

PLEASE ENSURE TO READ THE FOLLOWING INFORMATION, WHICH WILL HELP YOU TO RESERVE YOUR TOURS & AIRPORT SHUTTLE SERVICES AND UNDERSTAND PAYMENT METHODS TERMS, CONDITIONS, CANCELLATION AND REFUND POLICY.

Alma's LDS Tours LLC. A US and Mexico Based Company
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Operation offices in Cancun & Playa del Carmen, Quintana Roo, México +52 (984) 109-0684
Tour Operator by Group Bountiful de la Riviera Maya S.A. de C.V.

DAY TOURS

TERMS AND CONDITIONS:

Tours or excursions cannot be reserved unless you agree to the Terms and Conditions found below. The following Terms and Conditions are a comprehensive explanation of the use of how reservations are received, confirmed as well as refunded in case of inclement weather cancellations for hotel visitors or ships not arriving into port in the case of tours for Cruises Travelers. Alma's LDS Tours LLC. is a US and Mexico Based Company registered as an "independent Tour Operator" operating in Mexico doing business as "Group Bountiful de la Riviera Maya" S.A. de C.V. in Cancun, Mexico. www.almaldstours.us and www.almaldstours.com will not be held responsible for any wrong information or omissions stated by the private party (Purchaser), we assume no responsibility for incorrect dates, times, e-mail addresses or any other.

PAYMENT:

Rates for all tours are quoted in US dollars based on individual travelers, groups and family packages. All tours are Limited Capacity, and prices vary depending on the contracted tour(s).

PAYMENT METHODS:

All major credit cards are accepted. For Official Booking, tour(s) must be paid in advance to secure and guarantee your spot. Once your reservation has been confirmed, full payment must be submitted through our online gateway located at PAY ONLINE on our website. Once you have completed the payment process, you'll receive an Online Payment Confirmation & Booking Report via email. We also process payments over the telephone and accept cash in person through our sales office in Provo, Utah. For these visitors already are in Cancun or Riviera Maya Mexico, payments can also be made ONLINE and over the phone.

PRICING FOR DAY TOURS FROM HOTEL:

All tours and airport shuttle services require full payment at time of booking. If the tour departs as scheduled, it is considered a complete service. If you are NOT present for the tour on time you will be considered as a No-Show, and therefore you will be charged, in that case, you forfeit the funds utilized for your reservation and the right to a refund.

Prices for all tours vary depending on negotiable and agreed rates given by the salesperson or tour operator upon inquiring and negotiating over the telephone or by e-mail. Our trip prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our trip prices may vary at any time in accordance with demand, market conditions, and availability. It is likely that different passengers on the same trip have been charged different prices. Our limited capacity tour prices vary based per groups or single travelers; all children of 12 years old and over pay as an adult, children from 5 to 11 years of age pay a child rate, all children under 4 years old pay an infant rate.

In the case of children under four years old, we will furnish a car seat for safe travel (upon request). All small group tours or private tours include: ground transportation from hotel lobby round trip, all passengers are fully insured during road traveling only, all tours are escorted by a professional licensed LDS tour guide, admission fees to archeological site(s), Cenote (natural underground water sinkhole), scuba diving, reef snorkeling and/or attraction parks (depending on the contracted tour), refreshments and meals provided in most tours and/or attraction/theme parks depending on the contracted tour.

CANCELLATIONS AND REFUND POLICY FOR DAY TOURS FROM HOTEL:

Do not assume rain cancels a tour service, only the operator can determine if a tour should be canceled or rescheduled due to the weather conditions.

- Due to the LIMITED CAPACITY of passenger availability for our small group tours or private tours, a cancellation fee of 20% will be charged when canceling; once reservations and payments have been made and confirmed.
- If you cancel at least 7 day(s) in advance of the scheduled departure, there is 30% cancellation fee. If you cancel between 3 and 6 day(s) in advance of the scheduled departure, there is a 50 percent cancellation fee. If you cancel within 2 day(s) of the scheduled departure, there is a 100 percent cancellation fee.

