

## **Terms & Conditions**

**Reservations:** Reservations are made online. For information and questions, you can call us at 800-771-7447 or email us at [groups@atlastravelweb.com](mailto:groups@atlastravelweb.com).

**Identification:** Guests are required to make reservations in the full name that is listed on his/her government document/passport they will use for travel. If you need to make any changes to a name after travel documents have been issued, traveler will be responsible for all names change fees, if applicable.

**Refunds:** All payments to Atlas Travel Center, Inc. are non-refundable and non-transferable. This is because Atlas Travel Center has contractual agreements with hotels, airlines, the yacht, safari camp and other vendors that will not allow us to obtain any refunds. This way we can keep our package prices competitive and allow you to make payments on your vacation rather than one bulk sum. If you purchase travel insurance and are cancelling for a covered reason, you may receive a refund of penalties from the insurance company provided you give them the required supporting documents such as a doctor's note.

**Passport:** Your passport must be valid at least 6 months beyond your planned return date.

**Return Ticket:** You cannot book a one way flight. They will want to see a round trip ticket.

**Travel Medical Insurance:** Insurance covering medical emergencies in Cuba is mandatory. You can price coverage with 2 different companies in your online profile. If you are not worried about coverage before travel (which is recommended,) we do have an inexpensive insurance that covers you from the time you land in Cuba which will fulfill the requirement. This coverage starts as little as \$40 pp depending on your age and the state you live in.

**Tourist Visa (Cuban Tourist Card or e-Visa):** A pink tourist card is required for direct flights from the US, the green for other routes. The tour company will handle your e-Visas, but we must have your airline schedule no later than 30 days prior to travel.

**US Specific Requirements:** When asked, you are traveling under the Support for the Cuban People license.

**Online Entry Form:** Complete the D'Viajeros customs, immigration, and health declaration form within 48 hours before departure to receive a QR code. A few days before departure (typically 3–7 days out), your airline—like American, Delta, JetBlue, United, or Southwest—will email or display during online check-in a link to the D'Viajeros form, or include it in your e-ticket itinerary. These carriers verify completion before boarding. Use the official government site. The form must be filled out on the official platform: <https://dviajeros.mitrans.gob.cu/inicio> You can only complete the form up to 7 days before your trip, ideally around 3–5 days before departure.

Fill out the form

Click “Create Form” on the portal

Enter:

- Personal details (name, passport, nationality, email)
- Flight info (airline, flight number, arrival date)
- Accommodation address
- Health and customs declarations
- If using an e-Visa, include your e-Visa code in the designated field (or leave blank if using paper card)

Submit & save your QR code

Once submitted, a PDF with a QR code and e-Visa info appears immediately—and you’ll usually get it in an email .

Important: Download, screenshot, or print the QR code—you’ll need it during airline check-in and upon arrival in Cuba .

**Proof of Stay:** Have a receipt showing your stay includes hotel, tours and activities that qualifies for the support of the Cuban people. You can print this right from your online profile.

**Travel Protection:** Optional travel insurance is strongly recommended. Life can be unpredictable. Even the best-planned trips can be impacted by the unexpected. And that is why we recommend that you help protect yourself and your investment by purchasing Travel Protection for your trip. Travel Protection can help with medical coverage for illness or injury, trip cancellation and/or interruption, baggage loss, medical evacuation, and more. At anytime before you complete Final Payment, you may choose to purchase Travel Protection. The protection plan premium is non-refundable after a 10-day review period. In addition, you must be medically able to travel at the time the premium is paid. In order to cover any pre-existing conditions, travel insurance must be purchase within 14 days of placing your deposit. For a summary of the plan details on coverages, benefits, limitations, and exclusions, please call for an electronic brochure and complimentary quote.

**PRICES:** Prices are per person unless otherwise specified. Prices do not include items of a personal nature such as laundry, wines, water, beverages, food other than what is outlined on the detailed itinerary, passport and visa fees, insurance, and foreign port taxes unless specifically indicated in the package inclusions. Prices are correct at time of publication; however, as currency continually fluctuates, therefore tour package prices and availability will change accordingly. In the case of human or computer error, Atlas Travel Center, Inc. reserves the right to re-invoice for the correct price or service.

## **PAYMENT & CANCELLATION**

**Deposit:** A deposit is due at the time of the reservation. All deposits are non-refundable and non-transferable. All reservations (except where specified) will require a deposit and will be clearly noted the amount due as well as the payment plan that needs to be followed. We do not auto-charge. Payments are made to your online profile or by calling our office.

**Late Payment:** A late fee of \$25.00 will be added to your account after 4 business days of a missed payment date. At any point of missing payments, your reservation is subject to cancellation with all monies paid being non-refundable. A service reinstatement fee of \$25.00 will be added to your invoice and must be paid in advance in order to apply for reconfirmation of services. If you are cancelled after final payment a \$250.00 fee is imposed to reinstate the reservation, but it is not guaranteed, as space might be sold out. It is best to stay current with payments to avoid any issues.

