Travel Terms & Conditions

OPULENCE TRAVEL AGENCY | Effective October 22, 2026

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These Terms & Conditions ("Terms") apply to travel services arranged by Opulence Travel Agency ("Opulence," "we," "us") for each traveler ("Traveler," "you"). A "hosted group experience" is an experience specifically designated and organized by Opulence. FIT, cruise-only, and other supplier-managed reservations may have different terms as identified below. The confirmed booking and applicable supplier terms should be read with this agreement.

1. RESERVATIONS AND IDENTIFICATION

Acceptance

By signing or affirmatively accepting these Terms electronically in connection with booking, the Traveler accepts the applicable conditions. The person making a reservation represents that they are authorized to provide booking information for those listed and will share relevant terms with them. Each adult should receive and accept applicable terms; a booking representative cannot waive another adult's nonwaivable rights.

Accurate information

Names on reservations must match the government-issued identification and travel documents to be used. Travelers must review confirmations promptly and report errors in writing. Travelers must maintain current contact details and monitor booking and payment communications.

2. PRICES, DEPOSITS AND PAYMENTS

Inclusions and exclusions

Prices are per person and based on the occupancy specified in the published offer unless otherwise stated. Only expressly listed inclusions are included. Travelers pay personal expenses, optional services, insurance, visas, passports, gratuities, meals, taxes and transportation not expressly included.

Deposits

The published deposit is required to request or secure a reservation. Deposits and payments for hosted group experiences are nonrefundable and nontransferable except where these Terms expressly provide otherwise or law requires. Supplier-managed reservations are governed by their confirmed booking and supplier policies. Payment may be collected by authorized payment processors or suppliers.

Monthly payment plans

Installment plans are a convenience. Missed monthly installments do not by themselves trigger Opulence late fees or automatic cancellation under the hosted-group policy. The full balance must be paid by the published final payment deadline.

Final payment and late fee — hosted groups

For an EXISTING hosted-group reservation, a $250 late fee PER RESERVATION applies on the calendar day following the original final payment due date if a balance remains unpaid. The Traveler has ten (10) calendar days from that original due date to pay the entire balance and fee. If not received within that period, the reservation is automatically canceled without further notice, and previous payments are forfeited, nonrefundable, and nontransferable except as law requires.

New reservations cutoff

New hosted-group reservations must be confirmed and paid in full no later than the published final payment due date. The ten-day grace period is ONLY for existing reservations and does not extend new booking availability.

Non-hosted reservations

The $250 hosted-group late fee does not apply to FIT, cruise-only, or other non-hosted bookings. Supplier terms and separately disclosed and accepted Opulence service fees govern those reservations.

Hosted-group price protection

Once the hosted-group booking is confirmed and the required deposit or full payment received, the confirmed package price is locked. Later advertised increases apply only to new reservations. Traveler-requested upgrades, add-ons, changes in room occupancy (including roommate cancellation), or separately authorized services may add charges. Legally required or expressly disclosed and accepted tax or supplier-charge adjustments remain subject to the booking agreement and law. FIT and cruise pricing follows supplier rules.

3. CANCELLATIONS, REFUNDS AND REINSTATEMENT

Traveler cancellation

Payments toward hosted group experiences are nonrefundable and nontransferable to another traveler, departure date, or experience, except where expressly stated or required by law. Unused services generally are not refundable, subject to applicable supplier terms and law.

Cancellation by Opulence for its own business reasons

If Opulence cancels a hosted group experience for its own business or operational reasons, it will refund in full the amounts paid directly to Opulence toward the canceled package, without an Opulence administration-fee deduction. The Traveler may instead voluntarily elect to apply eligible funds to another experience. Independently purchased expenses such as airfare, insurance, and visas generally are excluded unless otherwise agreed or required by law.

Supplier cancellations and force majeure

Where a supplier cancels or extraordinary circumstances beyond reasonable control prevent performance, supplier contracts and applicable law govern refunds, credits and remedies. Opulence will make reasonable efforts to pursue available remedies and communicate options. Postponement, credit, rebooking and refund decisions are handled individually. No automatic 5%, 15%, or $500 administration deduction applies to refunds for agency-initiated cancellations.