- If the tour operator cancels your tour for any reason including weather conditions, you'll receive a full refund or the option to reschedule your tour with no penalty. Our office contact number (801) 415-5136 or email us at info@almaldstours.us

Period before tour date within which written notification is received at our offices:	Cancellation charge per person, as a percentage of the total trip cost:
After reservation has been confirmed	20%
7 days in advance of scheduled tour date	30%
Between 6 and 3 days before scheduled tour date	50%
Within 2 days before scheduled tour date	100%

NO-SHOW

A client is considered a No-Show when the client is not at the specific meeting point at the agreed time, previously disclosed by email or over the phone, for the execution of the service. Due to the logistics of our tours, our tour operators/guides can only wait 15 minutes for the client to be present; since typically more clients are also scheduled for pick-up. After this grace period, our staff will obtain a signed document on behalf of the personnel at the hotel that serves as proof of the clients non-attendance.

CANCELLATIONS IN CASE OF TRAVEL ADVISORIES/WARNINGS ISSUED BY GOVERNMENT.

It is your responsibility to be aware of such advisories or warnings before completing your booking. We do not take responsibility for such occurrences since we do not have control over them. Do not expect your reservation to be canceled automatically in case of a travel warning. We require written notification to our offices via email or by physical mail if you would like to cancel your reservation. If requested, a REFUND minus any fees or penalties may apply only if your cancellation notice is provided within the proper timetable established in our refund policy. Only in the event of an Active Travel Advisory "Level 3" issued during the dates of your travel, a "Credit Voucher" may be granted for a future reservation for the full amount of the original purchase minus any fees incurred during the booking process.

NO-SHOW IN CASE OF A MEDICAL EMERGENCY

In case of a medical emergency which may consequently result in a NO-SHOW on behalf of the customer, the client must provide a Medical Certificate or a letter from a Physician to validate the emergency. The client has up to 7 days after the date of the reservation to deliver this document via email as an attached document or via certified mail. The document must meet ALL following requirements: Patient's Name, Physician's Name, Physician's License Number, Date of the Emergency, Description of the Illness or Surgical procedure. Recovery period (specify dates). Physicians Signature. Endorsement Stamp or Seal from the Hospital.

After the validation of the medical emergency, we will proceed to verify the possibility of re-scheduling the tours or services booked on the reservation, or we may instead provide a "Credit Voucher" valid for the amount of the original booking minus any fees or charges incurred during the process.

CREDIT VOUCHER

A "Credit Voucher" are funds that can be used for a future reservation with Alma's LDS Tours. Credit voucher are issued for the total amount spent on the original reservation minus fees or charges incurred during the booking process that can be used only by the original client. Credit Vouchers are non-transferable, expire within 2 years starting from the date of the original reservation and can only be redeemed in one future transaction, booking, reservation, etc.

A "credit voucher" may be offered by Alma's LDS Tours to the customer in case of a No-Show for the following reasons only:

- when a medical emergency has been validated
- upon validation of an Active Travel Advisory "Level 3" issued by the client's Government directly affecting the locations included in the itinerary of the reservation.

THEME / ATTRACTIONS PARKS & ACTIVITIES

All tour reservations involving theme & attraction parks are non-refundable due to the Theme Park's cancelation and refund policy. Only change of dates can be offered up to a maximum of 180 days after the original scheduled tour date. Rescheduling prior to the tour date must be done maximum 7 days before the actual tour date and is subject to availability and capacity on behalf of the parks. All above mentioned is subject to the following parks: Xel-Ha Nature Park, Xcaret, Xplor Adventure Park, Xenses, Selvatica Jungle Park, Akumal Bay Snorkeling, Yal Ku Lagoon, Xenses, Xenotes Park, Xochimilco Dinner Park, and Dolphin Discovery & Horse Back Riding ATV's Jungle Park.

