



## GENERAL/CANCELLATION TERMS & CONDITIONS

By booking with United Vacations®, a brand of ALG Vacations Corp., YOU AGREE TO THE GENERAL/CANCELLATION TERMS & CONDITIONS contained herein. Any payment constitutes acceptance of the terms herein. All policies, procedures and terms contained herein are subject to change at any time without notice at United Vacations' sole discretion. Contracted group vacations have special terms and conditions-please refer to your group contract. In the event your hotel is supplied by Travelscape LLC, the terms and conditions at <http://developer.ean.com/terms/en/> apply. If you booked through a travel advisor, all communications prior to departure, including questions about changes, cancellation, payments and refunds, must be via your travel advisor. Some travel advisors may charge service fees and/or additional cancellation fees.

Airfares are based on the lowest applicable airfare available at the time of booking and are subject to change. United Vacations can guarantee your airfare only after receipt of full payment. Changes in flight itineraries after the issuance of tickets may result in increased airfare. Some air segments may be served by United Airlines' code share partners.

United Vacations works with our suppliers to provide you with the best package rates. To pass these values on to our customers, we are prohibited from breaking out individual component prices and will not be able to provide those to you.

Standard policies, payments and penalties outlined below may be more restrictive during holidays and special events. No refunds will be made for special events, shows, or attraction passes.

### 1. BOOKINGS, DEPOSITS & PAYMENTS

Transportation Security Administration (TSA) regulations require you to provide your full name as it appears on your travel documents, date of birth, and gender at the time of booking for the purpose of watch-list screening. Failure to provide this information will result in you not being allowed to travel. For details, visit [tsa.gov](#). To reserve your vacation, provide the required booking information and pay the applicable deposit/payment per person, **including full payment of the Travel Protection Plus premium (if selected)**. We reserve the right to treat the booking as canceled by you if the balance is not paid when due. A \$49 per person fee will be assessed for deposit-only consumer-direct bookings made 46 days or more from departure, with the balance of payment due 45 days from departure. If you decline Travel Protection Plus and cancel your booking, any amount due for the land/feature portion of your booking (after applicable penalties) will be in the form of a travel credit. The air portion of your booking will follow the United Airlines policy in effect at the time of booking.

United Vacations accepts payment by a variety of credit and debit cards, as well as the **Flex Pay** monthly payment plan. The address entered at time of booking must match the credit or debit card billing address. A \$40 processing fee will be assessed to refund a previously applied credit card payment, and recharge the payment to a different credit card. When customers pay for their United Vacations package with a Chase® United MileagePlus® card, the primary card member and one companion on the same reservation will receive their first standard checked bag free on United-operated flights. Priority boarding is not included. MileagePlus members earn MileagePlus miles on United Airlines flights with the purchase of a United Vacations air/hotel package vacation. Please specify your valid MileagePlus membership number at the time of booking. For any questions regarding your MileagePlus account call (800) 421-4655.

[View Deposit/Payment Requirements Here.](#)

### 2. TRAVEL PROTECTION PLUS

We strongly recommend that you purchase **Travel Protection Plus** to cover your cancellation and change fees. Two plan types are available: 1) Full Travel Credit (reimbursement in travel credit), or 2) Cash Refund (refund in original form of payment). The plan type you purchase will determine the form of your reimbursement/refund (see #4 below for more details). Travel Protection Plus includes a Pre-Departure Penalty Waiver (Part A), and Post-Departure Travel Insurance (Part B). Travel Protection Plus is not offered on air-only vacations utilizing scheduled air. Travel Protection Plus may only be added within 7 days of your initial deposit, provided you have not yet made your final payment (except for group passengers who are subject to the terms under their group contract). Nonrefundable hotels are not covered by the Pre-Departure Penalty Waiver. Travel Protection Plus payments are nonrefundable and nontransferable. See your travel advisor or [visit this page](#) for more information.

