

TERMS OF USE

Last revised: 04-JAN-2026

Volemos Travel LLC (“Volemos Travel,” “Volemos,” “we,” “us,” or “our”) is a California limited liability company that provides travel-related planning and booking services.

These Terms of Use (“Terms”) govern your use of our services, including requesting information, quotes, planning, scheduling travel, booking travel services, and making payments to us or at our direction.

By using our services in any manner, you confirm that you have read, understood, and agree to these Terms, as well as any additional terms provided by applicable travel suppliers or in connection with your specific booking.

1 OUR ROLE AND SUPPLIERS

We work with independent third-party travel providers, including airlines, hotels, tour operators, cruise lines, and car rental companies (collectively, “Suppliers”).

Suppliers are independent contractors and are solely responsible for providing their travel services. We act only as an intermediary and booking agent and do not own, operate, manage, or control any Supplier services.

We are not responsible for the acts, omissions, delays, cancellations, or failures of any Supplier, including injury, loss, property damage, schedule changes, or service disruptions. All refunds, credits, or remedies related to Supplier services are governed exclusively by the applicable Supplier’s terms and conditions.

By using our services, you agree that any claims related to Supplier services must be directed to the applicable Supplier, and you release Volemos Travel LLC from liability to the fullest extent permitted by law.

2 QUOTES, PRICES, AND AVAILABILITY

All quotes, proposals, and trip information are provided for informational purposes only and do not constitute a binding offer. Prices and availability are subject to change until a reservation is confirmed and booked.

Quoted prices are based on information provided by Suppliers at the time of quoting. While we make reasonable efforts to disclose known costs in advance, certain charges may not be included or may change after booking, including resort fees, destination fees, local taxes, or charges payable directly to the Supplier or at the destination.

Images, descriptions, and itinerary details are provided for reference only and may differ from the Supplier’s actual offering. You are responsible for reviewing all quotes and confirmations carefully before authorizing a booking.

3 BOOKING, PAYMENTS, AND DEADLINES

3.1 BOOKING AUTHORIZATION

By requesting, authorizing, or completing a reservation, deposit, or payment with us, you authorize us to arrange travel services on your behalf and agree to these Terms and the applicable Supplier’s terms and conditions.

3.2 PAYMENT METHODS

Accepted payment methods may include credit cards (either online or in person), bank transfer (ACH and wires), cash, or approved electronic payment services, depending on the booking. All payments must be made in U.S. dollars (USD), unless expressly stated otherwise in writing.

3.3 PAYMENT PROCESSING FEES

A non-refundable, payment-processing fee of 3%, regardless of the payment method, is included in all prices presented to you to cover transaction, administrative, and payment-handling costs. This portion of the price is earned at the time of payment, is separate from travel services, and is not applied toward the cost of travel.

Online payments made using non-U.S.-issued credit cards are subject to an additional non-refundable processing fee of 1.5%, which reflects increased transaction and payment processing costs. This portion of the price is earned at the time of payment, is separate from travel services, and is not applied toward the cost of travel.

3.4 PAYMENT DEADLINES AND PENALTIES

Deposit amounts and final payment deadlines are determined by the applicable Supplier and itinerary. Payment deadlines will be clearly stated on your invoice or booking confirmation and are binding.

Failure to make any payment by the stated due date may result in cancellation, repricing, or penalties imposed by the Supplier. Late or missed payments may also result in a flat, non-refundable administrative fee of \$95 charged by us, which is earned upon assessment, separate from travel services, and not applied toward the cost of travel, in addition to any Supplier penalties or costs.

We are not responsible for any losses resulting from missed or late payments. Once a booking is confirmed, prices, availability, and terms are controlled by the Supplier and may not be changeable or refundable.

4 AIRFARE SERVICES

This Section applies exclusively to airfare-only services and does not apply to travel packages or multi-component trips, which are governed by other sections of these Terms.

4.1 AIRFARE-ONLY SERVICES

For bookings that include airfare only, a professional service fee applies per person, for each traveler aged two (2) years and older as of the date of travel, per flight segment, based on the cabin class booked.

For purposes of these Terms, a flight segment is defined as a one-way journey between an origin city and a destination city, regardless of the number of connections, layovers, or flight numbers involved. A round-trip itinerary consists of two (2) flight segments.