CANCELLATION AND REFUND POLICY FOR CRUISE TRAVELERS TOURS:

Payments will not be refunded due to client cancellations. (1) Payments are fully refunded due to Ships not calling port for any reason, or due to (2) Excursion Operator's cancellation due to inclement weather. Refunds will not be honored for any reason once Excursions have commenced. Payments are non-refundable with the exception of the two reasons listed above. Cruise Line Excursions cancellations do not reflect our operational capabilities; if your Cruise Line has canceled their excursion, it will not mean that our excursion of the same type is canceled. If your excursion was canceled by the tour operator due to inclement weather or your ship did not call port your reservation, the deposit will be refunded in full. The deposit refund is obtained by replying to the original reservation E-mail received for the excursion. Due to the LIMITED CAPACITY of passenger availability for small group tours or private tours, a cancellation fee of 20% is charged when canceling once reservations and payment have been made and confirmed. Cancellations are honored two weeks prior to your reserved excursion date and payments will be 80% refundable. Cancellations with two weeks or more notice must be submitted in writing at info@almaldstours.us; if cancellations are not received in two weeks prior to the reserved excursion date, the full charge for the excursion will be charged with no obligation of any refund.

TOUR ITINERARY AND CHANGES:

Due to our Limited Capacity in all tours, Alma's LDS Tours LLC reserves the right to cancel or reschedule the tour service in the event of an insufficient number of people booking the same tour(s) on the same date(s) for all small group tours. A minimum of 3 people is required to perform a scheduled small group tour and complete the service. (1) Tour service can be rescheduled for a different date, for the same tour(s) or similar in cost for the tour(s) contracted originally. (2) Tour service can be rescheduled for the same date, for a similar tour(s) and similar price contracted originally. Alma's LDS Tours LLC also reserves the right to alter the dates, agreed prices and the itineraries of officially booked tours at its discretion. Some of the reasons may include but are not limited to, the unavailability of tour service, the increase of prices by vendors or any other reason deemed necessary and appropriate by Alma's LDS Tours LLC. All prepaid bookings are only valid for the contracted tour date/s specified on the Confirmation & Booking Report document received by Email. Any tour rescheduling requested by the customer is subject to availability and approval by the tour operator; an additional cost may apply, and prices may vary depending on the calendar season.

LIABILITY DISCLAIMER:

Alma's LDS Tours, its employees, and its tour guides shall not be liable or responsible for any loss, injury, inconvenience, illnesses, death or damage incurred or sustained during the tour. With the purchase of your tour(s), you agree to voluntarily participate in the tour at your own risk. Without limitation or waiver by Alma's LDS Tours, you expressly agree to hold Alma's LDS Tours its employees, and its tour guides harmless from any loss, injury, inconvenience, illnesses, death, or damage incurred or sustained from any of the following events or incidents: strikes, revolts, wars, riots, insurrections, criminal acts, natural disasters, closures of airports or hotels, acts of governments or other authorities, theft, pilferage, epidemic, quarantines, customs regulations or improper passports, visas or other documents although Alma's LDS Tours complies with the Mexican Federal Tourism Law of Transportation and fits all the requirements to insure all passengers during road traveling fully.

AIRPORT/HOTEL SHUTTLE SERVICE

TERMS, CONDITIONS, CANCELLATION AND REFUND POLICY

TERMS & CONDITIONS FOR ONLINE PAYMENT

You can use debit/credit Visa, MasterCard, Discover or American Express to pay online. We use PayPal as a gateway to receive payments. Our verified status indicates we have passed PayPal user security checks and most importantly, we can send and receive unlimited payments with our PayPal account in addition to increase security for buyers.

Payments must be paid in full at the time of the reservation.

You will receive an email a SHUTTLE CONFIRMATION AND VOUCHER from Alma's LDS Tours otherwise if you do not receive the email, please contact us immediately and we will verify your online voucher and payment status of your reservation.