### 3. CANCELLATIONS AND CHANGES

You must immediately notify your travel advisor to cancel or make changes to your vacation package. If you booked on the United Vacations website or through the United Vacations contact center, you may cancel your reservation online by retrieving your reservation [here](#) at My UV, or call 1-888-854-3899. If your plans change, your right to a refund is limited and subject to penalties and fees shown in the table below. Passengers who do not travel are subject to 100% cancellation penalties. All changes and cancellations are subject to availability, limitations, restrictions and fees imposed by United Vacations ("brand fees"), and its third party suppliers ("supplier penalties") assessed directly by United Airlines and its code share partners, hotel, and/or feature providers, such as excursion operators. Certain excursion operators only allow a refund if canceled upon notice to them. Contact the excursion company for the applicable notice provision and to arrange a refund.

If you cancel your vacation or change your travel dates, flight, duration, class of service, name, departure city, or destination, the charges shown below become payable by you. Significant additional penalties (i.e. nonrefundable airline tickets and fees, nonrefundable or nontransferable hotel promotions) may apply. If the number of individuals occupying a room changes due to a cancellation or booking change, the remaining traveler(s) will be responsible for any additional costs incurred as a result of a change in the per person occupancy rate. If all travelers change, it is considered a new booking and cancellation fees will apply. Nonrefundable hotels incur penalties upon deposit. Once travel has begun, there will be no refunds for any unused or partially used travel component for any reason. Standard change and cancellation policies apply to bookings made with future travel credits. Contracted Group Bookings follow alternative change and cancellation policies according to the group's contract. Many airfares and hotel reservations are nonrefundable and nontransferable, and you may be charged 100% cancellation/change penalties. Changes to, or cancellation of, a Basic Economy flight will result in forfeiture of tickets.

If you cancel your reservation and rebook within 7 days, United Vacations brand penalties are waived. Applicable supplier penalties may apply. Additionally, **Travel Protection Plus (TPP)**, if selected, is considered unused if there are no supplier penalties, and can be moved to the new reservation without a reactivation fee. When rebooking 8 days or more after initial cancellation, normal fees apply and TPP is considered used.

### CANCELLATION FEES

Air-inclusive Packages*	
4+ days from departure	\$100 per person + applicable air/hotel/feature penalties
3-0 days from departure	100% nonrefundable

\*Basic Economy fares have distinct restrictions that differ from other fares. Changes to or cancellation of a Basic Economy flight will result in forfeiture of tickets.

### Land-Only Bookings

All travel dates	Applicable hotel/feature penalties
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### CHANGE FEES\*

United Vacations' brand change fees do not apply for hotel only or scheduled air packages. United Airlines or other supplier penalties may apply. For changes to bookings with **Travel Protection Plus (TPP)** where no supplier penalties were assessed, TPP is considered unused in the first instance and can be moved to a revised reservation without a reactivation fee. For changes to bookings with **Travel Protection Plus (TPP)** where supplier penalties were assessed, the penalties are covered but the TPP reactivation fee applies if you wish to have this coverage on the revised booking.

Air-inclusive Packages and Land-only	
All departures	Applicable air/hotel/feature penalties

\*Air-inclusive and land-only change fees apply to new travel date, destination, departure city, flight/airfare type/flight times/class of service, duration, change to lower-priced hotel, and complete name changes when allowed by hotel/airline. Change to or cancellation of a Basic Economy flight will result in forfeiture of tickets.

### 4. CANCELLATION REIMBURSEMENT VIA TRAVEL CREDIT AND CASH REFUNDS

**Cancellations WITH Travel Protection Plus (TPP):** If you cancel your vacation, fees will be waived, and the amount due (less the cost of the TPP premium) will be in the form of travel credit if you selected the full travel credit option, or original form of payment if you selected the cash refund option.

**Cancellations WITHOUT Travel Protection Plus (TPP):** If you cancel your vacation, any amount due on the air portion of scheduled air packages will be in the original form of payment, with the balance in the form of travel credit; any refund due for land-only bookings and contracted group bookings (after applicable penalties) will be in original form of payment. All applicable cancellation penalties are refunded due to land-only bookings.

**Refund allocations in original form of payment:** Refund in original form of payment is posted to the original credit card charged. If multiple cards were charged, refunds are posted in proportionate amounts to the original charges. Refunds in original form of payment are generally processed within approximately 30 days of cancellation.