Reinstatement

An otherwise eligible reservation canceled BEFORE the original final payment due date may be considered for reinstatement if requested within fourteen (14) calendar days of cancellation. Reinstatement requires supplier approval, availability, payment of outstanding amounts and a $100 per-person domestic or $200 per-person international reinstatement fee. Reinstatement is unavailable after cancellation following the ten-day final-payment grace period.

Transfers and changes

Hosted-group reservations and payments cannot be substituted or transferred to another traveler, experience, or date, except for the voluntary alternative offered after an Opulence-initiated cancellation or where law requires. All changes must be requested in writing.

Name corrections

Correcting the SAME traveler's name after booking confirmation carries a $100 per-person Opulence fee plus supplier charges, ticket reissue costs and fare differences. This is not a passenger-substitution option. No separate $50 Opulence fee applies to other permitted changes, though supplier charges and differences in price may apply. Changing hosted departure dates generally requires cancellation and a new reservation.

4. ITINERARIES, SUPPLIERS AND UNFORESEEN EVENTS

Changes to arrangements

Opulence may substitute reasonably comparable accommodations, activities or transportation when operationally necessary without each Traveler's individual approval. Opulence will make reasonable efforts to advise travelers of material changes. Significant changes and remedies remain subject to confirmed booking terms and law.

Force majeure

Events beyond reasonable control may include natural disasters, severe weather, civil unrest, strikes, border restrictions, public-health emergencies and transportation disruptions. Opulence will assess postponements and cancellations case by case according to circumstances, supplier terms and law; no specific credit, refund or rebooking outcome is guaranteed.

Independent suppliers

Airlines, hotels, cruise lines, transportation providers, excursions and other suppliers operate under their own applicable terms, safety requirements and schedules.

5. PASSPORTS, VISAS AND DOCUMENTS

Traveler documentation responsibility

Travelers are responsible for obtaining and carrying required passports, visas, electronic travel authorizations, transit documents, identification and health-related entry documents for all destinations and connections. Rules vary by citizenship, supplier and destination; travelers must verify current requirements with official authorities and carriers.

Passport validity

As an Opulence agency policy, passports for international travel must be valid for at least SIX (6) MONTHS beyond the scheduled return date, even where a destination's minimum legal requirement is shorter. Sufficient blank pages and any other destination-specific requirements are also the Traveler's responsibility.

Final documents

Travel documents and instructions are generally provided electronically approximately 14–21 days before departure, or sooner if available, after full payment and supplier confirmation. Timing can vary with late bookings and supplier availability.

Denied entry or boarding

Travelers bear resulting expenses from inadequate or invalid documentation or failure to meet lawful entry and boarding requirements, except to the extent Opulence's own legally actionable conduct or applicable law requires otherwise.

6. INSURANCE, HEALTH AND ACCESSIBILITY

Insurance

Travel insurance is strongly recommended but is not generally mandatory unless a supplier or booking requires it. Travelers should consider cancellation, interruption, medical, evacuation, baggage and activity coverage. Cancel For Any Reason coverage, if available, is time-sensitive, limited and not guaranteed. Opulence does not guarantee insurer decisions or claim payment.

Health and fitness

Travelers should assess fitness to travel, seek medical guidance when appropriate and request accommodations in advance. Disability, chronic illness or pregnancy does not automatically disqualify a Traveler.

Significant health or safety risk

When a significant identifiable risk arises, Opulence may make an individualized assessment and, when necessary and lawful, request medical clearance or temporarily exclude the Traveler from specific group activities. Reasonable accommodations will be considered; an entire booking will not automatically be canceled solely because of disability or medical condition. Personal costs remain the Traveler's responsibility to the extent allowed by law.

Accessibility

Opulence will make reasonable efforts to coordinate accessible services with suppliers, subject to availability and destination infrastructure. Walkers and wheelchairs are not categorically prohibited. Service animals are subject to applicable laws and destination or carrier requirements, not a blanket ban.

Personal assistance

Unless expressly included, Opulence hosts, guides and drivers do not provide bathing, dressing, toileting, wheelchair transfers, medication administration, nursing or other personal-care services. Travelers who need these services must arrange appropriate assistance; legally required accommodations remain applicable.

Emergencies

Opulence may make reasonable efforts to contact emergency services where needed. Medical providers make treatment decisions. Medical, evacuation and related expenses are the Traveler's responsibility to the extent permitted by law.

