

**Maria Anderson Travel** welcomes you and, thanking you for your preference, invites you to keep in mind the Terms and Conditions of the Intermediation Service in the "Contracting of Tourist Services for the UNITED STATES OF AMERICA".

**Trademarks and legal representation:**

María Anderson Travel, Travel María Anderson, Multiservices, and Multi-Services are registered trademarks and form part of the parent services company MULTISERVICES GROUP, whose corporate name and legal status is Multiservices LLC. For all legal purposes related to this information, "MULTISERVICES GROUP" designates María Cecilia Anderson as the legal representative of its María Anderson Travel brand, with both having their registered address at 400 N Ashley Dr, Suite 1900, Tampa, FL 33602

**Preliminary Information:**

It is important that you enter your complete, exact, and real data in the purchase request. Only then can we keep in touch with you. and provide you with a better service.

By reading these terms and conditions you will be able to make a better choice and better exercise your consumer rights. We suggest you print them and keep them, along with your ticket and/or voucher.

You, as a consumer, have the duty to review, before contracting, the characteristics and conditions of each service informed by María Anderson Travel and in those administered by the flight, accommodation, or other service providers that you wish to contract. You also have the duty to find out about the documentation you may need to be able to carry out your trip as planned.

Check in time if you require a passport, visa, vaccinations, permission for minors or other document requirements for both the destination countries and the countries in transit. If you require it and do not have it, make the necessary arrangements to obtain it in advance.

The prices of the services available on [www.mariaanderson.online](http://www.mariaanderson.online), while they appear on it, will only be valid and applicable on it and will not be applicable to other sales channels used by María Anderson Travel, such as branches, contact center, whatapps, catalogs or others. Notwithstanding this, the prices included in the Service Detail may vary until the effective issuance of the relevant Confirmation Letter.

Any acceptance of the offer made through our website and official sales channels will be subject to the condition that María Anderson Travel validates the transaction after verifying that there is availability of air and/or land spaces and that it validates and accepts the means payment offered by the user. If the transaction cannot be validated, María Anderson Travel will refund the money. María Anderson Travel cannot guarantee availability or final price of the services until this payment and verification process is completed.

Contracting any service through María Anderson Travel, in any of its service channels, has an associated Agency service charge, which will vary according to the type of service and the channel through which it was contracted. Said charge does not contemplate the possibility of a refund under any circumstances.

Except in exceptional cases, the services offered do not allow exchange or return by suppliers. However, any total or partial refund voluntarily made by the provider(s) for services that have not been used, will be delivered to the client later and discounting the fines imposed by the suppliers. Consult about your case and inform yourself properly.

When the contracted rate allows it, returns and changes will be subject to the corresponding fines and charges according to the conditions of the purchased rate. Consult about your case and inform yourself properly.

As a rule, taxes are in addition to the fares published by the airlines and are included in the final charge to your payment method. However, governments and/or local authorities may impose and collect additional taxes at the airport. There are countries where departure fees and/or taxes can only be paid in local currency and in cash at the airport. Consult about your case and inform yourself properly.

Check in advance if you require a passport, visa, vaccinations, permission for minors or other travel documents for the countries of transit and destination. If you require it and do not have it, make the necessary arrangements to obtain it in advance. For citizens traveling with a foreign passport, check with your consulate.

As a rule, the required documentation is the following:

- All passengers (adults, children, and infants) must keep valid throughout the duration of the trip, in perfect condition and with more than six months of validity after the end of this, the documents:

- Passport,
- Identity card, for countries that exceptionally allow entry with this document instead of the passport,
- Visas in the cases that were required, for countries in transit and countries of destination, and
- Certificates of certain vaccines, for countries where it was required.

For trips with minors, additionally and in triplicate:

- Notarial or judicial authorization to leave the country of the father and/or mother who is not traveling with the minor, and
- Birth certificate with designation of parents, or Family Book.

It is the responsibility of each passenger to consult the respective embassy or consulate (of the country in transit or of destination) about the requirements and special conditions of entry at the time scheduled for the trip.

Notwithstanding the foregoing, depending on your nationality, place of origin, transit or destination, there may be additional requirements. Consult about your case and inform yourself properly.

By order of the aeronautical industry, air ticket restrictions are presented in English. To resolve any questions, contact one of our executives.