Professional service fees for airfare-only services are as follows:

- \$25 per person, per segment for Economy Class
- \$50 per person, per segment for Business Class
- \$100 per person, per segment for First Class

These fees compensate us for booking, ticketing, fare review, schedule monitoring, and related professional services. Professional service fees for airfare-only services are earned upon receipt and are non-refundable under all circumstances, regardless of ticket changes, cancellations, or Supplier actions.

4.2 AIRFARE RULES

Airfare is sold subject to the specific fare rules and conditions imposed by the applicable airline, which may include restrictions on changes, refunds, seat selection, baggage, upgrades, or other features. Some fares are non-refundable and/or non-changeable.

We will disclose the applicable fare type and material restrictions prior to ticket issuance. By authorizing purchase, you acknowledge and accept the fare rules and limitations selected.

Any changes, cancellations, reissues, or refunds are governed by airline fare rules and Supplier policies. Applicable airline penalties, fare differences, or change fees are the sole responsibility of the traveler.

4.3 SCOPE OF SERVICE

For airfare-only services, our professional services are limited to fare sourcing, booking, and ticket issuance. Our services conclude upon successful ticketing. We do not provide ongoing monitoring, check-in assistance, rebooking support, or concierge-style services after ticket issuance.

Additional post-ticketing assistance may be available under separate service arrangements or fees, if offered.

5 CUSTOM QUOTE AND TRAVEL PACKAGE SERVICES

This governs professional planning, advisory, coordination, and booking services for custom travel quotes and multi-component trips, including travel packages.

5.1 CUSTOM QUOTE AND PLANNING SERVICES

We offer a custom quote and professional planning service for private, personalized trips. This service includes research, itinerary design, professional travel advice, and reasonable adjustments based on your preferences.

The cost of this service is \$75 per custom quote and will be clearly disclosed prior to payment.

This fee compensates us for professional time and work performed prior to booking and is separate from any travel services provided by Suppliers. Custom quote services are provided regardless of whether you ultimately book travel through us.

5.1.1 Changes to the Quote.

The custom quote service includes reasonable adjustments related to the original trip concept. Major changes—such as changing the destination, materially modifying travel dates, modifying the number of travelers, or rebuilding the itinerary in full—are considered a new custom quote and may require an additional fee.

5.1.2 Credit Toward Booking

If you book your trip with us within thirty (30) days of receiving your custom quote, the \$75 custom quote service fee for the booked trip will be credited toward the applicable Professional Service Fee for the same trip.

If multiple custom quotes were requested and paid for, and a trip is booked within the same thirty (30) day period, we may, at our discretion, apply a partial credit equal to sixty percent (60%) of one unused custom quote service fee toward the Professional Service Fee for the trip ultimately booked. Any remaining custom quote service fees are non-refundable.

No credit of any kind will be applied to unused custom quote service fees if a booking is not confirmed within thirty (30) days of receipt of the applicable custom quote.

By way of example, if two custom quotes are paid and one trip is booked within thirty (30) days, a total credit of \$120 may be applied, and the remaining portion is non-refundable.

5.1.3 Non-Refundable Nature.

If you do not proceed with a booking within thirty (30) days of receiving the custom quote, the custom quote service fee is non-refundable.

5.1.4 No Price Guarantee

Prices provided in a custom quote are estimates only and are not guaranteed until reservations are confirmed and booked. Prices may change based on availability, Supplier pricing, currency fluctuations, or other factors outside our control.

5.2 TRAVEL PACKAGES AND MULTI-COMPONENT TRIPS

We provide professional planning, coordination, advisory, and booking services for bookings that include multiple travel components—such as accommodations, transportation, tours, transfers, activities, or other travel-related services (“Travel Packages”).

Professional service fees for Travel Packages are calculated per person for each traveler aged two (2) years and older as of the return date of the trip, as follows:

- \$150 per person for travel within the United States (all 50 states) and Mexico
- \$250 per person for travel to destinations outside the United States and Mexico

For trips with five (5) or more travelers, an additional \$50 per person applies due to increased planning, coordination, and administrative complexity.

For Travel Packages, the price presented reflects a total, bundled price, which includes our professional service fees and all known travel costs at the time of quoting. We do not itemize individual components unless required by law or, at our sole discretion, upon express request.

5.2.1 Application of Custom Quote Fees

If applicable, any custom quote service fee paid under the Custom Quote and Planning Services Section will be applied as a credit toward the Professional Service Fee for the same trip, subject to the terms, limitations, and timeframes set forth in that section.

5.2.2 Scope of Services for Travel Packages

For Travel Packages, our services may include itinerary coordination, booking of multiple travel components, supplier liaison, and general travel guidance related to the booked services. The scope of services varies by trip and is limited to the services expressly agreed upon at the time of booking.

