



## Terms of Service

Please read these Terms of Service carefully, as they outline FabuLUX Travel Group's service fees and operations policy. We may make changes to these Terms from time to time by notifying you of such changes by any reasonable means, including by posting the revised Terms on any applicable platforms FabuLUX may use.

1. All initial deposits are **NON-REFUNDABLE**, once assessed, and ARE applied to the cost of your trip.
2. Clients will receive up to 1 complimentary proposal revision. EACH additional proposal revision will incur a \$50 fee.
3. After a package has been booked, clients will receive up to 1 complimentary package change. EACH additional package change will incur a \$75 fee.
4. Clients have up to 1 month (30 days), from the date of this signed agreement, to move forward with travel planning. If delays on the part of the client prevent FabuLUX from completing a travel proposal, within this timeframe, the request will be closed and all subsequent travel will require a new request and service agreement. Extenuating circumstances will be considered at the discretion of FabuLUX Travel Group.
5. All packages must be finalized no later than 30 days prior to departure. This means that no changes (including the addition or removal of package components) will be made outside of this timeframe; with the exception of a complete package cancellation.
6. All inquiries/emails/requests/payment processing will receive a response within 24 to 48 business hours (this excludes weekends and holidays).
7. Our preferred communication method is email. Please email [fabuluxtravelgroup@gmail.com](mailto:fabuluxtravelgroup@gmail.com) for ALL travel related matters. If you require telephone communication, please use the [Lux call link](#) to schedule a call. We will not respond to text messages or phone calls for travel related matters.
8. Our business hours are Mon-Fri 10:00am to 5:30pm. Communications outside of this timeframe will be filtered on the next business day.

**Please note that FabuLUX does not add fees to any of our packages. The prices quoted to our clients are directly from our suppliers (resorts/hotels/cruise lines/airlines etc.). FabuLUX does NOT upcharge.**

***By Receiving This Agreement:*** The Client understands and accepts for themselves and on behalf of the travelers included in their party, FabuLUX Travel Group's service fee structure and terms of service. By proceeding with this agreement, the Client also acknowledges and agrees that FabuLUX will charge all applicable fees and charges due, to the payment card or other form of payment provided by the client upon booking their travel package.