7. CHILDREN AND MINORS

Minimum age

A Traveler must be at least FIFTEEN (15) YEARS OLD on the scheduled departure date to join an Opulence-hosted group experience. A fourteen-year-old may book if they will be fifteen by departure.

Supervision

Travelers under eighteen (18) must be accompanied by a parent, guardian or legally authorized responsible adult. That adult supervises the minor and provides any necessary consent documents, safety equipment and travel authorization. No babysitting or childcare is provided unless expressly included.

Supplier age rules

Cruise lines, hotels, FIT bookings and activities may impose their own minimum ages, room rules and guardian requirements.

8. AIRLINES, BAGGAGE AND AIRPORT TRANSFERS

Airline policies

Airlines independently control flight schedules, seating, check-in and baggage rules. Seat preferences are requests, not guarantees. Travelers must monitor flights, check ticket information and comply with airline deadlines. Opulence will make reasonable efforts to relay known material changes.

Baggage fees

ALL airline baggage fees are the Traveler's responsibility, including checked, excess, overweight and oversized baggage, regardless of whether airfare is included, unless an inclusion is specifically confirmed in writing.

Missed transfers

If a Traveler misses a scheduled airport transfer because of a delayed, canceled, rescheduled or missed flight, the Traveler is solely responsible for ARRANGING AND PAYING for replacement transportation, unless the confirmed agreement or law expressly provides otherwise.

9. HOTELS AND ROOMMATES

Hotel arrangements

Bedding, room location, view and special requests are not guaranteed unless confirmed by the supplier. Check-in/out times are set by hotels. Travelers pay incidentals, security deposits and other nonincluded costs.

Roommate cancellation

If a roommate cancels, the remaining Traveler is responsible for the applicable single-occupancy difference unless another eligible roommate is confirmed by the agency's stated deadline. This occupancy change is an exception to the hosted-group price lock.

Matching

Opulence may assist with roommate matching when another eligible traveler is available but does not guarantee a match or compatibility.

10. CRUISE RESERVATIONS

Cruise terms and fees

Cruise line deposits, cancellations, refunds, itineraries and boarding are subject to cruise line terms and applicable law. Cruise line cancellation penalties apply along with any separately disclosed and accepted Opulence planning or service fees; no undisclosed agency cancellation fee is added.

Cabins and changes

Stateroom categories, guarantee cabin assignments, bedding, accessibility, ports and ship itineraries are subject to cruise line control. Opulence will make reasonable efforts to communicate known material changes. Refunds or credits depend on supplier terms and law.

Missed embarkation

Travelers must meet the cruise line boarding deadline. A Traveler who misses scheduled embarkation is solely responsible for ARRANGING AND PAYING for alternative transportation, lodging, meals and other resulting expenses. Joining at a later port requires cruise line approval and compliance with applicable immigration rules; permission is not guaranteed. No-show penalties may apply. Opulence need not arrange or fund alternatives unless required by law or expressly contracted.

Documentation and onboard expenses

Travelers must meet cruise, transit and destination documentation rules and Opulence's six-month passport policy; a birth certificate should not be assumed sufficient. Onboard expenses, medical care, gratuities and optional activities are the Traveler's responsibility unless included.

11. CONDUCT, SAFETY AND EARLY DEPARTURE

Conduct

Violence, threats, harassment, unsafe behavior or substantial disruption may result in removal from an activity or group experience. Opulence may give warnings at its discretion but need not warn before acting on serious misconduct.

Alcohol

Responsible alcohol consumption is permitted where lawful. Intervention is based on disruptive or unsafe behavior, not merely consuming alcohol.

Removal or voluntary departure

Travelers removed for serious misconduct or voluntarily departing early pay their alternative travel and accommodation expenses. Unused services generally are not refunded, subject to supplier terms and law. No removal will be based solely on disability or a medical condition.

Inherent activity risks

Travel and recreational excursions may involve injury, illness, property loss and potentially death. Optional activity participation is voluntary. Travelers should follow operator safety instructions and obtain suitable insurance. Any release of liability is limited by law.