**Reimbursement allocations in the form of travel credit:** Travel credits are allocated equally among all adult (18+) passengers on the original reservation. If there were children under 18 years of age on the original reservation, their travel credit(s) are allocated equally among the adult (18+) passengers. Travel credits are generally processed one-two business days after cancellation.

### 5. TRAVEL CREDITS

Standard change and cancellation policies apply to new bookings made with travel credit. Travel credits are valid for travel commencing within 395 days from original departure date, must be used for travel commencing by expiration date, are nontransferable and nonrefundable, have no cash value, and are issued in the names of the adult (18+ years of age) passengers on the original reservation. For more information on travel credits, [click here](#).

### 6. CREDIT CARD TRANSACTIONS & CHARGEBACKS

If for any reason, any travel service provider is unable to provide the services for which you have contracted, your remedy lies against the provider, and not against United Vacations. In the event that payment has been made to United Vacations by credit card, you agree that you will not seek to charge back your payment to United Vacations. If United Vacations incurs any costs, including but not limited to attorneys' fees, to recover any payments charged back by your credit card company, you agree that you will be liable for these costs. If the credit card is declined, you guarantee that you will settle any amounts owed to United Vacations via money order or cash immediately.

### 7. TRAVEL DOCUMENTS

Your travel documents will be emailed to you once full payment is received. Please check them carefully to ensure that all the information is correct and passenger names exactly match your Proof of Citizenship. If you discover an error, please contact your travel advisor immediately or United Vacations at 1-888-854-3899.

### 8. REQUIRED ENTRY/ RE-ENTRY DOCUMENTATION

**Proper documentation is YOUR responsibility. The following information is based on current requirements for U.S. citizens at time of publication. This information may change- see your travel advisor or contact your destination consulate for the most current requirements on your travel date.** Passengers returning to the U.S. by air from any international destination must have a valid passport, and may be denied boarding by the airline if the passport is damaged, mutilated, or has excessive wear. A "Passport Card" is not acceptable. If your name on your passport (or for non-U.S. citizens, "valid travel documents") does not match your name on your travel documentation, you will not be allowed to travel. A passport valid for up to 6 months past the date of completed travel is required when traveling internationally. Married or divorced women traveling under names other than what is printed on their travel documents must supply a marriage license and/or divorce decree. If you are not a U.S. citizen, contact your destination's consulate or embassy to determine required entry documents.

Passports are NOT required for travel within the continental U.S., Hawaii, Puerto Rico, and the U.S. Virgin Islands. However, travel to these U.S. destinations/ U.S. territories requires a valid state/government-issued picture I.D. or valid state-issued driver's license. Beginning May 7, 2025, your valid state/government-issued picture I.D. or valid state-issued driver's license must be compliant with the Real ID ACT in order to board domestic flights and access certain federal facilities. Visit [dhs.gov/real-id](#) for more information. If it is not compliant, visit [tsa.gov/travel/security-screening/identification](#) for alternate forms of acceptable ID. Any passenger who is denied boarding due to lack of proper documentation will have their vacation cancelled. **Failure to comply with the above requirements will result in you not being allowed to travel and no refund will be given.**

### 9. TRAVELING MINORS

We cannot accept unaccompanied minors under 18 for any travel. For certain countries, a notarized consent from both parents or legal guardian(s) is required for children younger than 18 years old traveling with one parent, or in someone else's custody; or a notarized birth certificate showing only one parent, a parent's death certificate, or a court order of child custody/MAY also be permissible. Be sure to check with your travel advisor, inquire with your destination's consulate, or visit websites such as [travel.state.gov](#), [dhs.gov](#) or [iatatraycentre.com](#). Mexican-born minors under 18 years of age traveling alone or with someone other than a parent or legal guardian, require special documentation to depart Mexico, even if the Minor is a Dual Mexican Citizen. For details, contact the Mexican embassy or [click here](#). Some airlines may require documentation for children traveling without their legal guardian beyond what is mandated by the destination country, visit [united.com](#) for details.

### 10. DENIAL OF ENTRY

Certain countries may deny entry to travelers with even a minor criminal record, and if not a U.S. citizen, entry back into the U.S. Check with the U.S. Embassy and the embassy or consulate of the country being visited to ensure you can travel as planned. United Vacations does not accept responsibility if you are denied entry and cancellation penalties apply.