**Form of Payment:** All payments due are in US Dollars. We accept payment in the form of major credit cards or debit cards. Third-party credit cards are not accepted. Check payments are acceptable only if they are received at least 5 days prior to the payment due date. There is a \$35.00 fee for returned checks including payments made electronically.

**Cancellation:** Once a partial or full payment has been made, cancellations will only be accepted in writing. Cancellation terms & penalties will apply. Due to the fact that special events are being arranged over a year in advance, money is non-refundable as paid and non-transferable to another trip or another traveler.

**Name Changes:** Often used as a cancellation alternative, guests are able to change the names on their reservation contingent that at least one original name remains from the reservation's inception. Name change fee of \$100.00 per person per change applies at anytime prior to final payment. After the final payment has been made, if allowed by the travel company and its at least 14 days prior to departure, the name change fee is \$250.00 per person per change. If all parties in one reservation cannot attend then it's considered a full cancellation, name changes do not apply.

### **TRAVELERS NEEDING SPECIAL ASSISTANCE**

In order to fully enjoy your Travel tour, we recommend that you select a trip that is suitable to your physical capabilities. Tour participants requiring any form of assistance, including travelers with physical disabilities, sight, hearing or mobility impairments, are required to notify us prior to booking a tour. The tour company will review the tour requirements with you to determine the level of assistance you may need and to ensure that the trip you have selected is suitable for you. Please be aware that the Americans with Disabilities Act (ADA) is only applicable within the United States and facilities for disabled individuals are limited outside of US borders. Any participant requiring assistance must be accompanied by a companion who is capable of and fully responsible for providing the assistance. Arabian Adventures, tour managers, guides, drivers or other tour, hotel, transfers, or ship personnel are not able to provide individual services such as assisting with walking, pushing a wheelchair or helping with getting off and on motorcoaches, cruise ships and other vehicles. In order to participate in escorted tours, passengers must be able to understand and follow instructions given by the Tour Director at all times, both for the successful operation of the tour and as well as for their own personal safety and the safety of other participants. Tour company reserves the right to reject participation or remove any individual from a tour in the event that notification was not provided and/or when, in our sole judgment, continued participation would significantly hinder the services to be provided to all guests. Expenses, including cancellation fees and/or costs for alternate travel plans or to return home, will be the responsibility of the passenger. All unused services are non-refundable.

Escorted tours are fast paced, often requiring lengthy walks over uneven terrain. In the interests of group harmony, clients should be able to maintain the pace of the tour. Clients with special needs may be better served independently. We can suggest touring options based upon specific requirements.

**Wheelchairs & Walkers:** International Tours: Hotels, transportation providers, sea and river cruises outside of the United States are not required to comply with ADA requirements and therefore may not have ramps, wide entryways or elevators/lifts to accommodate disabled passengers or devices such as wheel chairs, walkers and motorized scooters. Due to physical constraints and space limitations, wheel chairs, walkers and motorized scooters may not be taken aboard motorcoaches, river cruises or other forms of transportation.

**Service Animals:** Service animals cannot be accommodated on international escorted tours. Passengers on USA escorted tours who require a service dog because of a disability should check with Arabian Adventures prior to booking a tour.

**Airline Booking:** Atlas Cruises & Tours offers a choice of airlines and airfares for your convenience but is not responsible for the services and policies imposed by the airline selected. Airline schedules and flights are subject to change without notice. Airfare purchased via Atlas is subject to each airline's terms and conditions. Airfare rules will apply to tours cancelled for any reason. Atlas is not required to refund airfare until refunded by the airline. Alexander and Roberts is not responsible for penalties incurred for tickets, international or domestic, not issued by Atlas Travel due to schedule and/or flight changes. Airline reservations completed online are subject to review and, should Alexander and Roberts deem it necessary, may be rebooked to match minimum connecting time requirements and/or tour package itineraries, in which case you will be notified immediately.

**Airline Contact Information:** Pursuant to TSA Secure Flight requirements, passengers are responsible to provide us with their full name as it appears on their passport (or other government-issued I.D. when traveling), date of birth, gender, address, phone number, email and redress or known traveler number (if available) for all passengers. Passengers must ensure that names are correctly listed on their invoice. Alexander and Tours, Atlas Travel Center, Inc will not be responsible for passengers who do not receive an invoice or documents or are denied boarding due to inaccurate information.

**Airline Name Changes:** Any name change including minor spelling corrections may require airline reservations to be canceled and rebooked. Reservations are subject to current availability and pricing at the time of rebooking. Once airline tickets are issued, subsequent name corrections will be subject to an airline rebooking fee which may be as much as the full value of the airline ticket plus a \$50.00 revision fee per change prior to tickets. Name changes by more than 1 letter after ticketing could result in having to purchase a new airline ticket. Alexander and Roberts, Atlas Travel Center, Inc will not be held responsible for the denial of services by a carrier due to any name discrepancy. Name changes must be advised in writing at [groups@atlastravelweb.com](mailto:groups@atlastravelweb.com).