

# TERMS AND CONDITIONS

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# BOOKING A TRIP

## DEPOSITS

All trips require a deposit of \$300 (unless otherwise stated), which is **non-refundable**. If there is an unforeseen circumstance and you need to cancel, this \$300 deposit can transfer to another trip for a \$150 fee each time you switch. We will hold and honor this deposit for up to three years from the date of purchase. After three years, the deposit is no longer valid and you will have to place another \$300 deposit if you want to book a trip. See our cancellation policy below for more details regarding cancellations and fees.

## PAYMENT OPTIONS

VoyEdge RX wants as many people to get on our trips as possible (however we have a max number of 30 per trip). It's understandable that the biggest issue can be allocating the money towards an excursion, **which is why we offer very flexible invoicing plans**. After your initial \$300 deposit for a trip, we will send you a custom invoice via PayPal to be paid either by Credit, Debit or PayPal itself. Partial payments are allowed, but must be paid off in full 60 days before departure. You may sign-up for a trip with less than 60 days before departure, however you must pay in full at that time.

Our goal is to invoice you the balance as fast as possible so you can budget for the excursion accordingly. **You have up until 60 days before the trip to pay your balance**. If you are having trouble finishing the payment, please contact us, as we may be flexible on a case by case basis. However, most situations we do require that you pay the balance 60 days before the trip departure date. There will be a fee of 10% of your total invoice if you miss the final payment deadline.

We are more than willing to work out a payment plan with you. Our staff, company, and mantra are all flexible to your needs. **Group, military, or first responder discounts are available as well! Please see the group discount section for details.**

If you have any questions or concerns, please contact our Logistics Director, Tony Beringer at: [Tony@VoyEdgeRX.com](mailto:Tony@VoyEdgeRX.com)

## CANCELLATION POLICY

Cancelling a trip due to various circumstances happens...and we understand that. Your deposit will be good with us for up to three years (from the date of purchase), and can be transferred to another VoyEdge RX trip for a \$150 fee. Our trip cancellation policy is listed below:

- Cancel 120+ days prior to trip start date and you will receive a 100% refund, minus the deposit and processing fees
- Cancel 119-80 days prior to trip start date and you will receive a 75% refund, minus the deposit and processing fees
- Cancel 79-30 days prior to trip start date and you will receive a 50% refund, minus the deposit and processing fees
- Cancel 29 days or less before the trip start date and there will be no refunds

## WHAT IS INCLUDED

At VoyEdge RX, we want you to have the trip of a lifetime. We don't want you to feel any stress, so we provide all of the essentials (and more!). Most importantly, 100% of our attention is put into creating an environment for you to thrive. Along with that, we include most of the following on our itineraries:

- Hotel
- Transportation
- All breakfasts and some other meals (see your detailed trip itinerary)
- All workouts/hikes/stretching/mobility sessions
- Guided walking tour of each city/destination
- A remarkable custom, multi-city excursion with like-minded people
- A chance to experience some of the world's most incredible offerings firsthand
- All gym drop-ins and fees
- VoyEdge RX T-Shirt

## WHAT IS NOT INCLUDED

While we wish we could provide every little bit to you and your fellow travelers, you will need to bring a few extra bucks. On each page you will find a series of blog posts with a 'suggested amount' of money to bring along with you, as well as packing tips. Likewise, we will be following up with several email chains to the trip group before your departure about what to bring, pack, and more. **Please keep in mind every trip is different. It's always best to be proactive and do a healthy amount of research on your own before the trip.** These are the main things VoyEdge RX does **NOT** provide for you while on the trip:

- Airfare (see below for information about VoyEdge RX booking a flight for you)
- Some meals (mostly lunches)
- Souvenirs
- Some museums, tours, optional activities (each tour will have a list of included items)
- Additional shopping, etc.
- Any vaccinations required for off-the-beaten path locations
- Travelers Insurance [www.travelguard.com](http://www.travelguard.com)

## GROUP DISCOUNTS

Have a group of friends or family that want to travel together? Please have your group leader reach out to us beforehand and provide a detailed list of who is in the group. From there, we will provide you with a discount code with the corresponding percentage off. That discount code will be good for 48 hours and you **MUST** have everyone in your party place their deposit in that 48 hour window to be eligible for the discounts. VoyEdge RX will then send the invoices to your group with the proper discount depending on the number of people in your group.

