

## AIR TRAVEL CANCELLATION & REFUND POLICY

1. The organizer of the trip is Rek Travel Services LLC located at 5827 W. Irving Park Road in Chicago, Illinois 60634.
2. Your reservation can only be confirmed once a \$1,000.00 to \$3,000.00 (U.S.) deposit has been received. It is based on the trip and is subject to change.
3. Airline tickets must be paid no later than 60 days prior to departure. The cost of airline tickets is non-refundable. The balance is due 60 days prior to departure.
4. Payments can be made via the following form:
  - ZELLE (jerry@rektravel.com);
  - Check mailed to our office
  - A picture of the front of the check sent via text message to 773-777-7733 or email to info@rektravel.com (Please make the check-out to Rek Travel Services LLC and make sure the entire check is clear and visible)
  - Cash payment at the office
5. Credit cards We do accept credit card payments. (CC authorization form is required).
6. At the time of reserving a trip, the customer is responsible for providing us with a copy of a passport/ID valid 6 months from the date of departure.
7. At the customer's request, we can change the personal data on the airline ticket. The customer will be responsible for any associated fees charged by the airline.
8. The customer is responsible for becoming familiar with the itinerary, times, and dates that are included in the price of the trip and additional fees.
9. The customer is responsible for being on time, late arrivals or no-shows are non-refundable.
10. Seating is assigned based on the booking order.
11. Cancellations are required to be submitted in writing via email ([info@rektravel.com](mailto:info@rektravel.com)), text message (773-777-7733), or Facebook Messenger.
12. Cancellation 60 or more days prior to departure; 100% Refund. The cost of airline tickets is nonrefundable. Clients will receive credit from the airline to be utilized on future trips if the airline policies allow that.
13. Cancellation less than 60 days is as follows:
  - Cancellation 59-30 days prior to departure, 50% Refund
  - Cancellation less than 30 days prior to departure, no refund issued.
14. The refund/check of the amount paid takes place within 45-60 days.

15. Rek Travel Services LLC is not responsible for any personal belongings left behind, left unsupervised or lost.
16. The program is a framework. Program points may change.
17. Rek Travel Services LLC reserves the right to change the itinerary if the changes are due to unforeseen circumstances such as weather conditions, natural catastrophes, and/ or any hazards that may potentially harm the members of our trip.
18. Rek Travel Services LLC reserves the right to cancel a trip due to an inadequate number of registered travelers. If this shall occur, we offer a full refund that you will receive within 14- 45 days from the time of cancellation or you may choose to receive credit towards the alternative date or a different trip.
19. Rek Travel Services LLC reserves the right to photograph and/ or record videos of our customers in public places during the trip without the client's consent. These materials will be used for promotional purposes.
20. The price of the trip does not include medical and/ or travel insurance. We recommend medical and travel insurance which may cover the costs of medical emergencies, cancellations, travel delays and changes in the itinerary.
21. During the trip, we ask that you follow the guidance of our tour guide (s) and tour assistant(s) to ensure the safety and comfort of the trip members. Our tour guides and assistants are official representatives of our firm. Failure to adhere to these rules may result in termination from the trip.
22. Rek Travel Services LLC reserves the right to refuse service to customers for no reason.
23. Rek Travel Services LLC reserves the right to change the terms & conditions of the Company Policies/Regulations.
24. Rek Travel Services LLC reserves the right to use your personal data for marketing purposes by sending SMS and e-mail with the offer of trips organized by Rek Travel. We ensure full security when storing personal data in our database. Rek Travel does not share customers' personal data with other companies or unauthorized persons. You can unsubscribe from the contact list at any time.
25. Any individual needs or concerns should be reported to the tour guide and/or assistant during the trip. If you have any comments about your travel, please send them via email to [info@rektravel.com](mailto:info@rektravel.com). We appreciate all of your comments and suggestions. Thank You.