



Terms and Conditions

1. Acceptance of Terms

- By accessing or using Margaux Zeitoun Experiences' services or website, you agree to be bound by these Terms and Conditions.
- If you do not agree to any part of these terms, you should not proceed with booking or using the services.
- These Terms and Conditions are subject to periodic updates, and continued use of the services constitutes acceptance of any changes.

2. Consulting and Travel Planning Services

- Margaux Zeitoun Experiences acts solely as an advisor and travel planner. My services include research, itinerary design, proposals, and recommendations based on your itinerary, my expertise and tools available.
- My services **do not** include the execution of bookings — all bookings must be made by the client, unless the **Booking Assistance Add-On** is selected.
- If you choose the **Booking Assistance Add-On**, a separate waiver will clarify which bookings Margaux Zeitoun Experiences is responsible for. For example, you may opt for assistance only with transportation bookings.
- If you choose the **Booking Assistance Add-On**, please note that the tours and excursions booked by Margaux Zeitoun Experiences are **third-party services**. Margaux Zeitoun Experiences does not control, own, or operate these services. You are subject to the supplier's terms and refund policies.
 - If a tour or excursion is canceled or not performed as contracted, Margaux Zeitoun Experiences may attempt to make new arrangements but is **not obligated** to do so. Refunds should be sought directly from the supplier.
- Margaux Zeitoun Experiences is not responsible for executing or guaranteeing the services provided by third-party suppliers.
- Margaux Zeitoun Experiences is not liable for any unavailability, price changes, or quality issues related to third-party services, nor for cancellations by the client or service providers.
- Itineraries and proposals are indicative and dependent on external factors such as weather, local conditions, transportation, and the client's pace during travel. Margaux Zeitoun Experiences is **not** responsible if the agreed itinerary cannot be fully executed due to unforeseen circumstances, including but not limited to:
 - Changes in road access or routes
 - Closures of destinations, attractions, or services
 - Changes to opening hours or days
 - Inaccuracies in estimated travel times due to local conditions
 - Strikes, weather conditions, or unexpected infrastructure changes

3. Guidance for Travel Documentation

- Margaux Zeitoun Experiences provides guidance on legal requirements - For Exquisite Travel Service- (e.g., visas, entry/exit permits) and health-related recommendations (e.g., vaccinations). However:
 - Clients are solely responsible for ensuring the accuracy and sufficiency of their travel documents.
 - Margaux Zeitoun Experiences is **not** liable for issues resulting from incomplete, incorrect, or missing documents, changes in legal requirements, or errors made by the client.
- Clients are strongly advised to verify all documentation and requirements independently.

4. Delivery Timelines

- Clients must submit a fully completed detailed questionnaire or book a "consultation call" to initiate the planning process.
- **Your first travel proposal** will be delivered within 14 days after receiving your completed questionnaire. For trips lasting more than 10 days, the timeframe extends to 21 days, unless otherwise agreed based on the complexity and timing of the project.
- **The timeline for delivering the final PDF** will be discussed on a case-by-case basis, and will depend on several factors, including your travel dates, the advance notice provided by the client, the trip's complexity, the number of revisions made to the initial proposals, and the time required by the client to complete all necessary bookings.
- **Booking Period:** To ensure the best prices and availability, we recommend confirming and booking your transportation, accommodations, and activities within 14 days of receiving your travel proposal. This also helps avoid additional fees for new searches or revisions requested after the initial proposal.

5. Payment Terms

- **Accepted Payment Methods:** Payments can be made via credit card, cash, Zelle, or Venmo.
- **Full Payment Required:** Payment is required in full at the time of booking via credit card.
- **Payment in Installments:** If paying by cash (Zelle, Venmo or cash), installment payments are available with no additional fees. However, full payment must be received by the applicable due date.
- **Late Payments:** If payment is not received in full by the applicable due date, reservations will be subject to cancellation, and any deposits paid will be forfeited.
- **Third-Party Supplier Terms:** Unless otherwise defined during the reservation process, final payment is due prior to departure or consumption, according to the terms and conditions of third-party suppliers (airlines, hotels, cruise lines, transfer companies, etc.). If full payment is not received by the applicable due date, reservations are subject to cancellation, and deposits shall be forfeited.
 - **Cancellation Penalties:** Cancellation penalties, as advised by third-party suppliers, will be provided upon booking confirmation. Please contact the supplier for clarification if any penalties are unclear.
 - **Airline Reservations:** Airline reservations are not included in your travel plan. It is the client's responsibility to make appropriate air arrangements. Margaux Zeitoun

Experiences is not responsible for air or ground schedule changes. Check-in times are also the client's responsibility.