The passenger's name must coincide on the air ticket with the first name and last name registered on their travel document. If this condition is not met, the airlines reserve the right to deny boarding.

If any of the passengers has any special need, they must inform it at the time of making their reservation, to give notice and manage the requirement to the airline, and/or the hotel and/or the corresponding service. Special needs may incur additional charges.

Find out about the conditions and number of kilos allowed in checked baggage and carry-on baggage for each airline.

For sales made through our contact center (by phone or by email) and on [www.mariaanderson.online](http://www.mariaanderson.online), the right of withdrawal does not apply to purchases made by electronic means or by distance communication.

In some cases, airlines may fly routes in collaboration with other airlines, which could mean not boarding the airline where the initial ticket was issued. Consult about your case and inform yourself properly.

## **Specific Aspects:**

### **Price**

The price of the travel services will be the one shown on [www.marianaderon.online](http://www.marianaderon.online), proposals and formal quotes sent via email, except in cases of obvious error.

Prices for travel services are dynamic and may change at any time. Price changes will not affect reservations already accepted, except in the event of manifest error. We display many Travel Services and endeavor to ensure that the price displayed is accurate. We reserve the right to correct any pricing errors on our Service.

If there is an obvious error and you have made a reservation, we will offer you the opportunity to keep your reservation by paying the correct price or we will cancel your reservation without penalty. We are under no obligation to make the Travel Services available to you at an incorrect (lower) price, even after a Booking Confirmation has been sent to you, if the error should have been reasonably apparent to you.

When you wish to hire a service provided by one of the final providers through any channel available in María Anderson Travel, you must pay, on the one hand, the price or rate of the tourist service, plus fees and taxes (when applicable, as is in the case of the passenger air transport service), and the charge for the tourist intermediation service of María Anderson Travel. From this payment collected by María Anderson Travel, the agency only retains the value corresponding to the charge for the intermediation service. All amounts paid for price, rate, fees and/or taxes are received by the final providers. It is important that before sending the purchase request, you carefully read and review the conditions of the final services that you are interested in contracting and all the amounts that you must pay for these, which are reported in detail by María Anderson Travel and on the websites or end-supplier applications.

### **Payment methods**

The means of payment that you can use to contract the final services through the "platform" are informed in it, which you can review without the need to generate a purchase request, and/or while generating it, and/or before shipping and once shipped. Keep in mind that when you enter your account or card information and accept the transaction, you are thereby authorizing charges to be made for the concept of price, rate, fees, and all the concepts informed and accepted by you, in addition to payment. of the charge for our intermediation service in the purchase.

If you make a purchase in installments using a credit card, keep in mind that the interest, taxes, commissions or other charges that these could generate are not received by Maria Anderson Travel, but by the issuer of the means of payment and the amounts and/or forms and/or dates of payment of those will depend on the conditions that the owner of the means of payment has agreed with each card issuer. We recommend that you find out about the conditions of use and interest of the credit card before using the payment method in installments.

The interests, taxes, commissions, or other charges that could be generated by purchases in installments through credit cards will depend on the conditions that the client has agreed with each bank or card issuer. We recommend that you find out about the conditions of use and interest of your credit card before using the payment method in installments.

If the purchaser of the service is not one of the passengers and the purchase is made with a credit or debit card, for security reasons, more information will be requested before confirming the purchase.

## **Purchase and reservation process**

The process begins with the reservation request generated by the consumer from [www.mariaanderson.online](http://www.mariaanderson.online) and/or any valid sales channel available by Maria Anderson Travel. Once the request is sent electronically, the consumer will receive a communication to the same email address informed in the reservation or purchase request, indicating the request number, and notifying them that the payment is in the process of being validated or confirmed. Your purchase request will be subject to the validation of the transaction, which will be a requirement for the formation of consent. To validate the transaction, the following will be verified:

1. Stock available at the time of receiving the purchase request.
2. Validation of the payment method chosen by the customer.
3. Validation of the data registered by the client.

If the request is rejected, the reservation will not be successful, and you will be informed by email. The confirmation of the purchase and the management of the reservation depend on the validation and on the consumer making the full and timely payment of the price and/or service fee, and the intermediary service charge. We would appreciate paying close attention to the e-mail informed in the purchase request and/or the telephone number registered in it, since these will be the channel of communication with you to inform you about the progress and status of your request.

