



Indigo Atlas Travel – Terms & Conditions of Service

Last Updated: **Jul 10, 2025**

By submitting your planning fee payment to Indigo Atlas LLC, you agree to the following terms of service.

1. Planning & Trip Design Fee

- A \$299 trip design fee is required before any custom itinerary research or proposal is delivered.
 - This fee is **non-refundable**, even if you choose not to book your trip through Indigo Atlas.
 - This covers the design and planning of a fully custom itinerary, including destination research, experience curation, booking coordination, and support before and during travel.
 - Hotel-only, cruise-only, or all-inclusive resort-only bookings **do not** incur a trip design fee.
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2. Scope of Service

- Indigo Atlas specializes in custom journeys, including hotels, transfers, experiences, and overall trip design.
- Once the trip design fee is received, we will begin crafting a proposal based on your intake form and discovery call.
- Proposals typically take **5 business days** to prepare.



- Unlimited rounds of revisions are included. Additional design rounds may be subject to a supplemental fee if for example, the destination country changes.

3. Booking Policies

- All bookings are subject to availability and supplier terms (including cancellation/change penalties).
- Clients are responsible for reviewing final trip confirmations before approval.
- You are responsible for having a valid passport, necessary visas, travel insurance, and meeting destination entry requirements.

4. Communication & Availability

- Standard hours: Monday–Friday, 9:00am–4:00pm CST.
- Responses will be provided within **2 business days** unless otherwise noted.
- During travel, clients will be provided with necessary support contacts and updates.

5. Cancellations & Refunds

- Refunds and cancellations follow the policies of each travel supplier or partner.
- Indigo Atlas LLC will assist with changes and cancellations but is not responsible for supplier-imposed penalties or non-refundable payments.
- The trip design fee is non-refundable regardless of changes in travel plans.



6. