

AlexTravels

Luxury Accommodation · Cruises · Safaris

Legal Policies

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Richmond, Virginia, USA

www.alextravels.com

Effective Date: May 20, 2026

Terms & Conditions

Last Updated: May 20, 2026

Please read these Terms & Conditions carefully, as they are legally binding. By accessing, purchasing, or using any services provided by AlexTravels, you agree to be bound by these Terms.

AlexTravels LLC, a Virginia limited liability company, doing business as AlexTravels ("AlexTravels," "we," "us," or "our"), provides travel-related services through www.alextravels.com.

1. Services & Service Tiers

AlexTravels operates as a luxury travel agency offering curated booking services, advisory services, and select retainer-based concierge services.

1.1 AlexTravels Bookings

AlexTravels provides access to luxury accommodation, cruise, and safari bookings, preferred partner programs, and limited coordination support. Services may include:

- Hotel, cruise, and safari reservations
- Communication of guest preferences
- Access to preferred partner amenities where available
- Limited pre-arrival coordination

AlexTravels is not a concierge service unless explicitly agreed. Services do not include ongoing trip management, real-time support, or full itinerary planning unless otherwise stated in writing.

1.2 One-Time Planning Services

We offer limited, project-based planning services for select trips. These services:

- Require a one-time, non-refundable fee
- Are scoped in advance
- May include recommendations, itinerary design, and booking assistance

Planning services are advisory only and do not include ongoing support unless explicitly agreed in writing.

1.3 Retainer Concierge Services

AlexTravels offers a limited, invitation-only retainer service. Retainer clients receive:

- Ongoing travel planning
- Concierge-level support
- Priority coordination

Retainer services are governed by a separate written agreement and supersede conflicting provisions in these Terms where applicable.

2. Membership Terms

Membership or access to AlexTravels services may be complimentary or paid. You acknowledge:

- Membership benefits are not guaranteed
- Features, benefits, and access may change at any time
- We may suspend or terminate membership at our discretion

Membership does not guarantee access to specific hotels, rates, cruise cabins, safari lodges, upgrades, or amenities.

3. Hotel Benefits & Perks Disclaimer

Preferred partner benefits may include, but are not limited to:

- Breakfast
- Hotel credits
- Upgrades
- Early check-in / late check-out

You acknowledge and agree:

- All benefits are subject to availability
- Benefits are controlled entirely by the hotel or supplier
- Benefits vary by property, rate, and stay
- Benefits are not guaranteed unless explicitly confirmed in writing

AlexTravels makes no representation or warranty regarding the availability or delivery of such benefits and is not liable for failure of a supplier to provide them.

Benefits have no cash value unless expressly stated and may not be substituted or redeemed for cash.

4. Role as Intermediary

AlexTravels acts solely as an intermediary between you and third-party suppliers.

We:

- Facilitate bookings
- Communicate preferences
- Provide advisory services

We do not:

- Guarantee service delivery or outcomes
- Assume liability for supplier performance

All bookings are subject to the supplier's terms and conditions.

We are not a provider of travel services and do not own, control, or operate any travel supplier. All bookings are subject to the supplier's terms and conditions. We do not guarantee the availability of any rate, room category, cruise cabin, safari lodge, or travel component until confirmed by the supplier, and availability may change without notice.

5. Existing Reservations

We may, at our discretion, attempt to assume management of reservations booked independently. This is not guaranteed.

We are not responsible if:

- A reservation cannot be transferred
- Benefits cannot be applied
- Supplier restrictions prevent modification

6. Fees & Payments

6.1 Planning Fees

Planning fees are:

- Due in full prior to services
- Non-refundable once work has commenced
- Compensation for professional services regardless of travel outcome

6.2 Retainer Fees

Retainer services are governed by a separate agreement and are non-refundable unless otherwise stated.

6.3 Supplier Payments

Payments to suppliers:

- Are subject to supplier terms
- May be non-refundable
- Must be made on time

Failure to pay may result in cancellation and forfeiture.

AlexTravels is not responsible for supplier insolvency or default.

7. Payment Disputes & Chargebacks

By providing a form of payment, you agree not to initiate any chargeback, payment dispute, or reversal without first making a good-faith effort to resolve the issue directly with AlexTravels.

You acknowledge that:

- All planning fees and service fees are non-refundable once services have commenced
- Supplier payments are governed by supplier terms and are often non-refundable
- Dissatisfaction with travel outcomes, supplier performance, or benefit availability does not constitute grounds for a chargeback

In the event of a chargeback or payment dispute:

- You agree that this constitutes a material breach of these Terms
- We reserve the right to immediately suspend or terminate your access to services and membership
- We may provide documentation, including these Terms and proof of services rendered, to the payment processor

You agree to reimburse AlexTravels for:

- Any fees, penalties, or costs incurred as a result of the dispute
- Reasonable administrative and legal costs associated with responding to or contesting the chargeback

We reserve the right to pursue collection or legal remedies for improperly disputed charges.