### 11. FLIGHTS & AIRPORT CHECK-IN

Your flight information will appear on the booking confirmation issued when you make your deposit, and on your electronic travel documents issued upon full payment. All flight times are subject to change without notice. We strongly suggest that you reconfirm exact flight times with United Airlines 24 hours prior to departure and again before departing for the airport. Please be advised that we may provide your name, phone number and/or email address to third party suppliers such as United Airlines to be used to advise passengers of irregular flight operations and disruptions. For international flights, we recommend arriving at the airport at **least three hours prior to your scheduled departure time** to allow time to check in and get through Security. For domestic flights, we recommend that you arrive two hours prior to travel but absolutely no later than one hour prior to travel. If you do not have pre-assigned seats and have seat preferences, we recommend that you arrive early as seats will be assigned upon check in based on availability. Pre-assigned seat selection is at the discretion of United Airlines and its code share partners and may require payment of an additional fee.

If you do not check in at the airport or gate at the required time, or do not possess proper documentation, you will be denied boarding and will not be eligible for a refund. Additionally, if you fail to check in for your flight without prior cancellation, you are considered a no-show and will be denied boarding for full travel. Travel Protection Plus does not cover the instances noted above. United Vacations assumes no responsibility for any passengers making independent connections to flights booked through United Vacations. For specific policies traveling infants under two years of age, visit [united.com](#). If an infant reaches the age of two at any time during the vacation, federal law requires the purchase of a separate seat for any remaining portions of the flight. Some countries charge infant departure taxes.

### 12. PACKAGE PRICING - EXCLUSIONS

If you have not paid for your vacation in full, you will be responsible for any increases in the price of any and all components of the vacation package. United Vacations reserves the right to re-invoice your reservation should an error be made in computing your vacation price. **Mandatory taxes, fees, and surcharges imposed by U.S. and foreign governments, airlines, and hotels are included in the total vacation price and are subject to change at any time. Some may be payable in destination and may include, but are not limited to, hotel resort fees, energy surcharges, environmental levies, and departure taxes. While we have included Pay in Destination charges provided to us by third parties at the time of booking, charges may fluctuate based on exchange rates at time of travel.**

You may incur additional expenses that are not included in the package price, including but not limited to (unless otherwise noted): gratuities, meals and beverages; passport/visa fees; airline seat assignments and baggage fees; car seats; rental cars; transfers, optional excursions; and items of a personal nature. Rates for packages including a rental car do not include state/local taxes, gasoline, optional insurance, Collision Damage Waiver (CDW), under-age driver charges if under the age of 25, or airport charges, which are payable directly to the rental car company. Minimum age requirements may apply- contact your travel advisor or the rental car company for specific information. A valid driver's license and major credit card in driver's name are required.

### 13. AIRLINE, HOTEL AND FEATURE TAXES

United Vacations may split the merchant of record payment between United Vacations and United Airlines or its code share partners. The United Vacations portion of the payment will be processed immediately. The airline will process payment at the time the air tickets are issued. United Vacations markets hotels under a "prepaid/merchant" model, where United Vacations collects the full amount of the hotel room from you in advance and manages the payments to the hotel/feature on your behalf. The booking is made by United Vacations on the customer's behalf and includes two components to the reservation, amounts being paid by United Vacations to the hotel/feature on customer's behalf as well as compensation for services retained by United Vacations. In connection with facilitating your hotel/feature arrangement, the amount you are charged will include tax recovery charges and service fees. This amount includes an estimate to recover the amount we pay to the hotel/feature related to your reservation for taxes owed by the hotel/feature including, without limitation, sales and use tax, occupancy tax, room tax, excise tax, value added tax, good and services tax, and/or similar taxes. The amount United Vacations pays to the hotel/feature in connection with your reservation for taxes may vary from the amount we estimate and include in the amount charged to you. The amount charged to you also includes an amount to compensate United Vacations for services in connection with handling your reservation. United Vacations is not the supplier collecting and remitting taxes to the applicable taxing authorities. Hotel/feature suppliers include all applicable taxes in the amount billed to United Vacations and United Vacations pays over such amounts directly to the supplier. United Vacations is not a co-supplier associated with the supplier with whom United Vacations books or reserves customer's travel arrangements. Taxability and the appropriate tax rate and the type of applicable taxes vary greatly by location.