We do not provide unlimited, on-demand, or concierge-style services before, during, or after travel unless expressly agreed to in writing as part of a separate service arrangement.

5.2.3 Professional Service Fees; Non-Refundable Nature

Professional service fees for Travel Packages are earned upon receipt, are not applied toward the cost of travel services, and are non-refundable under all circumstances, regardless of trip outcome, cancellation, or Supplier actions.

Professional service fees may be collected in installments; however, the full fee is earned upon receipt of the initial payment and remains non-refundable in its entirety, regardless of whether the full trip balance is paid.

We reserve the right to invoice and collect any unpaid portion of professional service fees; however, we may, in our sole discretion, elect not to pursue collection in certain circumstances.

6 CHANGES, CANCELLATIONS, AND REFUNDS

All changes and cancellations are subject to the terms, conditions, deadlines, and penalties imposed by the travel suppliers providing the services (“Suppliers”). Supplier policies may be restrictive and may result in penalties of up to 100% of the booking cost. We do not control Supplier rules, decisions, or refund timelines.

Any administrative, processing, or handling fees charged under this Section 6 are fees charged by Volemos Travel for its own services, are separate from travel services provided by Suppliers, and are not applied toward the cost of travel. Such fees are earned by Volemos Travel when assessed and are non-refundable once charged, regardless of trip outcome or Supplier actions.

6.1 CUSTOMER-REQUESTED CHANGES AND CANCELLATIONS

6.1.1 Changes

Minor and reasonable adjustments to a booking may be provided at no additional charge, at our discretion.

Substantial changes—such as changes that require reworking the itinerary, repricing components, changing destinations, adjusting the number of travelers, or rebooking services—may result in a non-refundable administrative fee of \$50 per person charged by Volemos Travel. This fee compensates us for additional planning, coordination, and handling work and is separate from any Supplier-imposed fees or penalties.

Any applicable change-related fees charged by Volemos Travel will be clearly disclosed and approved by you before the change is processed.

6.1.2 Cancellations

In the event of a cancellation requested by you, Volemos Travel may retain non-refundable administrative fees, calculated solely on the amounts paid to date at the time of cancellation, as follows:

- 10% Planning and Cancellation Handling Fee, retained to cover time spent on planning, coordination, communications, and cancellation management.

These fees are separate from and in addition to any Supplier fees or penalties and apply regardless of the reason for cancellation.

6.2 SUPPLIER-INITIATED CHANGES AND CANCELLATIONS

Suppliers may cancel, modify, suspend, or delay travel services due to operational decisions, overbooking, property closures, safety concerns, or circumstances beyond our control, including government actions, war, terrorism, labor disputes, public health emergencies, extreme weather, natural disasters, or other force majeure events.

In such cases, we will notify you as soon as reasonably possible and assist in exploring available alternatives or refunds strictly in accordance with the applicable Supplier's policies. We do not guarantee the availability of alternatives or the issuance of refunds.

6.3 REFUNDS AND TRAVEL CREDITS

Refunds, if any, are governed solely by Supplier policies and are issued only after the Supplier authorizes and remits the refundable amount or otherwise confirms eligibility. We do not guarantee cash refunds.

If a Supplier issues a travel voucher, airline credit, or similar non-cash value, such value will be passed through to you subject to the Supplier's terms, restrictions, and expiration dates. We do not guarantee the transferability, usability, or future availability of such vouchers or credits.

As a default, any refundable amounts received by Volemos Travel will be issued as a Volemos Travel credit, valid solely for future travel services booked through Volemos Travel, and expiring three hundred sixty-five (365) days from the date of the original transaction.

At our sole discretion, and where required by applicable law or Supplier policy, refunds may be issued by check or electronic bank transfer (ACH/wire). Refunds are not issued in physical cash or to the original form of payment, even if the original form of payment was physical cash. For clarity, "cash" refers to physical currency only.

Any refund or credit issued will reflect the amount authorized by the Supplier, less any applicable administrative or handling fees described in this Section.

Refunds or credits, if applicable, will be processed within thirty (30) business days after the later of (a) Supplier authorization or (b) our receipt of refunded funds or confirmation of refundable amounts from the Supplier.

6.4 TRAVEL INSURANCE STRONGLY RECOMMENDED

You acknowledge that changes, cancellations, or disruptions may result in partial services, delayed travel, increased costs, or loss of prepaid amounts. Travel insurance is strongly recommended to protect against unforeseen events.

