

Terms and Conditions

Trinidad Family Vacations, LLC dba Travel By Trinidad

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1. BOOKINGS & PAYMENTS

- A deposit or full payment is required at the time of booking, subject to supplier policies.
- Prices are subject to change until full payment is made.
- Accepted Payment Methods: We accept all standard forms of payment, including but not limited to major credit cards, debit cards, bank transfers, and digital payment platforms.
- Payments will be made directly to travel suppliers whenever possible. Trinidad Family Vacations, LLC does not collect or hold supplier funds unless explicitly stated.
- Any service fees charged by Trinidad Family Vacations, LLC will be invoiced and payable separately.
- A booking is confirmed only upon receipt of payment by the supplier.
- Some reservations may be non-refundable and non-transferable. These details will be disclosed before booking.

2. CANCELLATIONS & REFUNDS

- Cancellation policies vary by supplier. Travelers are responsible for reviewing these policies before booking.
- Trinidad Family Vacations, LLC may charge a service fee for cancellations in addition to any supplier fees.
- Refunds, if applicable, will be processed according to the supplier's policies. Some bookings may be non-refundable.

3. FOREIGN NATIONAL BOOKINGS

- We are happy to assist clients residing outside the United States.
- Travelers are responsible for ensuring they meet all passport, visa, vaccination, and entry requirements for their destination and return travel.
- Additional verification or documentation may be required depending on the country of origin or destination.

4. CREDIT CARD CHARGES & DISPUTES

- Travelers are responsible for providing valid credit card information and ensuring sufficient funds for travel-related charges.
- Chargebacks and payment disputes must be resolved directly and promptly. Unauthorized chargebacks may result in cancellation of bookings and forfeiture of funds.
- We may request a signed credit card authorization form or government-issued identification to confirm transactions.
- We retain a record of your authorization, including the date and time, the version of these Terms you accepted, and technical details of the submission such as IP address and device. We will provide that record to the card issuer in response to a dispute.

5. ERRORS & OMISSIONS (E&O) COVERAGE

- Trinidad Family Vacations, LLC maintains professional Errors & Omissions (E&O) insurance coverage for client protection.
- This policy covers unintentional booking errors made by the agency. It does not substitute for travel insurance or client responsibility for verifying documents and itinerary details.

6. COMPLAINTS & RESOLUTION

- Travelers must report any service issues or concerns during the trip directly to the travel supplier and notify our agency as soon as possible.
- If we are not informed during travel, our ability to intervene may be limited.
- Unresolved complaints must be submitted to us in writing within 28 days of travel completion.

7. TRAVEL DOCUMENTS & REQUIREMENTS

- Travelers are responsible for obtaining valid passports, visas, and any required vaccinations.
- Failure to meet entry or travel requirements is the traveler's responsibility, and refunds may not be available.
- Once payment is processed, clients will receive confirmations and documents directly from the suppliers.
- The traveler's name on the booking must match the passport exactly to avoid denied boarding.

8. TRAVELING WITH MEDICATION

- Some countries have import controls over certain types of medication, even those that are available over the counter in the United States.
- It is the traveler's responsibility to check local requirements and travel with appropriate documentation.
- Refer to CDC or local consulate resources for updated guidance on traveling with medicine.

9. TRAVEL INSURANCE

- We strongly recommend purchasing travel insurance to cover cancellations, medical emergencies, and trip interruptions.
- Trinidad Family Vacations, LLC is not liable for losses incurred due to lack of travel insurance.

10. MEDICAL CONDITIONS AND ACCESSIBILITY

- It is essential that travelers inform us of any pre-existing medical conditions, disabilities, or mobility limitations before booking.
- We may require a completed questionnaire and/or a physician's note to ensure safe and suitable travel arrangements.
- Failure to disclose relevant medical conditions could affect the traveler's experience and is the responsibility of the traveler.

11. SPECIAL DIETARY REQUIREMENTS

- Allergy-related or medical dietary requirements should be discussed prior to booking.
- We will do our best to inform suppliers; however, we cannot guarantee that dietary accommodations will always be met, especially abroad.

12. FLIGHT INFORMATION & AIRLINE POLICIES

- Flight schedules are subject to change. We are not liable for delays or modifications to flight plans made by the airline.
- Seating preferences are not guaranteed unless specifically paid for through the airline.
- Please ensure names on bookings exactly match those on passports.

13. RESPONSIBILITY & LIABILITY

- Trinidad Family Vacations, LLC acts only as a travel agent and is not responsible for the actions, omissions, or service quality of travel suppliers.
- We are not liable for delays, cancellations, accidents, natural disasters, or other unforeseen events beyond our control.
- We are not responsible for personal injuries, property damage, or any other losses incurred while traveling.

14. ASSUMPTION OF RISK AND HEALTH WARNINGS

- By booking with us, you acknowledge that travel may involve risks including exposure to infectious diseases, limited access to medical care, and unexpected delays or emergencies.
- You accept full responsibility for these risks and agree to travel at your own risk.

15. FORCE MAJEURE

- We are not responsible for disruptions due to events beyond our control, such as pandemics, natural disasters, strikes, or government actions.

16. GROUP BOOKINGS

- Group rates and availability are subject to change until the final payment is made.
- The group leader is responsible for ensuring all participants comply with payment schedules and supplier policies.
- If the group size falls below the required minimum, additional charges may apply.

17. CRUISE PRICE TRACKING SERVICE

- Our cruise price tracking service monitors prices after booking to identify potential reductions.
- Price adjustments are subject to the cruise line's policies and may not always be available.
- We do not guarantee price reductions, nor are we responsible for differences in fare structures.