### 14. SPECIAL REQUESTS

If you request special arrangements such as adjoining rooms/room locations, bedding requests, specific assistance or special meals, we will pass on your request to the vendor on your behalf. However, since these requests lie outside our contracts with our suppliers, we cannot guarantee special requests unless otherwise stated.

### 15. HANDICAPPED SERVICES AND FACILITIES

Should you desire any special service or equipment to assist with a disability, please let us know in advance so we can advise the air carrier or resort (services vary by carrier and resort). Although we will do our best to assist you, United Vacations does not guarantee the availability of wheelchairs at any airport. Wheelchair accessible rooms may be requested but cannot be guaranteed. Standards vary by property and country, may not be consistent with the standards required by the Americans With Disabilities Act, and are not within the control of United Vacations.

### 16. UNITED VACATIONS & OTHER SERVICE PROVIDER RESPONSIBILITY

**Travel Advisors' Responsibilities:** If you booked through your travel advisor, your travel advisor is responsible for providing information to you, examining and verifying all information, and ensuring that you understand all of the policies, fees and requirements to which you are subject. Any travel advisor who makes a reservation on your behalf acknowledges this responsibility.

### UNITED AIRLINES' RESPONSIBILITIES

United Airlines and its code share partners are responsible only for the air transportation it provides in connection with a package purchase and is not responsible for ground transportation, accommodations, or other activities of the vacation. All passenger air transportation via United Airlines shall be provided under the terms and conditions of United Airlines **Contract of Carriage**, which includes Advice to Passengers on Limitation of Liability.

### UNITED VACATIONS' RESPONSIBILITY

United Vacations makes arrangements with third party suppliers as independent contractors for the various components that comprise your vacation package. We have taken all reasonable steps to ensure that proper arrangements have been made for your vacation. However, United Vacations is not an agent of these independent travel providers and we expressly disclaim any liability for their actions or omissions. Service providers reserve the right to refuse service to travelers at their sole discretion. United Vacations assumes no liability for the acts of the service provider in refusing service. United Vacations is not responsible under any circumstances for any injury or damages you may suffer, in connection with air or ground transportation, hotel accommodations, or other travel or excursion services arranged by United Vacations. Furthermore, United Vacations and its third-party suppliers do not control and cannot be responsible for bodily injury, property damage or other loss or damage caused by factors beyond their control, including but not limited to: air turbulence, flight delays, extreme weather, government restrictions or regulations, strikes, war, acts of terrorism, mechanical breakdown, sickness or disease, epidemics or pandemics, quarantine, your physical, medical or mental disabilities, your failure to obtain valid travel documents or to follow travel instructions resulting in denied entry at destination or re-entry into U.S., and failure related to the public internet, telephone or other communication lines.

By booking with United Vacations and/or using the United Vacations online booking site, you waive any claim against United Vacations, its affiliated and subsidiary companies, and their respective officers, directors, employees, contractors, and agents, for any loss of or damage to property or injury to any person caused by reason of (i) any defect, negligence, or other wrongful act or omission or any failure of performance of any kind by any airline, hotel, ground transportation, or other travel provider, (ii) any claim for inconvenience, loss of enjoyment, mental distress or other similar claim, (iii) any delayed departure, missed connection, substitute accommodation, termination of service or change in fares or rates, and (iv) overbooking, flight cancellation, lost or disconnected baggage, or any claim arising of the air transportation portion of any vacation package. Under no circumstances will United Vacations be liable for any special, incidental or consequential damages arising from the provision of our travel services or vacation packages. Some hotel room images in our promotional materials and our website do not depict the standard room category. All amenities shown for a particular property may not be available in every room category. Maps are not to scale. Our hotel rating system is provided for your reference and may differ from other rating systems. We do not guarantee the accuracy of these ratings or that they are equal to other rating systems that you may be familiar with. We reserve the right to change a rating at any time with or without notice. United Vacations is not responsible for omissions or errors.

