



Website Terms and Conditions

PACKAGES, CRUISES, THEME PARKS AND SPECIALS – All prices are valid for travel as specified, are valid for new bookings only and are available to people residing in the United States. Prices for land , cruise and packages (a package is defined as a hotel stay booked in the same itinerary with another component, including, but not limited to: airfare, rental car, theme park ticket or ground transportation)

until reservations are confirmed along with payment of an applicable per-person deposit. Airfare prices and flight availability are subject to change without notice until paid in full. Seasonal and fuel or energy surcharges, restriction are subject to changes, foreign currency fluctuations and blackout dates may apply. The exact price depends upon the day of departure, departure city, length of stay, ship, hotel, room or stateroom type, or other inclusions including, but not limited to, airfare, transfers, rental cars, taxes or administrative fees. For all bookings, any government-imposed increases in fees or taxes are the passenger's responsibility to pay, even if the booking is paid in full. Any increases in fees or surcharges that are imposed by our travel suppliers and are outside the control of Mermaid Beach Adventures LLC and are the passenger's responsibility to pay. Unless otherwise noted, offers are not combinable with select rate codes, coupons or other offers. Hotel stays that are part of a package are not eligible for hotel loyalty programs, points or benefits. Any unused portion(s) of inclusions are non transferable, non refundable and not redeemable for cash. Mermaid Beach Adventures LLC disclaims liability for any inaccuracies or typographical errors.

HOTEL RESERVATIONS PRICES – Unless otherwise stated, all prices are per room, in U.S. dollars and based on occupancy searched. All prices are valid for travel as specified, are valid for new bookings only and are available to those residing in the United States. Please read the Hotel Advisory, if applicable, for important information and additional terms and conditions that may affect your price and/or reservation. A valid credit card is required to make a reservation. The credit card may be authorized or charged based on the deposit or payment requirements listed in the terms at the time of booking. The hotel is the merchant of record, and will be reflected on your credit card bank statement. A credit card guarantee may be authorized for payment within 24 hours prior to check-in. The balance owed on the reservation (if not prepaid) must be paid directly to the hotel at the time of check-in. Credit card authorization will be required upon check-in for room charges, taxes, deposit, applicable fees and incidentals. Changes, cancellations, and no-shows may result in fees or changes to the price and inclusions. Additional surcharges (noted in the Hotel Advisory), restrictions, foreign currency fluctuations and blackout dates may apply. For all reservations, any government-imposed increases in fees or taxes are the guest's responsibility to pay, even if the booking is paid in full.

Any increases in fees or surcharges that are imposed by the hotel are outside the control of Mermaid Beach Adventures LLC and are the guest's responsibility to pay. Unless otherwise noted, offers are not combinable with select rate codes, coupons or other offers. Any unused portion(s) of inclusions are non transferable, nonrefundable and not redeemable for cash. Unless indicated, prices do not include airfare, gratuities, gasoline, optional insurance, underage/additional driver charges, upgrades, car rental drop charges, infant child seats, meals, telephone calls, some resort service fees, any personal or incidental items, or any other features not listed except where otherwise noted. Additionally, cruise prices do not include transfers, administrative fees, taxes, port expenses (TF& PE) and gratuities.

DEPOSIT -

Cruises: deposit varies by cruise line and fare type.

Hotel (Room-Only) Reservations: Deposit and payment requirements vary by hotel, travel date, and rate type. For details, refer to the deposit terms during the booking process.

Other vacation deposits vary by vacation type; please inquire at time of booking.

Insurance premiums and certain deposits, administrative fees and/or supplier fees are not refundable. A damage deposit also may be required at the time of booking for certain packages.

FINAL PAYMENT – Cruise bookings require full payment between 90 and 160 days prior to sailing, depending on the cruise line. Full payment is due 45 days prior to departure for all other packages unless otherwise specified by individual suppliers.

FORMS OF PAYMENT – Visa and MasterCard are the only acceptable forms of payment accepted at Mermaid Beach Adventures LLC for cruise or vacation package bookings. Please note, when using an airline credit card to make payment, airline benefits (i.e., waived baggage fees, mileage points, etc.) may not apply.

LATE BOOKINGS – For all package and cruise bookings made within seven days of departure, an email address must be provided so electronic documents can be sent.

REVISIONS AND CANCELLATIONS – Should you need to change or cancel your reservation, or any information provided as part of the reservation, please call Mermaid Beach Adventures LLC as soon as possible. Revisions, cancellations, and refund policies vary by airline, cruise line, hotel, and other suppliers. In all instances, no-shows are nonrefundable.