6. Refund Policy

- **No Refunds:** Once a booking is made and paid for, there are **no refunds**. All bookings are personalized and cannot be reused for another client.
- **Cancellations:** All cancellation requests must be made in writing to Margaux Zeitoun Experiences. While there are no refund options, cancellation penalties may apply due to changes in your travel plans. These penalties will be outlined in your travel documentation.

7. New Searches or Revisions

- Any new searches or revisions requested beyond the **initial proposal(s)** will be charged at \$50+ per request, depending on the complexity and advance notice.
- All changes must be made in writing to Margaux Zeitoun Experiences.

8. Modifications, Additions, and Last-Minute Changes

- All changes must be made in writing to Margaux Zeitoun Experiences.
- **Post-Confirmation Modifications:**
- If you decide to change any portion of your confirmed arrangements prior to departure or during your trip, Margaux Zeitoun Experiences will attempt to assist you to make new arrangements. Certain bookings may not be changeable. Refunds should be sought directly from the supplier.
- Once the final travel PDF has been sent, any modifications, additions, or last-minute changes requested by the client will incur an additional fee as detailed in the travel documentation provided.
- **Change Penalties:** Changes in travel plans will be subject to penalties as detailed in the travel documentation provided.
- **Third-Party Service Responsibility:** Margaux Zeitoun Experiences is **not** responsible for any changes, cancellations, penalties, or incidents related to third-party service providers, such as transportation, accommodation, activities, guides, or restaurants. This includes any price changes or changes to schedules, locations, or services that might occur with these third parties.

9. Services, Pricing, and Add-Ons

- Details of the services offered, including pricing and add-ons, are available on the Services page or in the travel proposal provided to clients.
 - <https://www.margauxzeitounexperiences.com/plans-pricing>
 - <https://www.margauxzeitounexperiences.com/faq>
- These Terms and Conditions govern the use of all services.

10. Booking Assistance Add-On

- If you opt for the **Booking Assistance Add-On**, I will assist you with bookings using your credit card and with your prior authorization.
- **Waiver:** A waiver must be signed to confirm that I am acting on your behalf for bookings.

- **Booking Changes:** While I will ensure bookings are made according to your preferences, I am not responsible for any price discrepancies (over 10% difference between my initial estimate and the final payment), changes to services by third parties (e.g., guide, restaurant, transport), delays, cancellations, no-shows, or any other issues related to third-party service providers.
- **Client Responsibility:** You are responsible for ensuring that all bookings and travel details are accurate.
- If you choose the **Booking Assistance Add-On**, please note that the tours and excursions booked by Margaux Zeitoun Experiences are **third-party services**. Margaux Zeitoun Experiences does not control, own, or operate these services. You are subject to the supplier's terms and refund policies.

11. Force Majeure

- "Force Majeure" refers to circumstances beyond the reasonable control of Margaux Zeitoun Experiences, including but not limited to:
 - Acts of God, fire, explosion, flood, war, terrorism, riots, strikes, pandemics natural disasters, weather conditions, or government intervention.
- Margaux Zeitoun Experiences shall not be deemed to be in breach of these terms due to delay or non-performance caused by Force Majeure.
- While Margaux Zeitoun Experiences will provide assistance where possible, no refunds or compensation will be offered for changes or cancellations caused by such events.

12. Insurance

- Travel Insurance: The purchase of travel insurance is highly recommended for all trips.
- It is strongly recommended that clients obtain travel insurance to protect against unforeseen events that may impact their travel plans. Margaux Zeitoun Experiences is unable to recommend or assist with purchasing travel insurance, and it is the responsibility of the client to secure appropriate coverage for their trip.

13. Client Responsibility

- Clients are responsible for providing accurate and complete information when completing the questionnaire or engaging Margaux Zeitoun Experiences' services.
- **Client Responsibility:** You are responsible for ensuring that all bookings, travel details and travel documentation are accurate.
- It is the responsibility of each client to obtain and carry valid passports, visas, and all other required documents (legal and health).
- Margaux Zeitoun Experiences is **not** responsible for missed flights or delays due to incorrect travel documentation.

14. Limitation of Liability / Liability Disclaimer

- Margaux Zeitoun Experiences is **not** liable for any direct or indirect damages or losses resulting from
 - Delays, cancellations, or no-shows by third-party service providers (e.g., airlines, hotels, tours, restaurants, etc.).