If you received your shuttle confirmation and voucher by email, then that's considered your confirmation. If you do not receive your email confirmation, please call to our 24 hours Customer service 1- (866) 252-0896. If you find any discrepancies, please reply back to the same confirmation email. Please note: It is customer responsibility to let us know if there are any changes, itinerary or travel plans. Your return schedule is based on the information you provided us when your reservation was made online. Once our staff meets you at the airport, you will be guided to the vehicle to be taken at your Hotel /Resort, and during that ride, you will be given by the driver the exact time of your pick-up on your departing date, and your return flight will be confirmed.

TRAVEL ITINERARY CHANGES

If you need to change your travel plans, please let us know at least 48 hours prior to your arrival by email or call to our 24 hours Customer service toll-free number 1- (866) 252-0896. Shuttle services are 100% non-refundable when canceled within 48 hours of travel schedules.

AIRPORT/HOTEL SHUTTLE REFUND POLICY

You'll need to submit a cancellation notice via email at info@almaldstours.us or by calling to our office (801) 415-5136.

If you cancel at least 7 day(s) in advance of the scheduled departure, there is 20% cancellation fee. If you cancel between 3 and 6 day(s) in advance of the scheduled departure, there is a 50 percent cancellation fee. If you cancel within 2 day(s) of the scheduled departure, there is a 100 percent cancellation fee.

If the shuttle operator cancels your shuttle for any reason including weather condition or airport traffic you'll receive a full refund.

If your flight is delayed, canceled or changed, the client is responsible for notifying as soon as possible for proper reschedule. If the client does not arrive on the scheduled flight, we will consider this a NO SHOW, and the service will be deemed to be completed from our part.

Our sales office contact number in the USA is (801) 415-5136 or local Cancun, Mexico operations phone number +52 (984) 109-0684

WE WON'T VALIDATE CANCELLATIONS OF LAST MINUTE OR SHORT NOTICE.

Our shuttle company only operates with professional staff and greet you personally (not use subcontractors). No other small company does this in Cancun! We monitor your flight the day of your arrival so we can meet and greet you always on time.

All our vehicles are air-conditioned equipped, fully insured and authorized by Cancun International Airport Authorities. Parking and Taxes fees are included. Our staff at the airport is always aware of our clients, attending and making them feel like at home. No matter what time or day we will always be there to serve you with a big smile to transport you safely to your resort/hotel. Midnight flight is included, we operate 24 hours a day, 365 days a year.

MULTI-DAY TOURS TERMS AND CONDITIONS

GENERAL INFORMATION

PASSPORT & VISA INFORMATION FOR US AND CANADIAN CITIZENS

Participants are solely responsible for ensuring their passports are up to date, do not expire for at least 6 months after the trip return date (a requirement to enter many countries), have two completely blank pages (for some countries) and have all necessary visas. We recommend that you keep a copy of your scanned passport (photograph page) on your email while traveling. For up to date visa requirements US citizens should visit www.travel.state.gov and Canadian citizens should visit www.travel.gc.ca/travelling/documents. Citizens of other countries should check with the relevant embassy in their own country. Any failure of a participant to have proper visas and/or passport will likely result in the participant not being able to leave the country or enter a destination, and no refund will be available in any such case.

Alma's LDS Tours will not be held responsible for any miscarriage, stolen or left behind passport. In case of miscarriage or leaving behind a passport or visa at a previous location during the trip, we will do whatever is in our possibilities to help, as long as these efforts do not delay the current operation of the excursion and all participants in the group are supportive to such decision. However, retrieving assistance on behalf of the passports issuer or seeking help to retrieve such passport or visa, is the responsibility of the client and may be accountable for covering any charges or expenses incurred during the process.

