

A vibrant, stylized illustration of a tropical scene. At the top, a large, bright yellow sun is partially obscured by soft, white, rounded clouds. Below the sky, a light blue band represents the ocean. The foreground features rolling green hills of varying shades. Several palm trees with green fronds and brown trunks are scattered across the landscape. In the bottom left corner, the front of a boat is visible, showing a white hull and a grey deck with a white railing. The overall style is clean and modern, using a soft color palette.

Going Places!



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TOBAGO STAYCATION REFUND POLICY

WHAT CANNOT BE REFUNDED

If a customer cancels a Tobago Staycation trip:

They are not entitled to a refund of any kind. Throughout the payment plan period leading up to our Staycation trips payments made by customers are used to pay incremental payments to suppliers including hotels, transportation providers and tour operators/sites/attractions. Based on the agreements that Road Trip TT has with these suppliers, payments made to them are non-refundable. It is only possible to receive a refund of any kind from our staycation suppliers if the payment to them is made in full which only occurs when all the payments in your payment plan has been made.

As such, we have a no-refund policy should a customer cancel their booking at any point before the trip date. For the same reasons mentioned above, payments made also cannot be transferred to any current or future activity or Staycation trip or towards the booking of any other individual.

The one exception to the above would be in instances when a customer has fully paid for their trip or if a customer has one more payment plan payment to be made. At this point, Road Trip TT would have paid most suppliers in full. Therefore, it would possible to receive a refund in the form of a credit note from the hotel supplier and possibly from transportation and tour suppliers if their policy allows for it. This refund however will be subject to the terms and conditions of the staycation suppliers involved.

Non Payments:

If a customer misses their payment towards their trip payment plan for more than 30 days your booking will be automatically cancelled and you are not entitled to a refund of any kind. If you know you will be late for a payment for any reason, kindly email us at least 7 days in advance to avoid your booking being cancelled.

adventure outdoors travel



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WHAT CAN BE REFUNDED

If Road Trip TT cancels a Tobago Staycation Trip

A refund will be given to customers. This refund however will be subject to the terms and conditions of the suppliers involved including but not limited to accommodations, tours and transportation. This refund can be in the form of cash or a credit note, the duration of which is based on the policy of the staycation supplier.

The refund can also be partial or in full to the value paid by customers at the time of cancellation, again based on the terms and conditions of the staycation suppliers.

The refund would also be subject to the administrative and services fee of Road Trip TT which would be made up of non-refundable expenses already incurred by the company as it relates to planning and coordinating the staycation trip including our services fees, credit card fees, administrative and other expenses. The value of this would vary from trip to trip and will be communicated should your trip have to be cancelled.

Road Trip TT will only cancel a Tobago staycation trip if there is a health and or safety risk to its customers and staff such as but not limited to any natural or manmade disaster including acts of God, adverse weather conditions and natural disasters such as hurricanes, earthquakes, storms and floods, acts of government, war, civil unrest, terrorism, public health risks and exposure to communicable diseases.

Road Trip TT also has the right to reschedule any of its Tobago staycation trips to a suitable date as a result of any of the above risks.

By signing below, you agree to the above terms and conditions as it relations to your booking a Tobago Staycation trip with Road Trip TT.

.....
PRINT NAME

.....
SIGNATURE

.....
DATE

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