

Ultra Paradise

Travel Concierge Service



Terms and Conditions



The following terms and conditions govern all travel vacations managed by UltraParadise. It is essential that you read them in full before signing up for any travel experience.

TERMS

By signing up for any UltraParadise Vacation you agree to these terms and conditions. UltraParadise Travel reserves the right to update and modify these Terms at anytime. The amended terms will be posted on the UltraParadise Travel website (www.ultraparadisecub.com). Clients will be considered to have accepted any changes to the Terms seven days after they are posted on the UltraParadise website. We recommend that all clients review the Terms prior to their travel to stay update.

RISKS

The Client acknowledges that the nature of travel vacation may involve a significant amount of risk to Client's health and/or safety. The Client hereby assumes all such risk and does hereby release UltraParadise Travels from all claims and causes of action arising from any damages or injuries or death resulting from these risks inherent in travel, visiting foreign destinations, and participating in adventurous activities such as included in our itineraries.

MEDIA

The Client agrees that during UltraParadise Vacation, the Client may be photographed or filmed by UP and others. By participating in any trip, the client thereby consents to the foregoing and grants UltraParadise Club a perpetual, royalty-free license to use the content worldwide for any purpose, including marketing and promotions, without obligation or compensation.

DOCUMENTS

The Client is solely responsible for ensuring they possess a valid passport for entry, departure, and travel throughout the itinerary of the tour. The passport must be valid for at least six months beyond the last day of your UP vacation.

Additionally, the Client is responsible for obtaining and paying for all necessary visas, permits, certificates, vaccination or immunisation cards and medical tests plus and insurance policies required for entry into each region and participation in the tour at the destination. Where we can, UltraParadise will assist in this process by providing any documentation needed.

It's important to note that all travel documents, such as vouchers, itineraries, and invoices, will be sent electronically via email to the address provided during the booking process.

PRICE FLEXIBILITY

The prices of vacations displayed on the UltraParadise Travel website are based on the costs in effect at the time of posting. However, UP Travel retains the right to modify the prices of any vacation prior to receiving full payment.

UP reserves the right to impose surcharges on the Services(s). Such surcharges may result from increases in flight cost, transfer costs, fuel costs, taxes or fees charged for services like landing taxes or embarkation/disembarkation fees at ports, airport charges, local operator costs, currency and exchange rate fluctuations, increases in taxes, or government actions impacting the price.

FLIGHT ROUTES

UltraParadise typically offers round-trip flight routes departing from Trinidad & Tobago, with connections through Panama, New York, or London, depending on the final vacation destination.

These routes are usually offered at group rates with economy seating. Importantly, the flight itinerary is fixed and cannot be altered by individual travellers, as changes would affect the pricing for the entire group.

Clients who wish to personalise their flight itinerary, such as returning on a different date than the group, should select our express option and book their own flights separately. Please note that once a down payment has been received, changes to this option will not be permitted.

FLIGHT SCHEDULES

UltraParadise has the right to reschedule any of its vacation to a suitable date as a result of any of the risks below or if there are any unforeseen changes to the flight itinerary by the airline. Please be aware that flight schedules are subject to change due to various factors beyond our control:

Airline Modifications: Airlines may alter flight times, routes, or cancel flights altogether, aircraft maintenance or technical problems may necessitate changes to flight schedules and connections.

Weather Conditions: Adverse weather can cause delays, cancellations, or rerouting of flights plus operational disruptions: Strikes, staffing issues, or logistical challenges within the airline industry can lead to flight changes.

Regulatory Requirements: Security alerts, air traffic control restrictions, or governmental regulations can impact flight operations overnight.

TOUR ITINERARY

UltraParadise reserves the right to make adjustments to the tour itinerary before, after, or during the vacation. All changes will be communicated to the group as soon as possible. We will make every effort to ensure that any alterations maintain the quality and enjoyment of your vacation. Please note that the tour schedule is subject to change due to various reasons beyond our control. These may include but are not limited to, the following factors:

Time Constraints: Certain activities or locations may need to be modified or omitted if there is insufficient time or the group runs over the allotted time.

Third-Party Modifications: Changes made by our tour service providers, such as scheduling, transfers, tour & guide availability may all affect the itinerary.

Unforeseen Circumstances: Weather conditions, natural disasters, strikes, or political instability can necessitate changes for our guests safety.

HOTEL CHANGES

Hotel and resort options may change due to factors beyond our control. While we strive to provide accommodations as planned, adjustments might be necessary. UltraParadise reserves the right to make these changes before or during the vacation. We will communicate any changes to the group as soon as possible.

Reasons for changes may include but not limited to: **Hotel Overbooking:** Hotels may overbook, requiring changes in accommodation. **Operational Issues:** Maintenance, renovations, or unexpected closures can affect availability. **Unforeseen Circumstances:** Natural disasters, political unrest, or strikes may impact hotel options.

DEPOSITS

Clients have 30 days after making an initial downpayment to receive a full refund after this all deposits are non-refundable. See our Cancellation for any reason section below. For incoming wire transfers to our USD business account, it's important to note that any additional bank charges will not be covered by UltraParadise Travel.

INSTALMENTS

All travellers are expected to keep their payments reasonably up to date. If a Client misses a monthly payment for more than 60 days, their booking will be automatically canceled, and no refund will be issued. Additionally, the final payment must be settled on the due date which is typically 45 days before departure. Failure to make timely payments and adhere to the payment schedule will also result in the termination of your booking.

UNUSED SERVICES

UltraParadise Travel will not provide credit, transfers, or refunds for any missed or unused services not utilised by the client, unless the circumstances are the fault of UP Travel. This includes cases where the client's participation in the vacation is terminated due to their own cancellation, failure to make payment, or any other breach of these Terms.

CANCELLATION BY CLIENT

Once a client cancels we are unable to offer refunds, transfers or credits of any kind due to the intricate logistics required to organise our vacations. Airlines, hotels, and tour companies have non-refund policies that apply to all our group bookings, as these bookings are typically made well in advance.

However, if you need to cancel your reservation, there may be a possibility of transferring your spot to another person, depending on the timing of your cancellation, this transfer is at the sole discretion of UltraParadise Travel.

Additionally, please be aware that if a name change is required for the flight, the airline may charge a fee for this service. We understand that unexpected circumstances may arise, and we will do our best to assist you within the limitations set by our partners and suppliers.

CANCELLATION BY ULTRAPARADISE

UltraParadise Travel will not cancel your vacation except in cases of 'Force Majeure,' which refers to unusual or unforeseen circumstances beyond the reasonable control of UP-Travel, such as acts of God. We are not responsible for any incidental expenses or consequential losses incurred by the client due to a canceled vacation. This includes costs such as visas, vaccinations, flights, hotels, loss of earnings, loss of enjoyment, and similar expenses. In such cases, UltraParadise Travel reserves the right to issue a credit.