TRAVEL INSURANCE

It is advisable to take out your travel insurance at the time of booking your trip, since coverage will begin for pre-departure cancellation from the policy issue date. This will, therefore, provide coverage should you have to cancel your trip for an insured (covered) reason. We strongly recommend that you and all members of your party are adequately insured, protecting against unforeseen circumstances that could otherwise spoil your travels. Coverage should include medical expenses and repatriation in the event of accident or illness. Also, we also strongly recommend that you have coverage for personal belongings, delay at your outward or homeward point of departure, personal liability, overseas legal expenses, and cancellation. If you are undertaking any sports or adventurous activities, including trekking, on your trip you should also make sure that your policy covers these. Please also ensure you read the policy conditions and exclusions.

WORLD TRAVEL AND CULTURAL DIFFERENCES

Many of our destinations are in the developing world where attitudes, infrastructure, priorities, lifestyles, and cultures are very different from our own. This is often the very reason to visit the destination, but certain aspects may be overwhelming. We always advise that the first thing you should pack is your sense of humor. This can prove invaluable when traveling over rougher roads, waiting for a delayed aircraft and communicating with hotel staff whose first language is not English.

SECURITY

Opportunist crime such as bag-snatching and pick-pocketing is, unfortunately, a fact of life in many destinations. Use your common sense when walking around, make use of hotel safes where available, and leave all but essential valuables at home.

HEALTH

We recommend that you see your physician before booking your trip and before traveling to make sure that you have taken all necessary health precautions. Some vaccinations require more than one visit with a period of weeks between injections. You should visit your physician at least 6 weeks before departure. For up to date medical advice we strongly recommend that you visit the Centers for Disease Control and Prevention (CDC) travelers' health page: www.cdc.gov/travel. Canadian citizens might also want to check www.bccdc.ca

PRE-EXISTING MEDICAL CONDITIONS/PERSONS WITH DISABILITIES

The nature of many of the destinations we travel to means that in some cases they may be unsuitable for those who use a wheelchair or have a lack of mobility. It is essential that you advise us before booking if you do have any disability or pre-existing medical condition which may affect your trip. Or, if you have any special requirements as a result of any disability or medical status (including any which affect the booking process); so that we can assist you in considering the suitability of the arrangements and/or in making the booking. Full details must be confirmed in writing at the time of booking and whenever any change in the condition or disability occurs. Generally, on all our escorted group tours the guides and tour leaders are, unfortunately, unable to offer additional assistance to passengers with limited mobility and all such assistance will need to be provided by whoever the passenger is traveling with. Only in some instances, we may request that you provide a letter from your doctor confirming your fitness to travel.

SPECIAL DIETARY REQUIREMENTS

Special diets should be requested on the Alma's LDS Tours booking form located on our website during the booking process; however, it may NOT be possible for individual diets to be catered to in some of the destinations we feature. We will advise the hotels of your request but we cannot guarantee their availability.

PAYMENTS

OUR CONTRACT

All bookings are made with Alma's LDS Tours LLC. By booking a trip with us, you are deemed to have agreed to these Booking Conditions (which constitutes the entire agreement between you and us), and your booking will be accepted by us on this basis. The services to be provided are those referred to in your booking confirmation.

PAYING FOR YOUR TRIP

The prices for joining a Shared Group are displayed on our website. To request a Private tour instead, you may ask for a quote on our website by filling out our booking form. To secure the clients participation on any tour whether it is Shared or Private, we require payment in full or a deposit. We cannot confirm any unpaid reservations. Once payment has been received, a booking confirmation email will be sent to the customer attached with a pdf document that includes our terms and conditions and refund policy.

Upon request, Alma's LDS Tours may offer the option to the customer to pay a deposit equivalent to 30% of the tour cost to secure participation and availability. The deposit is part payment for your trip. The balance or remainder of the payment is due 45 days prior to the scheduled tour departure.

The deposit and all such additional payments are nonrefundable unless we cancel your trip. The balance must be paid not later than the date specified on your confirmation invoice. Please note if we do not receive all payments due (including any surcharge where applicable) in full and on time, we are entitled to assume that you wish to cancel your booking. In this case, we will be entitled to keep all amounts paid or due at that date. If we do not cancel immediately because you still have promised to make payment, you still must pay the cancellation charges shown below based on the date we treat your booking as canceled.