## **Cancellation or Change of a Reservation:**

The possibility of canceling a reservation, or making changes to it, and its eventual conditions, such as causes, deadlines, associated costs, or others, are determined by the respective final provider and are those that appear informed by Maria Anderson Travel and in the websites or applications of the final providers for each service, from before the generation of the purchase request. Always remember to carefully review and read these conditions before sending the purchase request, since, once the reservation is confirmed, these will be the conditions that the final provider will apply to your air ticket or accommodation voucher or the final service in question. Keep in mind that there are some final providers that, in the case of cancellation requested by the passenger, do not allow refunds or apply penalties (fines or withholdings); and/or that, in the case of changes, they do not allow them, or admit them, but subject to payment of penalties (fines or withholdings). We remind you that the cancellation of the final service does not mean the cancellation of the intermediary service, so the service charge is not subject to reimbursement, since it corresponds to a service effectively provided by Maria Anderson Travel, which is different from the contracted service. with the final supplier.

Remember that the conditions of use, terms, associated costs, restrictions and/or regulations of the reservations that you hire through Maria Anderson Travel, are determined by the respective final provider. You can review them before contracting tourist services with Maria Anderson Travel and on the websites or applications of the final providers.



Below, we give you examples of some of the restrictions or rules that could affect a reservation of airfare, accommodation, transfer, travel assistance, or others corresponding to the services in whose hiring María Anderson Travel:

**a) Non-Refundable Condition:** Means that the supplier, in case of cancellation request by the passenger, will not refund any part of the price. The foregoing, without prejudice to airport fees and taxes, which are always refundable when the flight has not been used, whatever the reason.

**b) Penalties:** These are charges determined by the final providers for some reservations in case of cancellation, change or modification at the request of the consumer.

**c) Rate difference:** Some final providers, in the event of a request to change the date by the passenger, charge a difference between the value of the original reservation at the time of contracting, with the value of the new reservation derived from the change request.

**d) Route Changes:** Usually they are not allowed by the airlines.

**e) Change of Name:** Usually they are not allowed by the airlines.

**f) Minimums and Maximums of Stay:** Rates may vary depending on the length of stay.

**g) Baggage Allowances:** All airlines have different policies for charging excess baggage. Find out before you travel.

## GENERAL CONDITIONS

It will be a necessary requirement for the acquisition of products and services offered on this website, the acceptance of these conditions. These Terms and Conditions will be understood to be known and accepted by the sole fact of their explicit acceptance at the time of payment.

The acceptance of each user will be verified by completing and signing the form that is contained on the website for this purpose and its subsequent sending, which is done automatically by "clicking" on the respective element "I accept the terms and conditions of the website".

Any acceptance of the offer made through this website will be subject to the condition precedent that Maria Anderson Travel validates the transaction, after verifying that there is availability of air and/or land spaces and validating the means of payment offered by the Username. Consequently, any operation carried out on this website, confirmation, validation, or verification by Maria Anderson Travel, will be a requirement for the perfection of the contract.

In the contracts offered through this website, Maria Anderson Travel will inform, in an unequivocal and easily accessible way, the steps that must be followed to celebrate them, and will inform, when appropriate, if the electronic document in which the contract is formalized will be filed. and whether it will be accessible to the consumer. The mere fact of following the steps indicated for such purposes on this website, to make a purchase or to contract a service, is equivalent to accepting that Maria Anderson Travel has effectively complied with the conditions contained in this number.

## **SERVICES**

The services offered are subject to the exchange or return policies of the providers. However, any total or partial refund made by the provider(s) voluntarily, for the services that have not been used, will be delivered to the client later, discounting the fines imposed by the providers. Maria Anderson Travel does not guarantee, endorse, or endorse in any way the access, information or content of any other website or portal in the cases that said access is made from or to it, whether said access is made through a link, banner or through any device available on the network. In this way, Maria Anderson Travel is not responsible for the information provided by other websites and the consequences derived from it.

