to you and the services you request from Road Venture.

9. Contact Information

For inquiries or support, please contact:

- **Email:** roadventure5280@gmail.com
 - **Phone:** 407-848-6633
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