12. PHOTOGRAPHY AND PROMOTIONAL USE

Consent and opt-out

By accepting these Terms, Travelers consent to Opulence using photographs and videos captured by agency representatives during hosted experiences, including the Traveler's likeness, in websites, social media, emails and paid advertising without compensation. Travelers who wish to opt out must notify info@opulencetravelagency.com IN WRITING BEFORE DEPARTURE. Opulence will make reasonable efforts to honor timely requests and remove material within its control where practicable; it cannot guarantee removal of already distributed or third-party content. Nonwaivable rights remain intact.

13. SUPPLIER RESPONSIBILITIES AND LIABILITY

Independent providers

Opulence arranges travel through independent suppliers who control their own services, staffing, equipment and operations. To the extent allowed by law, Opulence is not responsible for losses caused solely by those independent suppliers or circumstances outside its reasonable control.

Agency obligations

Opulence remains responsible for its own legally actionable errors, negligence, misrepresentation and contractual obligations. It will perform agreed booking coordination and advisory services with reasonable care and make reasonable efforts to assist with material disruptions. Assistance does not guarantee a supplier refund or remedy.

Lost or stolen property

Travelers must safeguard belongings and pursue claims with the responsible supplier, insurer or other party. Opulence is not responsible for independent third-party property losses except where applicable law provides otherwise.

Destination conditions

Weather, safety, health and transportation conditions may change. Travelers should review official travel advisories. Opulence does not guarantee that travel is free of risk.

Limitations

To the extent permitted by law, Opulence is not liable for indirect, special, incidental or consequential losses arising solely from events outside its reasonable control. These Terms do not exclude liability or remedies that cannot lawfully be excluded.

14. COMPLAINTS, DISPUTES AND TEXAS LAW

During travel

Travelers should promptly report problems to the responsible supplier and, where reasonably possible, an Opulence representative, and preserve supporting records.

Written complaints

Travelers are requested to submit formal complaints within THIRTY (30) CALENDAR DAYS after travel ends, when reasonably possible, to info@opulencetravelagency.com, with name, booking details, issue, evidence and requested remedy. Opulence will review in good faith and make reasonable efforts to respond within a reasonable period. This expectation does not shorten legal deadlines or eliminate nonwaivable rights.

Informal resolution, then court

The parties will attempt reasonable good-faith informal resolution through written communication before formal legal proceedings, where permitted by law. If unresolved, either party may proceed in court. No mandatory binding arbitration applies. Urgent relief, preservation of claims, legitimate payment disputes and regulatory complaints remain available.

Governing law and venue

Texas law governs to the extent permitted by law. Court proceedings arising from these Terms will be brought in a court of competent jurisdiction in MONTGOMERY COUNTY, TEXAS, unless mandatory jurisdiction or venue rules require otherwise. Nonwaivable consumer protections remain effective.

Chargebacks

Travelers retain lawful credit/debit card dispute rights. Opulence may contest disputes with accurate records and pursue remedies for knowingly false claims where legally permitted; no penalty is imposed for a good-faith dispute.

15. WEBSITE AND SUPPLIER DESCRIPTIONS

Descriptions

Supplier descriptions, photographs, amenities, classifications and ratings may change. Opulence makes reasonable efforts to provide accurate material booking information but does not guarantee that independent supplier marketing remains unchanged.

External websites

Third-party websites may have their own privacy practices and terms. A link is not a guarantee of their content or availability.

16. AMENDMENTS AND CONTRACT PROVISIONS

Amendments

Opulence may update these Terms prospectively for new bookings after their effective date. Confirmed bookings remain governed by the terms accepted at booking unless the Traveler expressly agrees to a change, law requires it or the confirmed booking otherwise lawfully permits it. Changes will not remove nonwaivable rights or undermine agreed price protection.

Severability

If a provision is invalid or unenforceable, the remaining provisions remain effective to the extent permitted by law.

Entire agreement

These Terms, the confirmed booking agreement, applicable package details and separately accepted written terms constitute the agreement for the covered services. Express booking-specific provisions control where they validly modify these general Terms. Supplier terms apply to the services the suppliers operate.

Acceptance

By signing or affirmatively accepting electronically, the Traveler acknowledges an opportunity to review these Terms. A person signing for a minor represents that they are the parent, guardian or legally authorized responsible adult. A booking representative's signature does not waive another adult's nonwaivable rights.