

# Blue Bee Odysseys LLC

## TERMS OF SERVICE

Updated 10/1/24

“You”, “your”, “I”, or “my” refers to the participant.

With the services of Blue Bee Odysseys LLC (“Blue Bee Odysseys”, “BBO”, “we”, “us”, “our”, ) is allowing you to participate in a BBO odyssey (hereafter “journey”, “odyssey”, “retreat”, “tour”)

### **Booking/Registration**

You are required to complete and return the registration form and read and sign the Terms of Service agreement form. You will then be contacted by BBO for information on how to proceed with the deposit and final payments by credit card on a secure and safe system. Once the deposit is done, you will be fully registered.

### **Deposit and Payments**

Deposit is generally \$500 per person unless noted otherwise in journey notes for a specific odyssey. Payment can be done with credit cards on our secure and safe system, after you have filled out the registration and signed the Terms of Service form. You must provide us with an authorization for each payment transaction for the odyssey. Your authorization is an agreement for us to charge your card and an agreement to these terms and conditions including the cancellation terms, waiving any right to a chargeback and agree to any refund policies defined in these terms and conditions. Sometimes, it is possible to dispute a credit card charge (chargebacks) but before initiating this, we kindly request that you call us and we will work with you to resolve your concerns. You agree to not make any improper chargebacks. BBO reserves the right to collect all costs, fees and expenses associated with such chargeback, reversal, or recollection, including, without limitation, attorney fees.

The balance of your odyssey fee is due 75 days prior to the odyssey start date. If registration is received within the 75 days of an odyssey’s start date, then a full payment is needed following the registration and signing of the Terms and Condition form.

### **Pricing**

Pricing is in US dollars per person and based on double occupancy. We reserve the right to change prices slightly until 90 days before departure. This could be done based on a variety of factors, including unexpected changes in transportation costs, fuel costs, supplier costs, exchange rate changes. If you are traveling as a single person, you will be assigned a roommate of the same gender, unless you choose a single room, if available, which would then be assigned a single room supplement surcharge.

## **Accommodations**

Accommodations are based on double occupancy per room. If you are traveling alone, we will match you with a roommate of the same gender. If you choose to room alone, a single supplement will be charged. It may not be possible to get a single accommodation on all tours.

## **Itinerary Changes**

We reserve the right to modify the itineraries when needed and substitute accommodations of equal value if needed.

## **Cancellation by Participant**

If you must cancel your reservation, money will be returned less the cancellation fees. We request written notification of cancellation by email sent to [journey@bluebeeodysseys.com](mailto:journey@bluebeeodysseys.com) with a fee based on the date of receipt of your email. 90 + days prior to departure, the cancellation is 50% of your deposit. 90 to 60 days prior to departure the cancellation fee is 50% of odyssey cost. 59 days or less, prior to departure the cancellation fee is 100% of odyssey cost. No exceptions will be made to this cancellation policy, including for reasons of personal, family or medical emergencies or any other circumstances beyond your control. You will not be reimbursed for any personal expenses such as airfare, lodging, or travel expenses. We STRONGLY encourage purchasing travel insurance.

## **Travel Insurance**

All participants must have medical travel insurance that would cover you while outside your home country, with a minimum of \$200,000 USD evacuation and repatriation coverage, including personal injury and all forms of medical expense. You agree to accept full and complete responsibility for any and all participant medical expenses and associated costs in the event that you become ill while traveling with BBO.

BBO strongly recommends travel insurance for all of our odysseys in order to protect your investment in the odyssey and your health. It must insure you at a minimum for foreign medical care and medical evacuation as mentioned above. BBO strongly recommends that participant purchase travel insurance coverage for trip cancellation, flight delay, loss of luggage and other personal belongings. It should also include coverage for pre-existing health conditions, should you have any. It needs to be purchased shortly after signing up for your odyssey, usually 14 days, although each carrier is different in their requirements. You can go online to obtain information on travel insurance or contact [insuremytrip.com](http://insuremytrip.com) which allows you to compare plans. You can also check your credit cards to see if they cover travel insurance. If you choose not to cover yourself with any travel insurance, you then assume the risk and full

responsibility for all tour fees and costs as well as foreign medical care and medical evacuation.

### **BBO Tour Cancellation, Force Majeure**

Although we do our best to avoid this, it is possible on rare occasions for Blue Bee Odysseys to cancel an odyssey due to insufficient registrations. You would be notified 91 days in advance. In this case, your entire payment would be refunded to you within 14 days after the odyssey cancellation. BBO is not responsible for any additional expenses incurred by you in preparing for a canceled odyssey, such as nonrefundable airline tickets, travel insurance, etc.

An odyssey could be canceled due to Force Majeure, meaning any circumstances beyond the reasonable control of BBO, including terrorist activities, insurrection, strike, flood, volcanic eruption, forceful wind, fires, war, health threats, pandemics, and other unforeseen circumstances. If BBO or any of its suppliers are affected by Force Majeure, they may in their sole discretion vary or cancel any itinerary or arrangement in relation to the tour. If an odyssey was canceled due to Force Majeure or other event beyond our control, the BBO cancellation policy does not apply and no refunds will be granted, (unless as determined by BBO sole discretion). It is advised that you obtain travel insurance.

### **Responsibility**

Blue Bee Odysseys acts as an intermediary for various suppliers that provide lodging, meals, transportation, local guide services, or other services connected with your odyssey. We take more than reasonable care to choose competent suppliers. You understand that these suppliers are independent contractors and not managed by Blue Bee Odysseys.