Full payment is required at the time of booking for all bookings made after balance due date as above.

On occasions, we may be asked by suppliers to make payment to them earlier than normal. Such requests may, for example, be made to secure accommodation and other services during periods of peak demand. Failure to comply with these requests may result in the loss of confirmed arrangements. Where this situation arises, we reserve the right to ask you to make payment of the requested sum within a certain period and prior to balance due date. We will, of course, endeavor to avoid doing so if we can. Any such early payment will be nonrefundable.

ACCEPTANCE OF BOOKING AND FINAL PAYMENTS

If we accept your booking, we will issue a booking confirmation. A contract will exist between us from the date we issue the booking confirmation, or if you book within 30 days of departure, the contract will exist when we accept your payment. Please refer to your booking confirmation for details regarding final payments. Payment of the balance of the trip price is due 45 days before the departure date. If this balance is not paid on or before the due date, we reserve the right to treat your booking as canceled.

PRICES & SURCHARGES

Our trip prices are subject to variable and seasonal pricing, both of which are standard practice within the travel industry. This means our trip prices may vary at any time in accordance with demand, market conditions, and availability. It is likely that different passengers on the same trip have been charged different prices. Your best option if you like the price you see is to book at that time. Any reduced pricing or discounts that may become available after you have paid your deposit will not apply. If you wish to cancel your booking to take advantage of a lower price, full cancellation conditions apply. The most up to date pricing is available on our website. We reserve the right to impose surcharges up to 56 days before departure due to unfavorable changes in exchange rates, increases in airfares or other transportation costs, increases in local operator costs, taxes, or if government action should require us to do so. In such instances, we will be responsible for any amount up to 2% of the trip price, and you will be accountable for the balance. If any surcharge increases by more than 10% of the trip price you may cancel the booking within 14 days of notification of the surcharge and obtain a full refund. Please note that a surcharge may apply to all purchases made by credit card.

CANCELLATION AND REFUND POLICY

IF YOU CANCEL YOUR TRIP

If you have to cancel the entire booking once it has been confirmed by us, written notification must be sent to us by certified mail or by email. As proof of receipt by email of your notification to cancel you must receive and retain written acknowledgment from Alma's LDS Tours. Charges will be applied from the date your letter or email is received, according to the scale below. The charges are applied as a percentage of the total trip cost excluding any amendment charges and any amounts paid in addition to the deposit at the time of booking or before balance due date.

CANCELLATION CHARGES

The following cancellation charges apply if your final balance due date is 8 weeks prior to departure. Please note, different cancellation charges apply in relation to certain products – please see your confirmation invoice for details.

Period before departure date within which written notification is received at our offices	Cancellation charge per person, as a percentage of the total trip cost
Up to balance due date	Deposit only
Balance due date - 45 days before departure	50%
45-31 days before departure	80%
Within 30 days of departure	100%

ALTERATIONS OR CANCELLATIONS BY YOU AFTER COMMENCEMENT OF TRAVEL AND UNUSED SERVICES

We will do our best to implement any changes to your arrangements you request once they have commenced, but we cannot guarantee this will be possible. In the event of such amendments being made, you will be liable for any cancellation charges that may be levied for the services booked initially, and for the cost of booking the revised arrangements and the arrangements themselves. As a basic principle, no refunds will be paid to clients who do not complete a trip. However, where we are able to obtain a refund from hotels or principals for services not used, we will pass this on to you, less any administration charges. If you have taken out travel insurance you may, depending on the details of your policy, be able to recover the cancellation charges.

TRAVEL ADVISORIES/WARNINGS AND YOUR RESPONSIBILITY

The US Department of State has issued Travel Warnings/ Advisories to Mexico and several other countries throughout Latin America due to crime or merely for political reasons for over 30 years. This is a common practice conducted by the US government as a precaution for their citizens and may occur intermittently. However, it is well-documented that tourist destinations typically stay away from harm.

