

VoyEdge RX (VRX) TERMS AND CONDITIONS



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, if you are 120+ days out from the trip start date. 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 After three years, the deposit is no longer valid and you will have to place another \$300 deposit if you want to book a trip.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 occurring 119 days or less from the trip start date.

PAYMENT OPTIONS

VoyEdge RX runs tours between 8-30 people and it is our goal to fulfill each and every trip we place on the website. It is 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 to be paid either by credit or debit card. Partial payments are allowed, but the balance must be paid off in full 90 days before your trip start date. You may sign-up for a trip with less than 90 days before departure, however you must pay in full at that time.

After you place your deposit, we will promptly invoice you the balance so you can budget for the excursion accordingly. **You have up until 90 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 90 days before the trip departure date. There will be a late 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! Before booking, please provide proof of your service records.**

If you have any questions or concerns, please contact our Founder, Tony Beringer at: Tony@VoyEdgeRX.com

CANCELLATION POLICY

Canceling a trip due to various circumstances happens...and we understand that. 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 taxes/processing fees. If you choose to transfer to another trip at this time, you may do so for a \$150 fee. Any money (including the deposit) that you have put down may transfer to the new trip, providing the trip is occurring within three years of your deposit date.
- Cancel 119-80 days prior to trip start date and you will receive a 75% refund, minus the deposit and taxes/processing fees. If you have an outstanding balance to your invoice, it will be subtracted from your refund. If you choose to transfer to another trip at this time, the 75% refund policy previously stated still applies, and any payments that you have made will not transfer to a new trip.
- Cancel 79-60 days prior to trip start date and you will receive a 50% refund, minus the deposit and taxes/processing fees. If you have an outstanding balance to your invoice, it will be subtracted from your refund. If you choose to transfer to another trip at this time, the 50% refund policy previously stated still applies, and any payments that you have made will not transfer to a new trip.

- Cancel 59-30 days prior to trip start date and you will receive a 25% refund, minus the deposit and taxes/processing fees. If you have an outstanding balance to your invoice, it will be subtracted from your refund. If you choose to transfer to another trip at this time, the 25% refund policy previously stated still applies, and any payments that you have made will not transfer to a new trip.
- Cancel 29 days or less before the trip start date and there will be no refunds. If you choose to transfer to another trip at this time, the “no refund” policy previously stated still applies, and any payments that you have made will not transfer to a new trip.

When you sign up for a trip, there is a **minimum of 8 people required for the guided tour to run**. If it does not meet the minimum of 8 people by the registration closing date, there will be three options for those that have signed up:

- VRX will continue to plan and book the tour for you as a private, unguided tour. We will book all of your transportation, accommodations, and activities, as well as provide detailed itineraries and directions as necessary, but will not be on the tour with you. The price of the tour may be adjusted based on changes made to transportation, food, accommodations, and/or activities. Additionally, designated staff members will be ‘on call’ for you while you are on your tour. If you need anything during the trip, you may call us directly 24/7. We will also set-up several Google Hangouts or Skype sessions before departure to go over every aspect of the trip to ensure your preparedness for the upcoming adventure.
- You may choose to receive a 100% refund, including the deposit, but minus the taxes and processing fees.
- You may choose to transfer to another open trip. Any money you have put down may transfer to the new trip, and you will not need to pay the \$150 transfer fee.
- **For more information on custom tours, please contact us at: staff@voyedgerx.com**

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:

- Hotels
- Transportation
- All breakfasts and some other meals (see your detailed trip itinerary)
- All workouts/hikes/stretching/mobility sessions
- All gym drop-in fees
- 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
- VoyEdge RX T-Shirt
- Additional apparel and swag from our trip sponsors

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. 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 and additional shopping
- Some museums, tours, and optional activities (each tour will have a detailed list of included items)
- Any vaccinations required for off-the-beaten path locations (your tour's detailed itinerary will include this information)
- Travelers Insurance

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.

Things to note:

- Please be on time!
- Communicate with your 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. Look for this in your monthly trip updates to see if it applies to your tour. It is not required to purchase, but highly recommended. By signing up for a trip, you authorize that VoyEdge RX takes no responsibility for any loss, damage, or injury you may sustain while on the 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, stolen, or damaged 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, send an email to 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!**

PHOTOGRAPHY/VIDEOGRAPHY

When signing up for a tour, you authorize VoyEdge RX (VRX) and its officers, agents, and employees to photograph, record, film, or videotape you. Understand that any photograph, sound recording, motion picture, or video taken of you under this assignment is for the purpose of collecting and/or representing factual information for the use of promotional activities for VRX. You hereby assign to VRX all rights, title, and interest, including copyright, in and to any and all such photographs, sound recordings, motion pictures, or videos, and you hereby irrevocably authorize VRX, its officers, agents, and employees, without limitation, to reproduce, copy, sell, exhibit, publish, or distribute, in any medium now known or later developed, any and all such photographs, sound recordings, motion pictures, or videos in perpetuity for the purposes expressed above. You further release and forever discharge VRX, its officers, agents, and employees from any and all claims and demands arising out of or in connection with the use of said photographs, sound recordings, motion pictures, or videos, including but not limited to any and all claims for invasion of privacy, defamation, or infringement of copyright. By signing up for a tour, you acknowledge that you have freely and voluntarily entered into this agreement.

If you have any questions or concerns, please contact us at: staff@voyedgerx.com

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. Additionally, we have a trip feedback form that is anonymous, which is sent to every returning customer from each trip. You may choose to anonymously submit feedback there, or send it to us directly via email to: staff@voyedgerx.com

We hope to travel with you soon!