### **Pre-departure Services**

Upon receipt of your Registration form, Terms of Service form and deposit, we will send you detailed information on how to prepare for your tour, a reading list, visa and other possible forms needed, cross-cultural information and an initial invoice for the balance due.

### **Odyssey Expenses Covered**

We include the cost of accommodations, meals as noted in the itinerary, local guides, odyssey leader, entry fees as specified and surface transportation associated with the planned itinerary.

## **Odyssey Expenses Not Covered**

Costs not covered include meals not included in the itinerary, air and land transportation to and from the tour, beverages, personal expenses, non-scheduled activities, laundry, visas, passports, medical expenses or evacuations, gratuities and insurance. If a tour must be extended due to weather, political disputes, or other causes beyond our control, all costs associated with this are not included in the tour rates or refunds. BBO strongly suggests that you obtain travel insurance to cover this.

## **Passports and Visas**

A valid passport is required for US citizens traveling internationally. You will be notified if a visa is needed. Passports must be valid for six months after the completion of your odyssey. It is recommended that you make a copy of your passport to carry with you in case it is lost or stolen and another copy for a friend or family member to have back home.

## **Food and Dietary Requirements**

Please let us know of dietary requirements before the odyssey starts. Vegetarians can generally expect to get their needs met. Some parts of the world have more limited vegetarian options. Other dietary requirements, such as vegan, gluten intolerance, lactose intolerance, can usually be accommodated but it could be limited. It is recommended that you bring your own snacks with you.

## **Photos and Video**

BBO may take photos or videos of people on the odyssey. By making a reservation with us, you agree to allow images of you in promotional material, in any medium, including but not limited to print, electronic media, or internet. If you prefer not to have any images of you used, please let us know in writing before the odyssey starts.

## **Participant Health**

Our odysseys are intended for people with good physical and mental health, as well as physical mobility. Please discuss any possible limitations with your medical professional to assist in your decision making about participation. It is expected that participants are truthful and accurate about any health conditions, dietary restrictions and allergies. If a participant has allergies, BBO cannot guarantee that restricted items would not be at restaurants, accommodations or elsewhere on the tour. BBO strives to accommodate a wide range of individuals, but does reserve the right to deny participation in a tour.

## **Participant Travel Medication and Information**

BBO is not a medical authority and cannot advise you on travel medication and vaccinations. It is suggested that you talk to your medical professional, a local travel

clinic, the US Center for Disease Control and Prevention, or the World Health Organization.

### **Participant Conduct, Limitations and Harassment**

It is imperative that participants follow the rules and regulations of a country, safety protocols and respect staff and other participants. Disrespectful, lewd behavior, excessive intoxication or other behaviors that could negatively impact or endanger others will not be tolerated. Absolutely no harassment, disrespectful or inappropriate conduct based on sex, national origin, religion, race, color, gender (including gender identity and gender expression), physical or mental disability, medical condition, sexual orientation, marital status, veteran status is acceptable. BBO reserves the right to ask a participant to leave the tour due to these behaviors, no refund will be available nor would BBO be responsible for additional expenses incurred by the participant as a result of their dismissal.

### **Getting to and from a Tour**

Participant is responsible for getting to and from the beginning and end point of a tour. If you are delayed for any reason on arrival or departure or need to leave the tour early, BBO is not liable for any additional costs involved nor will there be a refund for any missed portion of the tour.

### **Luggage Restrictions**

Transportation vehicles have limited space. You must move your own luggage. Travel light with one piece of normal carry on luggage and one piece of hand luggage.

### **Complaint and Claims Procedures**

If you have a complaint, please inform the odyssey guide as soon as possible while on the journey to allow the grievance to be rectified. If not satisfied, contact us at [journey@bluebeeodysseys.com](mailto:journey@bluebeeodysseys.com) Failure to report the problem during the odyssey will extinguish or reduce compensation from BBO. If the problem is not rectified through these means while on the odyssey, then any additional complaint must be put in writing within fifteen days after the end of the odyssey.

### **Responsibility and Release of Liability**

I acknowledge that any odyssey, tour, journey or retreat that I participate in under the arrangements of Blue Bee Odysseys has some inherent risks or dangers that could arise that include but are not limited to accident or illness, animals, forces of nature, war, terrorism, availability of medical supplies and facilities. I understand that Blue Bee Odysseys, their representatives, owner and its suppliers will have no liability regarding the adequacy of any evacuation plan, medical care or supplies that may be provided.

I am voluntarily participating in activities, taking responsibility to choose a tour that fits my level of health and fitness, and agreeing to assume all risks, including bodily injury, emotional trauma, property damage or theft, loss of luggage and death. I release and discharge Blue Bee Odysseys and its representatives from liability, damage or loss arising out of the arrangement or provision of transportation, housing, food, and any other services involved in Blue Bee Odysseys.

I understand that if I have no travel insurance, I will not have the benefit of any policy defined insurance protection and that I will assume that risk and will be fully responsible for all odyssey fees. You will also agree to accept full responsibility for the costs of medical evacuation if needed. You agree to accept full and complete responsibility for any and all participant medical expenses and associated costs not covered by medical insurance.

**Changes to Terms of Service**

BBO reserves the right to update the Terms of Service at any time, with or without notice.

I have read and understood the foregoing Terms of Service. I release Blue Bee Odysseys, its representatives, owner and suppliers from all responsibility and liability.

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