It is the responsibility of the traveler to become informed about the most current travel information, advisories and warnings by referring both to the U. S. State Department's travel website at www.travel.state.gov/ or by phone at 1-888-407- 4747 and by accessing the Centers for Disease Control (CDC) website at <https://wwwnc.cdc.gov/travel/notices>. In the event of an active State Department Travel Warning against travel to a specific location on your itinerary, Alma's LDS Tours will reroute your trip to avoid that particular locale only if necessary. If it cannot do so and if the traveler still chooses to travel to the locale of a warning, the traveler assumes all risk of personal injury, death or property damage that may arise out of or which relates to the type of events warned against.

CANCELLATIONS IN CASE OF TRAVEL ADVISORIES/WARNINGS ISSUED BY GOVERNMENT.

It is your responsibility to be aware of such advisories or warnings before completing your booking. We do not take responsibility for such occurrences since we do not have control over them. Do not expect your reservation to be canceled automatically in case of a travel warning. We require written notification to our offices via email or by physical mail if you would like to cancel your reservation. If requested, a FULL REFUND may apply only if your cancellation notice is provided within the proper timetable established in our refund policy; otherwise, fees and penalties may apply (Please refer to our refund policy for more details. Only in the event of an Active Travel Advisory "Level 3", a "Credit Voucher" voucher may be granted for a future reservation for the full amount of the original purchase minus any fees incurred during the booking process.

NO-SHOW IN CASE OF A MEDICAL EMERGENCY

In case of a medical emergency which may consequently result in a NO -SHOW on behalf of the customer, the client must provide a Medical Certificate or a letter from a Physician to validate the emergency.

The client has up to 7 days after the date of the reservation to deliver this document. The document must meet ALL following requirements:

Patient's Name, Physician's Name, Physician's License Number, Date of the Emergency, Description of the Illness or Surgical procedure. Recovery period (specify dates). Physicians Signature. Endorsement Stamp or Seal from the Hospital.

After the validation of the medical emergency, we will proceed to verify the possibility of re-scheduling the tours or services booked on the reservation, or we may instead provide a "Credit Voucher" valid for the amount of the original booking minus any fees or charges incurred during the process.

Credit Voucher

A "Credit Voucher" are funds that can be used for a future reservation with Alma's LDS Tours. Credit Vouchers are issued for the total amount spent on the original reservation minus fees or charges incurred during the booking process that can be used only by the original client. Credit Vouchers are non-transferable, expire within 2 years of the date of the original reservation and can only be redeemed in one future transaction, booking, reservation, etc.

A "Credit Voucher" may be offered by Alma's LDS Tours to the customer in case of a No-Show for the following reasons only:

- when a medical emergency has been validated
- upon validation of an Active Travel Advisory "Level 3" issued by the client's Government directly affecting the locations included in the itinerary of the reservation.

IF WE CHANGE YOUR TRIP

We start planning the trips we offer many months in advance. Occasionally, we have to make changes to itineraries, hotels and other details both before and after bookings have been confirmed. While we always endeavor to avoid changes and cancellations, we must reserve the right to do so. However, we will only cancel your confirmed booking after balance due date where you have failed to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time) or where we are forced to do so as a result of "force majeure" as defined herein. We will not cancel after this date for any other reason.

FORCE MAJEURE

We cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected, or you otherwise suffer any loss, injury, death, inconvenience or damage as a result of circumstances amounting to “force majeure”. “Force majeure” means any event or circumstances which we or the supplier of the services in question could not foresee or avoid. Such events and circumstances may include, acts of God, actual or threatened, war, insurrection, riots, strikes, civil action, decisions by governments or governing authority, technical or maintenance problems with transport, changes of schedules or operational decisions of air carriers, terrorist activity or the threat thereof, industrial action, natural or nuclear activity, epidemics/pandemics or the threat thereof, adverse weather conditions, fire and all similar events outside our control.