CRUISE REVISIONS – Any changes made to your cruise reservation after the initial booking date will result in supplier fees, if applicable. Please note that the cruise lines do not allow any rate reductions once penalties commence or once your cruise is paid in full. Any changes to the flight(s) portion of your cruise will result in airline change fees and additional fare collection, if applicable. Please note that airlines do not allow rate reductions once your airline tickets have been paid in full.

CRUISE CANCELLATIONS – Cancellation of your cruise could result in a loss of deposit, full payment and/or administrative fees. Please see the cruise line's specific terms and conditions for exact penalties. The value on the canceled airline tickets may be used to rebook future air travel at a later date. Airline change fees will apply on a rebooked ticket. The rebooked ticket must be on the same airline and travel must be completed within one year of the date that the original ticket was issued. Other restrictions may apply. Please see the cruise line's specific terms and conditions for flight(s) purchased via the cruise line.

PACKAGE REVISIONS – Any changes made to your package reservation after the initial booking date will result in supplier fees, if applicable. Changes to the flight schedule may be allowed, subject to change fees and additional fare collection, as dictated by the airline. Some ticket rules do not allow changes. You may be required to cancel your existing airline reservation and rebook a new reservation at applicable fares. Please note that airlines do not allow rate reductions once your airline tickets have been paid in full.

PACKAGE CANCELLATIONS – Cancellation of your package will result in supplier fees, if applicable. Cancellation of the flight(s) portion of your package may be nonrefundable and non transferable. In some cases, the value on the cancelled airline tickets may be used to rebook future air travel at a later date. Airline fees will apply on a rebooked ticket. The rebooked ticket must be on the same airline and travel must be completed within one year of the date that the original ticket was issued. Other restrictions may apply. Changes to the flight schedule may be allowed, subject to change fees and additional fare collection, as dictated by the airline. Some ticket rules do not allow changes. You may be required to cancel your existing airline reservation and rebook a new reservation at applicable fares.

TRAVEL PROTECTION- Mermaid Beach Adventures LLC strongly recommends purchasing travel insurance.

REFUNDS – Refund restrictions and policies for unused travel or vacation components vary by airline, by supplier, by season and according to promotional rules and are subject to applicable rules of each supplier. Trip protection premiums, airfare and some supplier fees are not refundable. Please inquire about refunds at the time of booking, and prior to any revisions or cancellation.

DOCUMENTS – For hotel (Room-Only) reservations, rental car reservations, land-only packages or air-inclusive packages, each of the services you purchased and/or reserved will be outlined on your invoice. Therefore, the invoice is the only document you'll need to carry with you as you travel. Cruise documents are offered electronically 75 days prior to departure for Azamara Club Cruises, Carnival Cruise Line, Celebrity Cruises, Holland America Line, Norwegian Cruise Line, Princess Cruises and Royal Caribbean. Electronic documents are issued through the cruise line's online check-in process. All other cruise line documents will be emailed approximately 14 days prior to sailing. Please check your documents to confirm

accuracy of all information. If there are any discrepancies on your documents, call Mermaid Beach Adventures LLC immediately.

AIRLINE INFORMATION – For airline baggage fees and policies, [click here](#). Baggage allowances and fees vary by airline. If baggage fees do apply, this cost will be additional and must be paid directly to the airline. By purchasing an airline ticket, the passenger agrees to the terms and conditions of the airlines' contract of carriage, which can be viewed on the airline's website.

In all cases, airlines may change flight schedules, aircraft, seat assignments, and alter or omit stopping points en route. Such changes or omissions are at the sole discretion of the airline and are outside the control of Mermaid Beach Adventures LLC . It is recommended that you reconfirm your flight information and check-in for your flights at the airline's website 24 hours prior to your scheduled departure. Failure to use any portion of your airline reservation may result in automatic cancellation for all continuing and return flights. In all cases, unless additional time is required by the airline, it is hours prior to departure for international flights. It is important to arrive at the airport at least 90 minutes prior to departure for domestic flights and three hours prior to departure for international flights. Latecomers may lose their assigned seat and be denied boarding at their own expense. Choice of complimentary pre-reserved seat assignments may be limited at the time flight reservations are confirmed, and may not be assignable until check-in. For a fee, airlines may offer additional pre-reserved seat assignments, which may be purchased directly on the airline's website. Seat assignments are at the sole discretion of the airline and are subject to change by the airline without notice. Mermaid Beach Adventures LLC cannot guarantee seat assignments. When making an airline reservation, the Transportation Security Administration (TSA) requires the collection of your date of birth, gender and full name as it appears on the government-issued photo identification you'll use when traveling. Failure to provide this information will prohibit a ticket from being issued and may result in the cancellation of airline reservations.