7 CALIFORNIA CONSUMER DISCLOSURES

7.1 CALIFORNIA SELLER OF TRAVEL

Volemos Travel LLC is a registered Seller of Travel in the State of California, CST 2159503-40. California law requires certain sellers of travel to have a trust account or bond. Volemos has a trust account. Volemos participates in the California Travel Consumer Restitution Fund (TCRF).

7.2 RIGHT TO PROMPT REFUND IN THE EVENT OF A CANCELLATION

Upon cancellation of the transportation or travel services, where the passenger is not at fault and has not canceled in violation of any terms and conditions previously clearly and conspicuously disclosed and agreed to by the passenger, all sums paid to the seller of travel for services not provided will be promptly reimbursed to the passenger unless the passenger otherwise advises the seller of travel in writing after cancellation. This provision does not apply where the seller of travel has remitted the payment from the customer to another registered wholesale seller of travel or a carrier, without obtaining a refund, and such other provider fails to provide the agreed-upon transportation or service. In this situation, the initial seller of travel must provide the passenger with a written statement accompanied by bank records establishing the disbursement of the customer payment, and if disbursed to a registered wholesaler of travel, proof of current registration of that wholesaler.

7.3 CALIFORNIA TRAVEL CONSUMER RESTITUTION FUND (TCRF)

This transaction is covered by the California Travel Consumer Restitution Fund (TCRF) if the seller of travel was registered and participating in the TCRF at the time of sale AND the passenger is located in California at the time of payment. Eligible passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded to you when required. The maximum amount which may be paid by the TCRF to any one passenger is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within 12 months of the scheduled completion date of the trip. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation; 468 Manzanita Ave., Suite 1, Chico, CA 95926; or by visiting TCRC's website at: www.tcrcinfo.org.

8 USER CONDUCT

You agree to use our services lawfully and in compliance with all applicable laws and regulations. You may not engage in fraudulent, deceptive, harmful, or abusive conduct; misrepresent your identity or affiliation; infringe the rights of others; or interfere with the operation, security, or integrity of our services.

9 INTELLECTUAL PROPERTY

All content and intellectual property associated with our services—including website content, service marks, logos, itineraries, promotional materials, and proprietary systems or processes—are owned by Volemos Travel LLC or used with permission.

Nothing in these Terms grants you any right, title, or license to our intellectual property. Any unauthorized use may result in legal action.

10 DISPUTE RESOLUTION AND LIMITATION OF LIABILITY

These Terms are governed by the laws of the State of California, without regard to conflict-of-law principles.

Any dispute arising out of or relating to these Terms or your use of our services shall be resolved through binding arbitration, administered by the American Arbitration Association (AAA) or the National Conflict Resolution Center (NCRC), and conducted in San Diego County, California. If arbitration is unavailable or prohibited by law, either party may pursue available remedies in small claims court or another court of competent jurisdiction.

You and we waive any right to participate in a class, collective, or representative action. All claims must be brought on an individual basis.

To the fullest extent permitted by law, our total liability for any claim is limited to the amount you paid for the specific service giving rise to the claim. We are not liable for any indirect, incidental, special, consequential, or punitive damages.

11 INDEMNIFICATION

You agree to indemnify, defend, and hold harmless Volemos Travel LLC, and its officers, employees, agents, and representatives, from any claims, losses, damages, liabilities, or expenses (including reasonable attorneys' fees) arising out of your use of our services, violation of these Terms, or infringement of any third-party rights.

12 UPDATES AND MODIFICATIONS

We may update these Terms from time to time. Updated Terms become effective upon posting, electronic delivery, or other written notice. Your continued use of our services after the effective date constitutes acceptance of the revised Terms.

13 NO THIRD-PARTY BENEFICIARIES

These Terms are for the benefit of you and Volemos Travel LLC only and do not create any rights for any third party.

14 WAIVER

Our failure to enforce any provision of these Terms does not waive our right to enforce that provision or any other provision at a later time.

15 ENTIRE AGREEMENT

These Terms, together with any additional written agreements or notices we provide, constitute the entire agreement between you and us and supersede all prior or contemporaneous communications, whether oral or written.

16 SEVERABILITY

If any provision of these Terms is held invalid or unenforceable, that provision will be modified or severed to the minimum extent necessary, and the remaining provisions will remain in full force and effect.

17 CONTACT INFORMATION

Questions regarding these Terms may be sent to terms@volemosttravel.com.