LIABILITY DISCLAIMER, ASSUMPTION OF RISK, AND OTHER IMPORTANT LEGAL CONSIDERATIONS

VOLUNTARY PARTICIPATION

I acknowledge that I have voluntarily applied to participate on the trip designated on this application (or a trip which I may change to) and that I have read the description of the trip as it appears in the current Alma's LDS Tours website, any supplements and itineraries relating to the trip, together with all information contained in this contract. I am voluntarily participating in this trip with knowledge of the hazards involved. I am also aware that additional waivers may be required by local tour providers in order to participate in certain activities during my trip.

LIABILITY DISCLAIMER

Without limitation, Alma's LDS Tours is not responsible for any injury, loss, or damage to person, property or luggage, death, delay or inconvenience in connection with the provision of any goods or services occasioned by or resulting from, but not limited to, acts of God, acts of government, force majeure, acts of war or civil unrest, insurrection or revolt, strikes or other labor activities, criminal or terrorist activities of any kind, or the threat thereof, overbooking or downgrading of accommodations, structural or other defective conditions in hotels or other lodging facilities, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely or safely, dangers associated with or bites from animals, pests or insects, marine life or vegetation of any sort, dangers incident to recreational activities such as scuba diving, zip lining, snorkeling, paddle boarding, swimming, kayaking, sailing, canoeing, rafting, hiking, bicycling, rock climbing, etc. sanitation problems, food poisoning, lack of access to or quality of medical care, difficulty in evacuation in case of medical or other emergencies, illness, epidemics or the threat thereof or for any other cause beyond the direct control of Alma's LDS Tours. Also, I release Alma's LDS Tours LLC from its negligence and assume all risk thereof.

ASSUMPTION OF RISK

I am aware that adventure travel such as that I am undertaking involves hazardous activities, some in remote areas of the world, with a risk of inconvenience, illness, injury or death which may be caused by forces of nature, animals, insects or flora, the negligence of Alma's LDS Tours LLC, or other persons and companies known or unknown, or of negligent, willful or criminal conduct of third parties. I am aware that weather conditions may be severe, adverse and/or unpleasant. I am also aware that medical services or facilities may not be readily available or accessible during some or all of the time during which I am participating on the trip. In order to partake of the enjoyment and excitement of this adventure travel trip I am willing to accept the risks and uncertainty involved as being an integral part of my adventure. I hereby accept and assume full responsibility for any and all risks of illness, injury or death and of the negligence of Alma's LDS Tours LLC. or of any third parties.

TRAVEL ADVISORIES/WARNINGS AND YOUR RESPONSIBILITY

It is the responsibility of the traveler to become informed about the most current travel information, advisories and warnings by referring both to the U. S. State Department's travel website at www.travel.state.gov/ or by phone at 1-888-407- 4747 and by accessing the Centers for Disease Control (CDC) website at <https://wwwnc.cdc.gov/travel/notices>. In the event of an active State Department Travel Warning against travel to a specific location on your itinerary, Alma's LDS Tours will reroute your trip to avoid that specific locale. If it cannot do so and if the traveler still chooses to travel to the locale of a warning, the traveler assumes all risk of personal injury, death or property damage that may arise out of or which relates to the type of events warned against.

COMPLAINTS

Should you have any complaints about an aspect of your trip arrangements when traveling, you must inform the local representative or supplier involved immediately. Most problems can easily be dealt with on the spot. Please note if you do not report a problem or complaint which, if it had been reported at the time it occurred could have been resolved there and then, we cannot accept any liability in respect of that problem or complaint. It is sensible to expect a client traveling in the developing world to be reasonably resourceful if things go wrong. If you need urgently to speak with an Alma's LDS Tours LLC representative outside of office hours you are able to contact us on our 24 hour emergency telephone service which is (801) 415-5136. The number will be found in the Important Information section of your Travel Organizer. In the unlikely event that an acceptable solution cannot be found, you should then write to us within 28 days of your return with full details of your complaint.