PROOF OF IDENTITY – For U.S. citizens, government-issued photo ID is required for all travel, both domestic and international. Effective Oct. 1, 2020, all travelers 18 years of age and older will need a REAL ID compliant driver's license or other approved identification to fly within the United States. A REAL ID compliant driver's license is generally marked with a star in the upper portion of the card. If you are unsure if your card is REAL ID compliant, contact your state driver's license agency to verify or to obtain information on getting a REAL ID compliant card. Passports are required for international travel. You will not be permitted to depart without necessary documentation. There may be additional requirements for international travel, such as inoculations or visas, and some countries require that passports be valid for six months or longer beyond your stay in the country. Passport and entry requirements are subject to change at any time without notice. For the most current information on passport and entry requirements, please visit the official website for the U.S. Department of State. Special travel documents are required for children traveling with or without their parents. If you are traveling with children, please check with the airline or cruise line prior to departure. If you are not a U.S. citizen, you

must contact the consulate of the country you are visiting to inquire about visa requirements. You must also contact the Immigration and Naturalization Service (1-800-375-5283, www.uscis.gov) for re-entry requirements into the United States.

TRAVEL HEALTH INFORMATION – For the most current worldwide health information, consult your family physician or the official website for the Centers for Disease Control and Prevention at www.cdc.gov/travel or by phone at 1-800-232-4636. You'll find information on recent outbreaks, required vaccinations, safe food and water tips, insect protection, illness and injury abroad, and more.

REQUESTS – Specific requests must be made at the time of booking and are subject to availability at the time of check-in. Seat assignments and bedding requests cannot be guaranteed. Some hotels and cruise lines impose an additional charge if a crib, a roll-away or a refrigerator is required, payable by the guest directly to the hotel or cruise line.

RENTAL CARS – All car rentals are subject to the rules and regulations of the car rental company. Late returns and returns to alternate locations are subject to charges or penalties paid by the renter directly to the car rental company. Cars are available for rental to individuals 25 years or older (exceptions apply) holding a valid driver's license. A surcharge may be added for drivers less than 25 years of age. Rates exclude gas, optional insurance coverage, and some applicable taxes and surcharges. Any additional fees assessed at the time of booking, which cannot be prepaid, will be collected at the time of rental. The car rental company requires the imprint of a valid credit card in the renter's name as security to cover incidentals. Auto insurance is the responsibility of the registered driver. Additional drivers must be 25 years of age and will be charged an additional rental fee.

DISCLAIMER OF LIABILITY – As of the date of this publication, all information is thought to be accurate, available and current. The information, products and services published herein may include inaccuracies or typographical errors. Mermaid Beach Adventures LLC does not guarantee the accuracy of and disclaims liability for any inaccuracies including (but not limited to) the price information and description of the products and services described herein. Mermaid Beach Adventures LLC is not liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any supplier or any personal injuries, death, property damage or other damages or expenses resulting from causes outside of Mermaid Beach Adventures LLC's control. Mermaid Beach Adventures LLC shall not be responsible for travel delays or cancellations or for any illness, death, injury, damage or loss of vacation time arising there from. Mermaid Beach Adventures LLC shall not be liable for any injuries, damages or losses caused to any traveler in connection with or by supplier employees or contractors, terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climate conditions, criminal acts or abnormal conditions or developments, or any other actions, omissions, or conditions outside the control of Mermaid Beach Adventures LLC. By participating in any Sightseeing Tours, such participants confirm that they, and any minor children for whom they are responsible, are physically and mentally capable of such

participation and that they have no medical or health conditions that would make such participation inappropriate. Such participants ASSUME FULL RESPONSIBILITY for all damage, loss or injury to themselves and any such minor child and also ASSUME THE RISKS of all personal injury, accident or illness to themselves and any such minor child. Under no circumstances, including but not limited to the negligence of others, shall Mermaid Beach Adventures LLC be liable for any injury or damage to such participants or minor children. Traveler assumes complete and full responsibility for checking and verifying any and all passport, visa, inoculations or other entry requirements of each destination, as well as re-entry into the U.S., and all safety or security conditions at such destinations, in connection with the proposed travel. For information concerning possible dangers at international destinations, visit the Travel Advisories section of Travel.State.Gov.