## **PASSENGER CLASSIFICATION**

There are three types of passengers: Adults, children, or infants. The age range for the definition of each will depend on the policy established by each of the providers (airline, hotel, excursion, transfers, cruises, and other services), and may differ between services. It is necessary to consider the age of the minors at the time of leaving and entering the visited country: it is important to check the ages that the minors will have during the trip, according to the category defined by the ground operators and airlines; In this way, you will avoid possible costs due to differences in rates in the event of changes in the categorization of minors during the trip. Minors must be of the age informed by the client at the time of returning from the trip.

## **PROCEDURE IN CASE OF CLAIMS**

The user or client can send their claim through the "contact us" section (the link is at the bottom of [www.marianaderson.online](http://www.marianaderson.online)). Enter the details of your problem in the form. This area will contact the user or client to deliver a solution.

## **BAGGAGE**

Find out about the conditions and number of pounds allowed in checked baggage and carry-on baggage for each airline. Maria Anderson Travel is not responsible for the deterioration and/or loss and/or theft and/or theft and/or loss of luggage and other personal effects of passengers, whether for services contracted through the intermediation of the company or taken individually by the passenger. We recommend you take out travel insurance to cover part of the risks mentioned.

## **RETURNS & EXCHANGES**

Air tickets do not allow changes or refunds. They are not refundable, cancelable, or endorsable. Any possible change and return is subject to the policies of the airline, if the airline allows it, it is reported that it may charge fines for changes and refunds and even charge a difference in those cases in which the fare purchased is no longer available. Additionally, Maria Anderson Travel will not be responsible for the non-compliance, delay and/or cancellation of the service, because of a fortuitous event, including, by way of example, pandemics, civil disturbances, or industrial disputes, strikes, acts of government authority, climatic phenomena, reasons

of security, acts of war and terrorist attacks of any nature, occurring in the countries involved in the contracted ticket. If the air ticket was paid with a credit card or another bank card, the client must continue to pay the agreed fees.

The airlines could carry out unilaterally and without prior information to the travel agency: cancellations, rescheduling, flight delay and denied boarding. These situations are beyond the control of any action or knowledge of Maria Anderson Travel, so it is released from all responsibility in the face of these eventual changes, the published rates do not allow seat assignment.

## **CONDITIONS OF PURCHASE OF VACATION PACKAGES, HOTELS, EXCURSIONS AND OTHER SERVICES**

At the time of payment, it is declared to know and accept the terms and conditions indicated in the detail of the service, as well as the veracity of the personal data of the individualized passengers. The contracting of the service is fully carried out, after the payment has been canceled and the pertinent email confirming the purchase and issuance of vouchers has been issued. Some hotels and car rental companies require a valid Credit Card with a certain amount available as a guarantee, according to the policies of each company. Maria Anderson Travel is exempt from liability for these requirements of each company providing the service.

There are three types of passengers: Adults, children, or infants. The age range for the definition of each one will depend on the policy established by each airline, hotel, or excursion. We suggest consulting in each case. For the duration of the program, the day of departure from the origin is considered as the first day and the day of return from the destination as the last day. This applies regardless of the departure or arrival time of the flights. Maria Anderson Travel is not responsible for changes in airline itineraries or transportation times made by other companies. The services called "courtesy" such as: tours, insurance, breakfasts, snacks, agency management commission and air expenses, will not be reimbursable to the passenger, except if an event attributable to the agency occurs that prevents the normal provision of these services.

The included services do not allow changes or returns by the providers. Additionally, Maria Anderson Travel will not be responsible for the non-compliance, delay and/or cancellation of the service, because of a fortuitous event, including, by way of example, pandemics, civil disturbances or industrial disputes, strikes, acts of government authority, climatic phenomena, reasons of security, acts of war and terrorist attacks of any nature, occurring in the countries involved in the contracted program. If the program was paid by credit card or another bank card, the client must continue to pay the agreed fees and if charges have been made, no refund will be made.

By reserving a stay at a property, you agree to their cancellation and no-show policies, as well as additional hotel restrictions. The general cancellation conditions are available on the establishment's website and in the purchase process of [www.mariaanderson.online](http://www.mariaanderson.online). These are shown at the time of making the reservation.

Consult the data of each room to see the conditions before making the purchase.

**NO SHOW:** In the case of no show of the passenger, the payment will be made according to the cancellation policy established by each provider.