8. Changes & Cancellations

All changes and cancellations:

- Must be submitted in writing
- Are subject to supplier policies

AlexTravels may charge administrative or cancellation fees.

Supplier penalties are separate and may be substantial.

Refunds, if any, are governed entirely by supplier policies.

9. Supplemental Price Increases

Travel pricing is subject to change due to factors outside our control, including but not limited to:

- Government taxes and fees
- Fuel surcharges
- Currency fluctuations
- Supplier-imposed increases

You agree to pay any such increases, even after booking confirmation.

We reserve the right to correct any typographical, pricing, or availability errors at any time, including after a booking request has been submitted.

10. Travel Documents & Responsibilities

You are solely responsible for:

- Verifying all booking details upon receipt
- Ensuring your name matches travel documents
- Obtaining valid passports, visas, and required documentation

Failure to comply may result in denied boarding, denied entry, or financial loss.

AlexTravels is not responsible for any such consequences.

11. Identification, Entry & Exit Requirements

Entry requirements vary by destination and may include:

- Passport validity requirements
- Visa requirements
- Health documentation
- Entry authorizations

You are responsible for verifying all requirements through official sources, including the U.S. State Department and embassy or consulate websites.

AlexTravels does not guarantee entry into any country.

12. Health & Safety

Travel may involve health risks and exposure to illness. You are responsible for:

- Consulting medical professionals
- Meeting vaccination or health requirements
- Monitoring official health advisories

Requirements may change without notice.

AlexTravels is not responsible for health-related entry restrictions, medical events, or denied entry due to health compliance issues.

13. Travel Insurance

Travel insurance is strongly recommended. Unless explicitly included:

- Insurance is not part of your booking

- Coverage varies by provider

If you decline insurance:

- You assume full financial risk
- You may be required to acknowledge this in writing

AlexTravels is not responsible for denied claims, coverage limitations, or failure to offer or obtain travel insurance on behalf of a client.

14. Assumption of Risk

Travel involves inherent risks, including but not limited to:

- Illness or injury
- Travel delays or cancellations
- Natural disasters
- Political instability

By booking through AlexTravels, you voluntarily assume all such risks.

15. Force Majeure

We are not liable for events beyond our control, including:

- Acts of God
- Government actions
- Pandemics
- Transportation failures
- Civil unrest

We are not responsible for additional expenses, lost funds, or disruptions. All changes are subject to supplier policies.

You acknowledge that force majeure events may result in partial or total loss of funds and that recovery of such funds is subject solely to supplier policies.

16. Third-Party Suppliers & Liability Disclaimer

AlexTravels acts solely as an intermediary for bookings with third-party suppliers. We are not liable for:

- Personal injury
- Property damage
- Service failures
- Supplier negligence or misconduct
- Supplier insolvency

This includes, but is not limited to, airline disruptions, hotel service failures, cruise line issues, and safari operator issues.

To the fullest extent permitted by law, AlexTravels' total aggregate liability for any claim arising out of or relating to these Terms or the services provided shall not exceed the total fees paid directly to AlexTravels for the specific service giving rise to the claim.

By using our services, you release us from liability arising from supplier actions or omissions.

16.1 Limitation of Liability

To the fullest extent permitted by law, AlexTravels shall not be liable for any indirect, incidental, consequential, special, or punitive damages, including but not limited to loss of enjoyment, loss of anticipated experiences, emotional distress, inconvenience, or disruption of travel plans, regardless of the cause of action and even if advised of the possibility of such damages.

16.2 No Warranties

All services are provided on an "as is" and "as available" basis. AlexTravels makes no representations or warranties of any kind, express or implied, including but not limited to warranties of availability, accuracy, reliability, or fitness for a particular purpose.

17. Use of Technology & Artificial Intelligence

AlexTravels may utilize technology, automation, and artificial intelligence ("AI") tools to support research, recommendations, itinerary development, and operational efficiency. These tools are used to assist our team and enhance the client experience, but:

- AI-generated or technology-assisted outputs may contain inaccuracies, omissions, or outdated information
- Recommendations are not guarantees of availability, pricing, or suitability
- All travel decisions remain the responsibility of the client

You acknowledge and agree that:

- AlexTravels does not guarantee the accuracy, completeness, or reliability of any AI-assisted recommendations
- We are not liable for errors, omissions, or outcomes resulting from reliance on such information, whether AI-assisted, technology-assisted, or otherwise generated
- All bookings, services, and travel components remain subject to third-party supplier terms and conditions
- You acknowledge that you are not relying on AlexTravels to guarantee any specific travel outcome, and all decisions are made at your own discretion

Our role is to provide guidance, coordination, and access to preferred travel experiences. Final decisions and acceptance of travel arrangements rest solely with the client.

18. Service Limitations

Unless enrolled in a retainer service, you acknowledge that:

- Services are limited in scope
- Concierge services are not included
- Real-time support is not guaranteed
- Additional services may require additional fees

19. Platform & Service Changes

We reserve the right to:

- Modify services
- Change membership structures
- Adjust pricing

at any time without notice.