- Incidents caused by third-party providers.
- Changes to services or pricing after bookings are made.
- Injuries, incidents, losses, damages, or additional costs incurred during travel.
- While Margaux Zeitoun Experiences strives to ensure all recommendations and bookings are accurate and reliable, clients agree that Margaux Zeitoun Experiences is **not** responsible for any personal injury or property damage arising from third-party services before, during and after your trip.
- Margaux Zeitoun Experiences is hereby absolved from any liability, whether based on contract, tort, or strict liability, including but not limited to, direct, punitive, special, consequential, incidental, or indirect damages.

15. Risks and Safety

- Margaux Zeitoun Experiences does not guarantee the safety of destinations or services. Clients are encouraged to consult official travel advisories and assess risks independently.
- Margaux Zeitoun Experiences is **not** liable for any incidents, injuries, or damages occurring before, during and after your trip.
- Travel to certain destinations may involve greater risks than others. Margaux Zeitoun Experiences urges clients to stay informed about current news events and to review travel prohibitions, warnings, announcements, and advisories issued by your country of residence before booking travel to international destinations.
- Information on conditions in various countries and the level of risk associated with travel can be found online.
- By offering travel planning services for particular destinations, Margaux Zeitoun Experiences does **not** represent or warrant that travel to such destinations is advisable or without risk, and shall not be liable for any costs, damages, or losses that may result from travel to such destinations. Your participation constitutes acceptance of such events at your own risk.

16. Use of Margaux Zeitoun Experiences' Access and Information for Travel Bookings

- You warrant that you are at least 18 years of age and possess the legal authority to enter into this agreement and make travel bookings with Margaux Zeitoun Experiences by any means, including our website, in accordance with all terms and conditions herein.
- You agree to be financially responsible for all your travel bookings, as well as for the use of your account by others, including minors living with you.
- You agree to supervise all usage of Margaux Zeitoun Experiences' services by minors under your name or account.
- You warrant that all information provided by you or members of your household transacting business with Margaux Zeitoun Experiences is true and accurate.
- Speculative, false, or fraudulent reservations, or any reservations made in anticipation of demand, are prohibited.
- You agree that the travel services and bookings provided by Margaux Zeitoun Experiences are for legitimate reservations or purchases only, either for yourself or for someone you are legally authorized to act for.
- Separate supplier terms and conditions apply to your reservation and purchase of travel-related goods and services. You agree to abide by the terms and conditions of purchase

imposed by Margaux Zeitoun Experiences and any supplier, including, but not limited to, the payment of all amounts when due and compliance with the supplier's rules regarding availability and use of fares, products, or services.

- You understand that any violation of the supplier's conditions may result in the cancellation of your reservation(s), denied access to flights, hotels, cruises, or other services, and forfeiture of any monies paid for such reservations. Margaux Zeitoun Experiences may charge your account for any costs incurred as a result of such violations.

17. Use of Online Services

- By using the online services on Margaux Zeitoun Experiences' website, including making bookings and providing personal information, you agree to these Terms and Conditions.
- Any personal information provided via the website will be handled in accordance with the privacy policy.
- Clients agree to provide accurate and complete information when using Margaux Zeitoun Experiences' services.
- The services provided by Margaux Zeitoun Experiences are meant to assist with your travel planning and bookings (if selected).
- However, Margaux Zeitoun Experiences is **not** responsible for any issues arising from the use of third-party platforms or external service providers related to the booking process, or content embedded on the website.
- Speculative or fraudulent bookings are prohibited and may result in cancellation of services, with no refund possible.

18. Legal Jurisdiction

- These Terms and Conditions are governed by the laws of the State of Florida. Any disputes arising from the use of Margaux Zeitoun Experiences' services will be subject to the jurisdiction of Miami courts.

19. Reservation of Rights: Changes to These Terms

- Margaux Zeitoun Experiences reserves the right, at its sole discretion, to change these Terms at any time. Updated versions of the Terms will be posted on Margaux Zeitoun Experiences' website and are effective immediately upon posting.
- Please check frequently, especially before you use this website, to see if these Terms have changed. Use of the website after any changes to the Terms constitutes your consent to the changes.

20. Right to Correct Errors / Offers Subject to Availability

- Margaux Zeitoun Experiences reserves the right to correct any errors.
- All prices and services are subject to availability and may change without notice.
- In the event of a pricing error or omission, Margaux Zeitoun Experiences reserves the right to adjust such pricing or make any other necessary corrections.

21. Final Notes

- Please review and confirm all travel details, documents, and agreements before proceeding with any bookings.
- By using Margaux Zeitoun Experiences' services, you acknowledge understanding and acceptance of these Terms and Conditions.
- These Terms and Conditions are subject to change.
- If you have any questions or need further clarification, please do not hesitate to contact Margaux Zeitoun Experiences directly.