



Diamond Travel Group

Group Travel Terms and Conditions

Last Updated: 9/14/25

These Group Travel Terms and Conditions ("Terms") govern participation in any international group travel program, tour, or package ("Group Trip") organized or facilitated by **Diamond Travel Group Agency** ("Company," "we," "us," or "our"). These Terms are intended for publication on our website and apply to all bookings. By making a reservation, submitting a deposit, or participating in a Group Trip, each traveler ("Traveler," "you") agrees to be bound by these Terms.

1. Booking, Reservations, and Payments

- A reservation is not confirmed until the required deposit is received and acknowledged by the Company.
- Group pricing is based on contracted minimums and availability; pricing may change until a deposit is received.
- Payment schedules, including deposit amounts and final payment due dates, will be disclosed on the website or booking invoice.
- Failure to make payments by stated deadlines may result in cancellation without refund.
- All prices are listed in **U.S. Dollars (USD)** unless otherwise stated.

2. Pricing, Inclusions, and Exclusions

- Group Trip pricing includes only those items expressly listed on the website or official itinerary.
- International airfare, baggage fees, seat assignments, ground transportation, meals, excursions, gratuities, travel insurance, passport and visa fees, vaccinations, customs fees, and local taxes may or may not be included unless explicitly stated.
- Travelers are responsible for any costs not specifically listed as included.

3. International Airfare and Transportation

- When airfare is included, flight schedules, carriers, and routings are subject to change.
- The Company is not responsible for airline schedule changes, missed connections, or involuntary denied boarding.
- Travelers are responsible for arriving on time for all international departures and transfers.

4. Cancellations, Refunds, and Transfers

- All cancellation requests must be submitted in writing.
- **All monies paid are non-refundable and non-transferable** unless otherwise stated in writing. And, refunds, if applicable, are subject to international supplier policies and timelines.
- No refunds will be issued for unused services, missed flights, late arrivals, or early departures.
- Name changes or substitutions may be permitted subject to supplier rules and additional fees.

5. Itinerary Changes and Supplier Substitutions

- International travel may require itinerary adjustments due to weather, political conditions, airline changes, or local regulations.
- The Company reserves the right to substitute accommodations, transportation, or activities of equal or greater value.
- Changes requested by the Traveler may result in additional costs.

6. Passports, Visas, and Entry Requirements

- Travelers must possess a valid passport with sufficient validity (commonly six months beyond return date) and blank pages as required by destination countries.
- Visas, transit visas, vaccinations, and entry permits are the sole responsibility of the Traveler and will be communicated prior to travel.
- The Company is not responsible for denied entry, deportation, or missed travel due to insufficient documentation.

7. Health, Safety, and Medical Responsibility

- Travelers must ensure they are medically, physically, and mentally fit for international travel.
- The Company does not provide medical care and is not responsible for illness, injury, quarantine, or medical expenses incurred during travel.

8. Travel Insurance (Strongly Recommended)

- Comprehensive international travel insurance is **strongly recommended** and may be required for certain trips.
- Insurance should include coverage for trip cancellation/interruption, medical expenses, emergency evacuation, and repatriation.
- Travelers who decline insurance assume all financial risk.



9. Conduct and Removal from Trip

- Travelers must comply with local laws, customs, and group conduct standards.
- Disruptive, illegal, or unsafe behavior may result in removal from the Group Trip without refund.
- Additional costs incurred due to removal are the Traveler's responsibility.

10. Force Majeure

- The Company is not responsible for delays, cancellations, or changes caused by events beyond our control, including but not limited to natural disasters, pandemics, government actions, war, civil unrest, strikes, or transportation failures.
- Refunds in such cases are subject to international supplier policies.

11. Limitation of Liability

- The Company acts solely as an intermediary between Travelers and international suppliers.
- The Company is not liable for injury, loss, damage, delay, or expense caused by third-party suppliers or circumstances beyond our control.

12. Photography, Video, and Media Release

- Travelers grant the Company permission to use photographs or videos taken during the Group Trip for marketing and promotional purposes unless a written opt-out is received prior to departure.

13. Website Use and Acceptance of Terms

- These Terms are published on the Company website and apply to all bookings.
- Submission of payment towards bookings constitutes acceptance of these Terms.

14. Governing Law and Jurisdiction

- These Terms shall be governed by and construed in accordance with the laws of the State of **Ohio and Nevada**, United States.

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