18. LOYALTY PROGRAMS & DISCOUNTS

- We assist travelers in applying loyalty program benefits and discounts where applicable.
- Acceptance of loyalty discounts is at the sole discretion of the travel supplier.
- We are not responsible for denied claims, missing points, or changes to a supplier's loyalty program.

19. FRAUD PREVENTION & PAYMENT SECURITY

- We take fraud prevention seriously and may require additional verification before processing payments.
- By making payments directly to suppliers, clients benefit from the suppliers' payment security measures.
- Chargebacks initiated without first contacting us may result in legal action to recover lost funds.

20. SOCIAL MEDIA & REVIEWS POLICY

- We encourage honest reviews and feedback. However, false or defamatory statements may result in legal action.
- Travelers grant Trinidad Family Vacations, LLC permission to use non-confidential photos, testimonials, and social media posts for promotional purposes unless otherwise requested.

21. DATA PRIVACY AND CONSENT

- We respect your privacy and will only share your information with third-party suppliers as necessary for travel arrangements.
- By booking with us, you consent to the collection and use of personal data, including health or dietary information, in accordance with our privacy policy.

22. AGENCY SERVICE FEES

- Trinidad Family Vacations, LLC charges a professional service fee for consultation, research, booking, and ongoing trip support. The fee is quoted to you before any work begins and is invoiced separately from supplier payments.
- Service fees are earned when the work is performed and are non-refundable, including where a booking is later cancelled, changed, or refunded by the supplier. This is separate from any supplier cancellation penalty.
- Fees for post-booking changes, including name changes, date changes, cabin or room changes, and re-quotes following a price drop, are quoted at the time of the request.

23. DEPOSITS, FINAL PAYMENT & PAYMENT SCHEDULE

- Deposits are due at booking and are applied to the total trip cost. Deposits are non-refundable except where the supplier's own policy expressly provides otherwise.
- Final payment is due on the date stated in your invoice or confirmation. That date is set by the supplier, not by Trinidad Family Vacations, LLC. Suppliers commonly require final payment 90 to 150 days before departure.
- Failure to pay by the final payment date will cancel the booking automatically at the supplier, and cancellation penalties apply. Trinidad Family Vacations, LLC is not responsible for a cancellation caused by a missed final payment.
- We send payment reminders as a courtesy. A missed or undelivered reminder does not extend a deadline or waive a penalty.

24. GOVERNING LAW & VENUE

- These Terms are governed by the laws of the State of New Jersey, without regard to conflict-of-law principles.
- Any dispute not resolved informally shall be brought exclusively in the state or federal courts located in Essex County, New Jersey, and both parties consent to personal jurisdiction there.
- Before filing, both parties agree to attempt informal resolution for 30 days after written notice of the dispute.

25. THIRD-PARTY PAYERS & AUTHORIZATION TO CHARGE

- Where one person pays for travelers other than themselves, that person is the Payer and is solely responsible for the full amount charged.
- The Payer represents that they are the cardholder or are expressly authorized by the cardholder, and that each traveler has consented to being booked.
- The Payer authorizes Trinidad Family Vacations, LLC to charge the card on file for the deposit, the final payment, and any supplier-imposed fees or penalties associated with the booking.
- Travelers other than the Payer acquire no payment rights and cannot direct a refund of amounts they did not pay. Refunds are returned to the original form of payment.

26. ELECTRONIC SIGNATURES & RECORDS

- You consent to transact electronically. A checkbox, a typed name, or a submitted form constitutes your electronic signature and has the same legal effect as a handwritten signature under the federal E-SIGN Act and the New Jersey Uniform Electronic Transactions Act.
- You consent to receive all notices, confirmations, invoices, and these Terms electronically at the email address you provide. It is your responsibility to keep that address current and to check your spam filtering.
- We retain a record of each acceptance, including the date and time, the version of these Terms then in force, and technical details of the submission, and may produce that record in response to a payment dispute or legal process.
- You may request a paper copy of these Terms at no charge.

27. NAME CHANGES & CORRECTIONS

- Traveler names must match the government-issued travel document exactly. You are responsible for reviewing every confirmation on receipt and reporting an error immediately.
- Suppliers charge name-change fees, and some do not permit changes at all, requiring cancellation and rebooking at current fares.
- A correction requested more than 24 hours after your confirmation is issued is subject to the supplier's fees plus our change fee.

28. DATA RETENTION & PAYMENT CARD HANDLING

- Payment card data is encrypted in transit and at rest and is automatically and permanently deleted within 7 days of collection. We do not store full card numbers, security codes, or expiration dates beyond that window.
- We retain booking records, correspondence, and records of your acceptance of these Terms for 7 years, for tax, accounting, and dispute-resolution purposes.
- You may request access to or deletion of your personal information as described in our Privacy Policy. Records we are required to retain for legal, tax, or dispute purposes are exempt from deletion.

29. MISCELLANEOUS

- Entire agreement. These Terms, together with your confirmation and any applicable supplier terms, are the entire agreement between us and supersede prior discussions.
- Severability. If any provision is held unenforceable, the remainder of these Terms stays in force.
- No waiver. Our failure to enforce a provision is not a waiver of that provision.
- Amendment. We may update these Terms. The version in force is the one published at the time of your booking, and we retain each version.
- Assignment. You may not assign your booking without our written consent and the supplier's.
- Capacity. You represent that you are at least 18 years old and legally able to enter into this agreement. Bookings for minors must be made by a parent or legal guardian.

ACKNOWLEDGMENT & ACCEPTANCE

- By booking travel with Trinidad Family Vacations, LLC, you acknowledge that you have read, understood, and agree to these Terms and Conditions.
- You also acknowledge that payments will be made directly to suppliers whenever possible, and agree to the related terms.
- You acknowledge that your electronic acceptance, whether by checkbox or typed name, is your signature to these Terms, and that we retain a record of it.