

MARAZUL

TERMS AND CONDITIONS

USA AUTHORIZATION FOR TRAVEL TO CUBA: Marazul can only make travel arrangements for persons authorized to travel by the Office of Foreign Assets Control (OFAC) from the Department of Treasury of the United States. This office authorizes travel under a General License or Specific License.

TRAVEL DOCUMENTS: All travelers must have a valid passport and a Cuban visa. You are responsible for having proper documentation on your person to enter Cuba as well as to re-enter the United States and proper documentation to travel via a third country (if necessary) to Cuba. Marazul can assist with certain Cuban visa requests. The Cuban Government retains the right to grant or deny visas. Marazul accepts no responsibility for the issuance or denial of visas by Cuba. **Important: Persons born in Cuba, regardless of citizenship, will require additional documentation. Please contact our office for more information.**

CONSULAR SERVICES: The processing time is subject to the type of service requested. Marazul can only provide you with an estimated processing time at the time of your request. In case your request is not processed or accepted by the Consulate office, the refund will be processed in a timely manner less the fees/services for Marazul and the Consulate office. The same policy applies in case of cancellation.

LAND SERVICES (Individuals): The booking fee is \$25. This fee is nonrefundable in case of changes or cancellations. **All cancellations must be received 72 hours prior to the date of service otherwise no refund applies.** If your reservation has been confirmed but payment has not been made to Marazul, said booking will be cancelled 72 hours prior and no refund applies. If the booking is not confirmed a full refund applies.

COMMERCIAL FLIGHTS: All fees related to cancellations or changes are subject to fare restrictions defined by carrier.

CHARTER FLIGHTS: Each charter has its change/cancellation policy. The reservation form is the operator participant contract between yourself and the charter. In case of cancellations or changes, Marazul will apply a \$25 fee for each booking.

TOURIST CARDS (Permit entry only for persons NOT BORN IN CUBA): I _____, a licensed traveler to Cuba, request that Marazul assists on my behalf with the application to obtain and receive an Entry Permit to Cuba. Marazul is not responsible or liable to the licensed traveler if the Government of Cuba decides to deny the application and /or entry into Cuba. The cost of tourist card is nonrefundable.

RESPONSIBILITIES

Marazul and its employees, shareholders, officers, directors, successors, agents and assigns, neither own nor operate any person or entity which is to, or does, provide goods or services for these trips or tours. Because Marazul does not maintain any control over the personnel, equipment or operations of these suppliers, Marazul assumes no responsibility for and cannot be held liable for any personal injury, death, property damage or other loss, accident, delay, inconvenience or irregularity which may be occasioned by reason of (1) any wrongful, negligent, willful or unauthorized acts or omissions on the part of any of the tour suppliers, or other employees of agents (2) any defect in or failure of any vehicle, equipment, instrument owned, operated or otherwise by any of these suppliers, or (3) any wrongful, willful or negligent act or omissions on any part of any other party no under the supervision or control of the Operator (4) sickness, weather, strikes, hostilities, wars, terrorist acts, acts of nature, local laws or other such causes. All services and accommodations are subject to the laws and regulations of the country in which they are provided. Marazul is not responsible for any baggage or personal effects of any individual participating in the trips arranged by Marazul. Individual travelers are responsible for purchasing a travel insurance policy if desired, that will cover some of the expenses associated with the loss of luggage or personal effects.

LIABILITY RELEASE STATEMENT

I, _____, have read the disclaimer stated above and I hereby release and discharge Marazul its agents, employees, officers, directors, shareholders and successors from and against any and all liability arising from my participation in this trip. I agree that this release will be legally binding upon myself, my heirs, successors, assigns and legal representatives; it being my intention to fully assume all risk of travel and to release Marazul from any and all liabilities to the maximum permitted by law.