**Your Responsibility:** By booking with United Vacations, you agree to defend and indemnify us and all respective suppliers and any officers, directors, employees and agents from and against any claims, causes of action, demands, recoveries, losses, damages, fines, penalties or other costs or expenses of any kind or nature including but not limited to reasonable legal fees, brought by third parties as a result of: a) your breach of these Terms and Conditions or the documents referenced herein; b.) your violation of any law or rights of a third party; or c.) your use of the United Vacations website and/or any travel documents.

**Important Notice:** United Vacations enters into contracts with hotels and air, land, or water transportation companies, but all such entities are owned and operated by independent contractors. United Vacations is not responsible for any negligent or willful act, omission or failure to act on the part of any such entity or its employees, or of any other third party beyond its direct control. The United Vacations name and logo may appear on posted or hand-held signs at the airport of your departure or destination, in vans, buses, coaches, hotels or elsewhere during your vacation. This use of the United Vacations name and logo is solely intended to help you identify persons or entities who might provide services to you during your trip, but does not indicate, and should not be understood by you to indicate that United Vacations owns, controls or operates any entity displaying such a sign, or that United Vacations employs or controls any person holding or displaying such a sign. United Vacations sells leisure vacations. If this vacation is used for any reason other than leisure travel, the hotel may directly assess an additional surcharge or refuse service during holiday, convention, or special event time periods.

**Certain exclusions may not apply in some jurisdictions.** If you have a claim or dispute with any of the travel or excursion providers, we will provide you with as much assistance as reasonably possible.

### 17. LUGGAGE, PERSONAL PROPERTY, SECURITY, AND CUSTOMS

Many airlines charge fees for checked and/or carry-on bags. Fees vary and are set by each air carrier. Information on carrier baggage policy and fees, by request for lost, misconnected and damaged baggage or other personal property can be obtained through your travel advisor, by contacting the air carrier directly, by requesting them at the airport, or by clicking [here](#). Carry-on luggage is limited to one bag per person and must be small enough to fit beneath the seat in front of you. Excess/oversized baggage may be denied at check-in or subject to additional charges. United Vacations accepts no liability for loss or damage to luggage and recommends a TSA-approved lock. All lost or damaged luggage must be reported to an airline representative at the destination airport by the passenger before you leave the airport. Some airlines do not cover damage to soft-sided luggage. For the most up-to-date information on prohibited and permitted items, please visit the [Transportation Security Administration](#) website. Additionally, some foreign governments enforce strict limitations and restrictions on what can be brought in including [electronics limitations when entering Mexico](#). Ask your travel advisor or refer to the applicable embassy's website.

### 18. HAZARDOUS MATERIALS RESTRICTIONS AND INSECTICIDE NOTICE

Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: Paints, lighter fluid, fireworks, tear gases, oxygen bottles, and smoking-pharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain radio-pharmaceuticals carried on your person. Special restrictions and limitations for transporting Hazardous Materials and specifically Lithium Ion batteries, refer to [faa.gov/gopacksafe](#) for more information. In the event a carry-on bag cannot be accommodated in the passenger cabin and has to be placed below in a cargo bin for any reason, any electronic device or spare lithium-ion or any other type of battery permitted in carry-on baggage MUST be removed from the carry-on bag and remain in the possession of the passenger in the passenger cabin. For further information, contact your airline representative. Some airlines may require aircraft cabin insecticide treatment for in-bound/fair consumer. A list of such countries is available at <https://transportation.gov/airconsumer/sprays>.

