



Terms and Conditions



PLEASE READ



WWW.ULTRAPARADISECLUB.COM

FLIGHTS

Our UltraParadise Travel Tours depart from Piarco International Airport in Trinidad & Tobago and include roundtrip flights from this point. However, if you are traveling from another country, you have the option to book your own flight and meet us at the destination.

Please choose the express or non-flight option during registration if you prefer this. We advise booking your flights at least 6 months prior to departure. Please be aware that the airlines, flight routes and departure dates may be subject to change due to unforeseen circumstances.

ACCOMMODATION

We offer three types of rooms for your convenience: Single, Double, and Triple. Double occupancy means that two individuals will be assigned to one room, with each person having their own separate bed. If you are traveling alone but have opted for double occupancy, we will assign a roommate for you to share the room with for the duration of the trip. If you prefer to have a room to yourself, please select single occupancy. It's important to note that single occupancy comes at a higher cost.

For Triple Rooms, a group of 3 people, rooms may include 2-3 beds. For groups of 4, Two Double Rooms will be used, please be aware that we cannot guarantee that these rooms will be close to each other. The choice of hotels and resorts is subject to change due to circumstances beyond our control. We will make every effort to provide accommodations as per the original plan, but there might be situations where adjustments are necessary. If any individual wishes to upgrade their room upon arrival, they can certainly do so, but the additional expense will be their responsibility.

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 all necessary visas, permits, certificates (including vaccination certificates, immunisation cards and medical tests), and insurance policies required for entry into each region and participation in the tour at the destination.

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.

INSURANCE

We highly recommend purchasing travel medical insurance, especially for trips valued over \$1000 USD. This is a type of insurance coverage that provides financial protection and assistance in case of medical emergencies or healthcare needs while traveling abroad. This insurance covers medical expenses, emergency medical evacuation, due to illness or injury during your trip and ensures that you have access to necessary medical treatment and assistance, offering peace of mind and protection against unexpected healthcare costs while you are away from your home country. Travel medical insurance may be required for certain destinations, this however will be stated in the vacation package. We can assist with getting travel medical insurance for you through local insurance service providers.

MEDIA

The Client acknowledges and agrees that while participating in any UltraParadise Vacations, images, photos, or videos may be captured by other clients and/or UP representatives that may include or feature the client in part or in whole. By participating, the client gives their consent to the capture of such content and grants UltraParadise Travel, its affiliates, and assigns a perpetual, royalty-free, worldwide, irrevocable license to reproduce, for any purpose whatsoever (including but not limited too marketing and promotions). This license is granted without any further obligation to the client or compensation.

PAYMENTS

Our Ultra-Paradise trips offer flexible payment plans spanning from 7 to 10 months, allowing you to make your dream vacation more affordable. A deposit is required to secure your spot. It's important to note that the first instalment must be made before the reservation deadline in order to reserve your spot. Spaces are limited and can only be guaranteed with a deposit.

Please be aware that all subsequent travel payments, after the initial deposit, are non-refundable. Subsequent payments will be scheduled based on an individual payment schedule, which can be customised to fit your needs. Your final payment for your UP trip should be made one month before departure.

Payments can be made via bank deposits, credit card or debit cards and wire transfers. Each payment is electronically tracked and updated within 4 days on your UP account, providing you with a clear view of outstanding balances at any time. For wire transfers to our accounts, it's important to note that any additional bank charges or credit card fees will not be covered by UP.

TRANSFERS

Clients have the option to transfer from one destination to another; however, a change fee of \$150 USD will be deducted from the credit balance of the newly chosen destination for the first transfer. The fee will only be waived if your vacation was canceled or rescheduled by UltraParadise. Transfer requests must be submitted at least 6 months departure. Any requests made after will be subject to approval and are not guaranteed, but will be at the discretion of UltraParadise.

PRICE CHANGES

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 for that specific trip. The dates, itineraries, and prices provided are only indicative, and the applicable price at the time of booking will be quoted, subject to any potential surcharges that may apply.

Considering the nature of travel and the pricing factors involved, the published price of any vacation is subject to change at any time, both before and after the confirmation of a booking and up to 30 days prior to the departure of said trip.

Once a confirmation Invoice has been issued by UltraParadise Travel to the Client, UP reserves the right to impose surcharges on the Product(s). Such surcharges may result from increases in transportation costs, fuel costs, dues, 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 of the relevant Product(s).

UNUSED SERVICES

UltraParadise Travel will not provide credit, discounts, or refunds for any missed or unused services that were not utilized by the Client, provided that such circumstances are not the fault of UP Travel or its vacation designers. This includes instances where the Client's participation in the tour Product is terminated due to their own fault, negligence, or breach of these Terms.

CANCELLATION BY CLIENT

We are unable to offer refunds is due to the intricate logistical arrangements required to organise our vacations. Airlines, hotels, and tour companies have strict 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. It is important to note that this transfer is at the sole discretion of UltraParadise Travel, and we will assess each case individually.

Additionally, please be aware that if a name change is required for your 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, unless in cases of 'Force Majeure,' which refers to unusual or unforeseen circumstances, acts of god, beyond the reasonable control of UP-Travel.

Please note that UltraParadise Travel is not responsible for any incidental expenses or consequential losses incurred by the client due to a canceled vacation. This includes expenses such as visas, vaccinations, non-refundable flights or hotel, non-refundable car parking fees, loss of earnings, loss of enjoyment, and similar costs.

In certain situations, UltraParadise Travel reserves the right to issue a credit instead of the options mentioned above, at its sole discretion. If, after the trip has commenced, a significant component of the product(s) as described cannot be provided, UltraParadise will make suitable alternative arrangements to continue the trip. If it is not possible to offer a suitable alternative, the client will be accommodated accordingly.

SUPPORT

In addition to our accompanying travel team during your vacation, we provide virtual concierge support through a WhatsApp Group leading up to your vacation. You will be added for convenient communication and updates.

Our team can also be reached via phone at +1 868 770 7433 and email at ultravelclub@gmail.com. While you are responsible for obtaining your own travel visas, immunisation cards, and other required documents, we may be able to assist you with these services.

AMENDMENTS

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). The latest version of the Terms, as amended, can be accessed on the website or will be sent to clients via our Vacation WhatsApp group chats.

Clients will be considered to have accepted any changes to the Terms seven days after they are posted on the UltraParadise website. All UP Vacations will be governed by these terms and conditions. We recommend that all clients review the Terms prior to their travel to stay informed about the most recent version.