20. Privacy Policy

Your use of our services is subject to our Privacy Policy, available at www.alextravels.com.

21. Affiliate Disclosure

AlexTravels LLC is an Independent Affiliate of Coastline Travel Group (CST #2040360-40).

Supplier and host agency terms may apply.

22. Errors & Omissions Insurance

AlexTravels LLC maintains a professional Errors & Omissions (E&O) insurance policy. This coverage is designed to protect clients in the event of mistakes, omissions, or negligent acts committed by AlexTravels in the course of providing professional travel advisory and booking services.

You acknowledge that:

- E&O insurance does not cover losses arising from supplier insolvency, force majeure events, or circumstances outside AlexTravels' direct control
- E&O insurance is not a substitute for comprehensive travel insurance, which remains the client's sole responsibility
- Coverage limits apply and claims are subject to the terms of our insurance policy

The existence of E&O coverage does not expand AlexTravels' liability beyond the limitations set out in these Terms.

23. No Fiduciary Relationship

You acknowledge and agree that AlexTravels operates as an independent contractor and intermediary. Nothing in these Terms or in the provision of services shall be construed to create:

- A fiduciary relationship

- A partnership
- A joint venture
- An agency relationship beyond that of a booking intermediary

We do not assume any fiduciary duty, duty of loyalty, or duty of care beyond the obligations expressly stated in these Terms.

You further acknowledge that:

- We may receive commissions, incentives, or other compensation from travel suppliers
- Our recommendations may be based on a variety of factors, including relationships with suppliers

You agree that:

- We are not obligated to secure the lowest possible price
- We are not responsible for evaluating every available travel option in the marketplace
- Our role is limited to providing services within the scope of your selected service tier

24. Governing Law & Dispute Resolution

These Terms are governed by the laws of the Commonwealth of Virginia, without regard to conflict of law principles.

Any dispute arising out of or relating to these Terms or the services provided shall be resolved exclusively through binding arbitration in Richmond, Virginia, in accordance with the rules of the American Arbitration Association.

Each party shall bear its own legal fees unless otherwise determined by the arbitrator. Judgment on the arbitration award may be entered in any court of competent jurisdiction.

You waive any right to a jury trial or participation in a class action.

25. Indemnification

You agree to indemnify, defend, and hold harmless AlexTravels, its owners, employees, affiliates, and partners from and against any claims, liabilities, damages, losses, or expenses, including reasonable legal fees, arising out of or related to:

- Your use of our services
- Your violation of these Terms
- Your interactions with third-party suppliers
- Any misrepresentation or inaccurate information provided by you

26. Client Conduct & Acceptable Use

You agree to use our services in a lawful, respectful, and reasonable manner. The following constitutes misuse of services:

- Abusive, threatening, or inappropriate behavior toward our team or supplier partners
- Repeated excessive requests outside the scope of your service tier
- Misrepresentation of identity, intent, or travel details
- Attempting to circumvent supplier policies or contractual obligations
- Reselling, exploiting, or misusing negotiated rates, benefits, or relationships
- Initiating unjustified chargebacks or disputes

27. Termination of Services

We reserve the right, at our sole discretion, to refuse service, limit service scope, or suspend or terminate membership or access at any time, with or without notice, for any reason including but not limited to misuse of services.

In the event of termination:

- All unpaid balances become immediately due
- No refunds will be issued for services already rendered
- Active bookings remain subject to supplier terms and conditions
- We shall have no obligation to continue providing services following termination

We are not liable for any losses, damages, or inconvenience resulting from termination of services.

28. Changes to Terms

We may update these Terms at any time. Continued use of our services constitutes acceptance of revised Terms.

29. Entire Agreement

These Terms constitute the entire agreement between you and AlexTravels and supersede all prior discussions, agreements, or understandings of any kind.

30. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

31. Waiver

No waiver by AlexTravels of any provision of these Terms shall be deemed a further or continuing waiver of such provision or any other provision, and any failure to enforce a right or provision under these Terms shall not constitute a waiver of such right or provision.

32. Accessibility

AlexTravels is committed to ensuring our website and services are accessible to all individuals, including those with disabilities. We strive to comply with applicable accessibility standards, including the Web Content Accessibility Guidelines (WCAG) 2.1.

If you experience any difficulty accessing our website or any of our services, or if you require information in an alternative format, please contact us at alex@alextravels.com. We will make reasonable efforts to accommodate your needs and respond to accessibility inquiries promptly.

AlexTravels also works with travel suppliers to communicate accessibility requirements and special needs on your behalf. However, we cannot guarantee that all suppliers will be able to accommodate every accessibility request, and such accommodations are at the supplier's sole discretion.

33. Contact Information

AlexTravels LLC

Richmond, Virginia, USA

Website: www.alextravels.com

Email: alex@alextravels.com