

HOTEL RESORT DISCOUNTS LLC — TERMS & CONDITIONS

Company: Hotel Resort Discounts LLC (“Agency”)

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1. Overview

Hotel Resort Discounts LLC (“the Agency”) provides group travel coordination, administrative services, and hosted group travel experiences in collaboration with hotels, resorts, and third-party service providers.

The Agency organizes and administers hosted group travel experiences. Some trips may include optional activities, instructor-led sessions, or experience-based programming provided by independent instructors or third-party providers.

The Agency does not own, operate, manage, supervise, or control hotels, resorts, airlines, transportation providers, instructors, excursions, or third-party vendors.

Unless explicitly stated otherwise in writing, travelers are responsible for booking their own airfare and personal travel arrangements.

2. Definitions

Trip Cutoff Date

The official date published on the specific trip webpage or communicated in writing by the Agency after which reservations become financially binding and non-refundable.

Amount Paid

The total amount of funds actually received by the Agency from a participant at the time of cancellation.

Trip Confirmation

Written confirmation issued by the Agency stating that the trip is proceeding based on finalized planning, participation levels, and operational considerations.

Group Participation Level

The number of participants or booked rooms on a given trip. This may influence certain

elements of the group experience and operational decisions, but does not guarantee that the trip will proceed.

Booked Room

A room reserved under the group terms with a paid deposit and completed registration, as determined by the Agency.

3. Hosted Group Experience Model

Hosted group trips are organized and administered by the Agency using its registration systems, payment infrastructure, communication systems, and operational coordination.

The Agency provides:

- travel coordination
- participant registration systems
- payment processing
- participant timelines and communication
- group travel logistics
- trip confirmation administration

Hosted trips may include optional activities or experience-based elements delivered by independent instructors or third-party providers.

The Agency does not supervise, control, or guarantee the performance, methods, or conduct of any instructor, vendor, or third-party provider.

Nothing in these Terms shall be interpreted as creating a partnership, joint venture, employment relationship, or agency relationship between the Agency and any hotel, vendor, or participant.

This is a hosted group travel experience open to individual participants. Guests may be traveling independently and joining shared group moments throughout the trip. This is not a private or exclusive group booking.

3.1 Group Experience Structure & Participation

This experience is designed as a shared group environment where participants may engage in optional group activities, meals, and gatherings.

Participation in any group activity is voluntary. Participants are free to explore the resort, dine independently, or spend their time as they choose.

The Agency does not guarantee participation levels, group dynamics, or social interactions among participants.

3.2 Group Size & Experience Flexibility

Hosted group travel experiences are designed to operate with flexible group sizes.

While certain elements of the experience may be enhanced at higher participation levels, no specific group size is guaranteed.

The Agency reserves the right to proceed with the trip as planned, modify elements of the experience, or offer participants the option to continue or receive a refund prior to final confirmation based on participation levels and operational considerations.

4. Hosted Experience Availability, Changes & Substitutions

Some trips may include optional hosted activities or experiences provided by independent instructors or third-party providers.

Availability, scheduling, instructors, venues, and format are subject to change due to illness, travel disruptions, supplier constraints, weather conditions, or other factors outside the Agency's control.

If any activity, instructor, or provider becomes unavailable, the trip may still proceed as scheduled with reasonable substitutions.

Such substitutions or modifications do not constitute trip cancellation and do not create entitlement to refunds, credits, or compensation.

4.1 Experience Expectations & Subjective Satisfaction

Participants acknowledge that hosted group travel experiences are inherently subjective.

Individual satisfaction with accommodations, group dynamics, activities, food, service levels, or overall experience may vary.

Differences in personal enjoyment, expectations, or outcomes do not constitute grounds for refunds, credits, disputes, or chargebacks.

Participation in all activities is voluntary and undertaken at the participant's own discretion.

4.2 Host, Coordinator & Representation

The Agency may designate a host, coordinator, or on-site representative for each trip.

While the Agency may identify a specific host or coordinator in marketing materials or communications, the Agency does not guarantee the participation of any specific individual.

In the event that a host, coordinator, or representative becomes unavailable due to illness, travel disruptions, scheduling conflicts, or other circumstances, the Agency reserves the right to substitute a qualified host, coordinator, or representative without liability.

Such substitutions do not constitute trip cancellation and do not create entitlement to refunds, credits, or compensation.

5. Payments, Trip Viability & Cancellation Policy

A deposit is required to reserve a spot on a trip.

Each trip is subject to a published Trip Cutoff Date.

A. Trip Viability & Confirmation

Trips are planned as hosted group experiences and are intended to proceed as scheduled.

Final trip arrangements and confirmation are determined by the Agency based on participation levels, supplier availability, and operational considerations.

The Agency reserves the right, prior to issuing written Trip Confirmation, to:

- proceed with the trip as planned;
- modify elements of the experience; or
- offer participants the option to continue or receive a full refund.

Until written Trip Confirmation is issued, trip arrangements are not considered finalized.

If the Agency elects not to move forward with a trip prior to confirmation, all payments made directly to the Agency will be refunded in full.

Refunds apply only to payments made directly to the Agency and do not include airfare, insurance, excursions, transportation, or third-party services booked independently.

B. Participant Cancellation — Before Trip Cutoff Date

If a participant cancels before the published Trip Cutoff Date, the participant will receive a refund of the Amount Paid minus an administrative fee of eighteen percent (18%).