- 3+ 5% off per person
- 5+ 7% off per person
- 8+ 10% off per person
- 10+ 12% off per person

Military and First Responders get an automatic 5% off your invoice. Please provide proof via email of your current/former status. Thank you.

CrossFit Trainers + Affiliate Owners also get an automatic 5% off. Please contact us directly for specialized rates for your members or for custom trips.

**\*\*Please note, discounts CANNOT be combined with one another**

## **VISA/TRAVEL DOCUMENTS**

VoyEdge RX prides itself on providing people with an outlet to explore the world in a way they never thought possible. In order for that to happen, it is imperative that you **have all the correct travel documents in place before traveling.**

**International travel:** For U.S. citizens to Europe or Central America, it is required that you have **a passport that is valid for a minimum of 6 months after the departure date.** If you have a passport that expires within 6 months of your travel dates, it is possible that border patrol will not let you enter the country.

If you are not a U.S. citizen, make sure you have **all the proper Visa credentials** that are required for the countries that will be visited during your selected trip.

## **RESPONSIBILITIES OF TRAVELERS**

We are a pretty laid back bunch here at VoyEdge RX and strive for you to have a wonderful time, but we have a couple things we ask of our customers. Our staff has a deep commitment to our customers, so if there is anything that does not meet your standards (or for your group), **please communicate** with us so we may make adjustments on the trip.

### **Couple things to note:**

- Please be on time!
- Communicate with our tour guides and coaches about any needs, injuries, or limitations you may have
- Let us know about your arrival flight, as well as departure flight so we may organize transportation
- Let us know if a part of the trip is not up to your standards (or if you require assistance in any way)
- Understand that, while traveling, things will not always go smoothly (Hey, it's part of the adventure!)
- Be part of the team. You will be on a group tour, so tidiness and friendliness are of utmost importance
- Help others as needed
- If vaccinations are required for your chosen trip, please make sure these are done in the appropriate timeline. We will be sending out monthly reminders, but it is your responsibility to get these done for your safety.
- Purchase travelers insurance when applicable (<https://www.travelguard.com/>). Look for this in your monthly trip updates to see if it applies to your tour.
- And, most importantly, have the time of your life!

## **BAGGAGE/PERSONAL ITEMS**

All baggage and personal items are the responsibility of the traveler they belong to. We know that carrying a bag for a while might sting at first, but we are firm believers that it just helps get

the blood flowing! We will have plenty of safe places to store your belongings during the trip, however VoyEdge RX takes no responsibility for lost or stolen items while on the trip.

## **AIRFARE POLICY**

Maybe in the future, really far in the future, VoyEdge RX will be able to fly you on their private plane, but for now all airline travel is on your own! If you would like some assistance with booking a flight, do not hesitate to contact us and we would be happy to help you out! On each one of our tour pages, we will have a recommended site to book on, or airline to fly, as well as what time to arrive/depart. —If you would like VoyEdge RX to make your trip even easier, we would be happy to book your flight for you. If you would like us to do that for you, send an email to [tony@voyedgerx.com](mailto:tony@voyedgerx.com) after which you will be asked to send over all the necessary information for us to book your flight! The cost of booking the flight plus a small fee will be added to your invoice.

With all of us having spent a collective 10+ years living and working in Europe, we know our way around and the best sites to find deals on. **Please contact us so we can help you find the best flights out there.** Additionally, if there is a delay during your departure, we will make the necessary adjustments to get you caught up to the group. **Just don't forget to communicate with us!**

## **COMPLAINTS**

If there was anything on any trip (no matter how big or small) that you feel should be changed or you were not satisfied with, we urge you to contact us. We strive to create a positive, stress free atmosphere and run a smooth trip. We are all adults and are working to craft the perfect trip, but understand things do happen. We ask only that you speak to us in a calm, professional manner if something is not up to par on the trip.

This is a vacation for you to have the time of your life! If we do not deliver, we will do all we can to make improvements right then and there, as well as adjustments for the future. Thank you.

**Please view our contact page or email our staff via the contact information below.**

We hope to travel with you soon!  
Thank you,

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