

Terms & Conditions

Welcome to Sunny Accommodations. By using our services, you agree to comply with these terms and conditions. Please read them carefully.

Booking and Payments

- All reservations are subject to availability.
- Full payment or a deposit is required at the time of the booking.
- Payment plan option is available on certain bookings.
- Prices are subject to change because of currency fluctuations, supplier adjustments, or other factors.
- No travel bookings may take place through any live, videotelephony, telepresence, or video communication.

Travel Incentives, Perks, Discounts, Offers, Rewards, Benefits, Promotions, or Sales, etc.

- Prices quoted by Sunny Accommodations are exclusive to Sunny Accommodations and are non-transferable. Travelers must make a booking through Sunny Accommodations to obtain any incentive, perk, discount, offer, reward, benefit, promotion, or sale. The vendor or supplier may not honor any prices quoted by Sunny Accommodations if the booking is made directly with the vendor or supplier or on the vendor's or supplier's website. Sunny Accommodations cannot negotiate pricing if the booking is made directly with the vendor or supplier.

Cancellations and Refunds

- Cancellation policies vary by supplier and destination.
- Some bookings may be non-refundable or have cancellation fees.
- Refunds will be processed according to supplier policies and may take several business days.

Travel Documents and Requirements

- Customers are responsible for obtaining valid passports, visas, and travel insurance.
- Failure to present the required documents may result in denied boarding without a refund.

Liability Disclaimer

- We function as intermediaries between travelers and major service providers.
- We are not responsible for delays, cancellations, accidents, or losses beyond our control.
- Customers agree to hold us harmless in the case of unforeseen issues.

Privacy Policy

- Personal information will be collected for booking purposes only and kept secure.
- We do not share customer data with third parties without consent.

Changes and Modifications

- We reserve the right to update these terms at any time.
- Any changes will be communicated through our website.

Travel Protection

- All travelers must fill out a form accepting or denying travel protection/insurance.

Electronic Card Authorization Agreement:

By submitting the form and placing a booking through the payment link, I, the authorized cardholder, hereby authorize Sunny Accommodations or third-party vendor or supplier to charge the electronic card indicated above for the total amount specified for the travel

services described or goods or products purchased. I understand that this charge will be processed for the booking/reservation and/or goods or products purchased with the reference/transaction number provided.

I confirm that I am the authorized user of the electronic card provided. I understand that I am responsible for all charges incurred as a result of this authorization.

The terms, conditions, and restrictions on the booking, including any cancellation policies and fees, are displayed on the vendor's or supplier's website, and/or as provided during the booking process by the service providers (e.g., airlines, hotels, car rental companies, cruise lines, etc). Refunds, if applicable, and/or chargebacks must be pre-approved by the vendor or supplier. Some reservation bookings may not be fully refundable or may incur a penalty.

Sunny Accommodations is committed to upholding the rights of all travelers and protecting their personal information and data. Sunny Accommodations does not have access to electronic card information. All payment transactions are handled through a secure payment link sent to the customer's email address. For all refunds, if applicable, consumers must provide electronic card information again.

Any fees or interests incurred through secure payment transactions are the responsibility of the customer. Sunny Accommodations does not waive or assume any fees or interests on behalf of the customer.

This electronic card authorization agreement may be amended, revised, or rewritten at any time. Consumers are immediately notified of any changes to the electronic card authorization agreement.

The purchase of travel insurance/protection is highly recommended, but not required. The agency or booking fee is not included in the price package.

On select bookings, airline/hotel fee and/or car rental fee, or other fees may be paid upon arrival at airport or the destination.

A deposit and/or payment plan are available for select bookings. A fee, APR, or other interest rate may apply. Deposit and/or payment plan must be pre-approved by the vendor or supplier. Sunny Accommodations cannot guarantee these options on all bookings.

Sunny Accommodations is unable to accept direct electronic card payments or cash transactions. All payments must be made through a secure vendor or supplier link when booking reservations or through PayPal, Wave, Stripe, Square, Affirm, Venmo, or Melio when purchasing Sunny Accommodations **brand** products, goods, memorabilia, or souvenirs.

The vendor's or supplier's secure payment link is sent directly to the customer's email address. The customer **must** make payment or deposit through their email address/account only. Sunny Accommodations does not provide a payment option or payment platform on its website.