### 19. GOVERNING LAW & DISPUTE RESOLUTION

This Contract shall be governed by the laws of Wisconsin. Should a dispute or controversy arise concerning the terms and conditions of this Contract any legal action against United Vacations shall be brought exclusively in the United States District Court for the Eastern District of Wisconsin or, if there is no federal jurisdiction over the action, in the courts of Milwaukee County, Wisconsin. Notwithstanding the above, any action at law or in equity involving a claim for loss, injury, or other damage which may arise out of or relate to your trip will be governed by and construed in accordance with the laws of the local jurisdiction in which the actions giving rise to the claim for loss, injury, or other damage occurred. As a result, any incident, complaint, demand, or claim relating to your trip shall be submitted to the local jurisdiction in which the loss occurred, and you expressly waive any right to challenge jurisdiction or venue in such courts due to your current or future place of residence or nationality. If any term or provision of this Contract is determined by a court of competent jurisdiction to be invalid or otherwise unenforceable, such holding will not affect the validity or enforceability of the remaining terms and provisions. We each agree that any dispute resolution proceedings will be conducted only on an individual basis and not in a class, consolidated or representative action.

### 20. HEALTH & SAFETY TIPS FOR TRAVELERS

Since the emergence of COVID-19 in 2019, most destinations, airports, air carriers, hotels, restaurants, transfer companies, car rental companies, shops, and excursions have established COVID-19 safety measures and precautions that may change from day to day. These safety measures may include but are not limited to curfews, attraction closings and reduced hours, size of group gatherings, social distancing requirements, the requirement of masks, proof of COVID-19 immunization, health screenings, and self-quarantine requirements. In addition, you must follow CDC guidelines and the recommendations of health officials. Please note that any public location where people have been or are present provides an inherent risk of exposure to COVID-19 and United Vacations cannot guarantee that you will not be so exposed during your vacation. By traveling, you agree that you assume these inherent risks associated with your vacation. Any and all additional costs will be your sole responsibility.

Before booking travel and before your travel dates, we strongly recommend that you visit the U.S. Department of State website [travel.state.gov](#), as well as the Centers for Disease Control and Prevention website, [cdc.gov](#), which include important information on foreign travel such as travel advisories, warnings and restrictions issued by the U.S. government. You are responsible for complying with the health requirements of the countries you intend to visit. If you make a booking, you are confirming that you have followed our recommendations above and forever waive any argument that we should have done anything further with respect to warnings or alerts. Check with your physician regarding any immunizations that may be recommended or required. Use common sense while vacationing abroad. For example, if you choose to drink alcohol, do so in moderation. In addition, be cognizant of the effects of mixing alcohol and certain medications. Should someone in your party become ill, alert the resort front desk for immediate medical attention or call the emergency number provided by the resort. Also advise your Resort Representative as soon as possible, who may be able to provide assistance. If you have medical issues or concerns about medical services, we urge you to contact your resort with specific questions. Please be aware that medical standards and training of emergency responders and resort medical facilities vary greatly, and health care abroad may not be the same as you might expect at home. It may be standard policy for hospitals and medical providers abroad to require cash payment upfront for services. Check with your insurance provider regarding claims for reimbursement. Sports and aquatic equipment, especially scuba gear, may not meet U.S. safety standards and many resort pools and beaches may lack lifeguards. Balcony railing heights in Mexico are lower than the mandated heights in the United States, and also may be lower in other countries. Low balcony railings create a risk of falls, which may result in serious injury or death. Bottled drinking water is recommended. BY OFFERING TRAVEL PRODUCTS IN PARTICULAR DESTINATIONS AND INTERNATIONAL DESTINATIONS, WE DO NOT REPRESENT OR WARRANT THAT TRAVEL TO SUCH AREAS IS ADVISABLE OR WITHOUT RISK, AND ARE NOT LIABLE FOR DAMAGES OR LOSSES THAT MAY RESULT FROM TRAVEL TO SUCH DESTINATIONS. No destination is 100% safe. By embarking upon your travel, you voluntarily assume all risks involved in such travel, whether expected or unexpected.

### 21. POST-VACATION CONCERNS

If you have a complaint while on vacation you must provide United Vacations with a reasonable opportunity to rectify the issue during your vacation by promptly notifying your Resort Representative who will make every effort to assist. If the matter cannot be settled on the spot, you must write to our Customer Care Department within 28 days of the completion of your vacation at [aftertravel@unitedvacations.com](mailto:aftertravel@unitedvacations.com). Please understand that we cannot consider post-vacation submissions if you did not provide United Vacations with a reasonable opportunity to assist you during your trip. We reserve the right to give any compensation due in the form of future travel credits.

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