The administrative fee applies only to participant-initiated cancellations and covers payment processing, administrative work, coordination, and operational costs incurred by the Agency.

Refunds are limited to amounts recoverable by the Agency based on supplier commitments, contractual obligations, and costs already incurred.

Certain portions of a booking may be non-recoverable due to hotel policies, third-party vendor commitments, or operational expenses.

C. Participant Cancellation — After Trip Cutoff Date

After the Trip Cutoff Date, all payments become non-refundable.

D. Agency Cancellation

If the Agency cancels a trip after written Trip Confirmation has been issued (excluding Force Majeure), participants will receive a full refund of payments made directly to the Agency.

E. Payment Deadlines

Failure to meet payment deadlines may result in cancellation of the reservation without refund.

F. Refund Processing

Refunds are typically processed within 5–10 business days.

6. Airfare & Independent Travel Arrangements

Participants are responsible for booking their own airfare and travel arrangements.

Airfare or other travel arrangements should not be booked until written Trip Confirmation is issued by the Agency.

Booking airfare or travel arrangements prior to confirmation is done entirely at the participant's own risk.

The Agency is not responsible for any costs, losses, or changes associated with airfare, transportation, or third-party arrangements made independently by the participant.

7. Travel Delays, Missed Arrivals & Schedule Responsibility

Participants are solely responsible for arriving on time for their scheduled trip dates.

Missed nights due to late arrival, travel delays, or disruptions are non-refundable and cannot be rescheduled.

The Agency is not responsible for losses resulting from airline delays, cancellations, missed connections, or schedule changes.

8. Ground Transportation (If Included)

When included, ground transportation refers only to scheduled transfers between the designated arrival airport and the resort.

Missed transfers due to late arrival, incorrect scheduling, or failure to follow provided instructions may result in forfeiture without refund.

9. Rooming, Occupancy & Hotel Policies

Room type, bed configuration, views, and specific room assignments are not guaranteed and are subject to hotel availability at the time of check-in.

Requests for early check-in, late check-out, or specific room preferences are not guaranteed and may be subject to additional charges imposed by the hotel.

Bookings may be offered as single-occupancy or double-occupancy rooms depending on availability.

The primary traveler is responsible for all room-related commitments, including balances, damages, and compliance with hotel policies.

10. Hotel Services, Inclusions & Additional Charges

All-inclusive resort plans include meals, beverages, and standard amenities as defined by the hotel.

Meal availability may vary based on arrival and departure times. Additional meals outside of the standard schedule may incur additional charges.

Room service may be available; however, service or delivery fees (typically approximately 10%) may apply and are determined by the hotel.

Participants are responsible for any additional charges incurred during their stay, including but not limited to:

- room service delivery fees
- spa services
- premium dining
- private events
- upgrades or add-ons

Any private events, upgraded dining experiences, or additional services not included in the base trip offering may be offered at an additional cost.

11. Traveler Responsibilities & Conduct

Participants agree to:

- provide accurate identification and personal information
- complete all required forms and waivers
- comply with all applicable laws and resort policies
- maintain respectful and appropriate conduct

Participants acknowledge that this experience takes place in a shared group setting with other travelers and agree to conduct themselves in a respectful and appropriate manner at all times.

The Agency reserves the right to remove any participant from the trip or group activities without refund if behavior is disruptive, unsafe, unlawful, or negatively impacts the experience of others.

12. Optional Activities & Third-Party Services

Optional excursions or services are provided by independent third-party vendors.

Participation is voluntary and undertaken at the participant's own risk.

The Agency is not responsible for third-party services.

13. Onsite Hotel Incidentals

Hotels may place a refundable incidental hold at check-in.

Participants are responsible for any personal charges incurred during their stay.

14. Travel Insurance

Travel insurance is strongly recommended.

Participants are responsible for obtaining their own coverage for cancellations, travel disruptions, medical needs, and personal property.

15. Assumption of Risk & Limitation of Liability

Travel involves inherent risks, including illness, injury, delays, and loss of property.

Participation in activities carries inherent risks.

In no event shall the Agency's total liability exceed the Amount Paid.

16. Force Majeure

The Agency is not liable for events beyond its reasonable control, including but not limited to:

- natural disasters
- government actions
- pandemics
- labor disputes
- supplier failures
- travel restrictions

17. Chargebacks & Disputes

Participants agree to contact the Agency prior to initiating any dispute or chargeback.

Improper chargebacks may result in recovery actions.

18. Indemnification

Participants agree to indemnify and hold harmless Hotel Resort Discounts LLC from any claims, damages, or liabilities arising from participation in the trip.

19. Acceptance of Terms & Electronic Communications

Participation in a trip constitutes acceptance of these Terms.

Electronic agreements and communications are legally binding.

20. Pricing Errors

The Agency reserves the right to correct pricing or typographical errors.

21. Governing Law & Arbitration

These Terms are governed by the laws of the State of California.

All disputes shall be resolved through binding arbitration in Fresno, California.

22. Media & Photography

Participants grant permission for media use unless otherwise stated in writing prior to the trip.

23. Entire Agreement & Severability

These Terms constitute the entire agreement between the parties.

If any provision is deemed invalid, the remaining provisions shall remain in full force and effect.