When a vendor or supplier is unable to supply a secure payment link, travelers will have the option to purchase through PayPal, Wave, Stripe, Square, Affirm, Venmo, or Melio. This is an exception only and must have pre-approval from Sunny Accommodations management beforehand.

Due to international consumer protection laws, Sunny Accommodations is unable to display the forms of payment available on the website. Consumer must obtain information through the terms and conditions clause, or by contacting customer support at client@sunnyaccommodations.com.

Refund Policy

Refunds are subject to the terms and conditions of each vendor or supplier. A cancellation or administrative fee may be assessed. Sunny Accommodations does not negotiate refund policies with vendors or suppliers. Travelers may request information on cancellations or refunds before booking a reservation. Sunny Accommodations store-bought products are custom-designed and made. Only damaged or defective items received are fully refundable within 30 days, with proof of purchase or order number.

By "placing a booking" or taking equivalent action during the online process, I acknowledge that I have read, understood, and agreed to the terms and conditions of this electronic card authorization agreement and the associated booking and/or purchase.

Consumer Protection Laws

Sunny Accommodations adheres to all national and international consumer protection laws. Inquiries, complaints, concerns, or questions may be directed to client@sunnyaccommodations.com. Sunny Accommodations is under legal obligation to investigate all inquiries, complaints, concerns, or questions promptly. Any inquiries, complaints, concerns, or questions that involve flights, hotels, car rentals, cruises, tour packages, travel protection/insurance, etc., may also be directed to the vendor or supplier

as well, and/or, according to the terms and conditions of each vendor or supplier. The vendor or supplier has the liberty of redirecting the consumer back to the travel agency or other point of sale location.

The consumer understands and agrees that by placing a booking or reservation, and/or finalizing payment, the consumer must adhere to the terms and conditions, policies, and procedures of the third party (vendor, supplier, etc.). Terms and conditions are found on the vendor's or supplier's website or by contacting the vendor or supplier directly.

The terms *consumer*, *customer*, and *traveler* are used interchangeably and synonymously.

Written information may be requested in Spanish, Portuguese, or French / Se podrá solicitar información por escrito en español, portugués o francés / As informações por escrito podem ser solicitadas em espanhol, português ou francês. / Des informations écrites peuvent être demandées en espagnol, portugais ou français.

By "placing a booking" or taking equivalent action during the online process, I acknowledge that I have read, understood, and agreed to **all** the abovementioned (consumer protection laws statement, electronic card payment, and terms and conditions).

Third-Party Vendor Responsibility Policy

Sunny Accommodations Travel Agency ("the Agency") acts solely as an intermediary between clients and independent third-party suppliers, including but not limited to major airlines, cruise lines, hotels, tour operators, transportation companies, and activity providers ("Vendors").

By booking through the Agency, the client acknowledges and agrees to the following:

1. Independent Vendor Operations

All travel services are provided directly by independent Vendors. The Agency does not own, operate, manage, or control these Vendors and therefore cannot guarantee their performance, availability, safety, or service standards.

2. Delays, Cancellations, and Service Interruptions

The Agency is **not responsible** for:

- Delays, schedule changes, or cancellations by any Vendor
- Missed connections or itinerary disruptions
- Vendor-initiated modifications to accommodations, transportation, or activities

- Weather-related interruptions or natural events
- Mechanical issues, staffing shortages, or operational decisions made by Vendors

Any refunds, credits, rebooking options, or compensation related to such events are governed solely by the Vendor's policies. Sunny Accommodations may contact the Vendor on behalf of the client or customer, but **cannot** guarantee specific outcomes.

3. Vendor Terms & Conditions

Clients are responsible for reviewing and complying with all Vendor terms, conditions, fare rules, and policies. These may include cancellation penalties, change fees, documentation requirements, and check-in procedures.

4. Client Responsibilities

Clients must:

- **Provide accurate personal and travel information**
- **Arrive on time for all scheduled services**
- **Maintain valid travel documents (passports, visas, IDs)**
- **Monitor flight, cruise, or tour updates directly from the Vendor**

5. Assistance & Support

While the Agency is not liable for Vendor actions, we are committed to assisting clients in navigating Vendor policies, communicating with suppliers, and exploring available options when disruptions occur.

Sunny Accommodations Travel Agency is a fully accredited organization,

CLIA Agency ID 00047793 • ARC/IATA Code 08716573 • CCRA 99935917

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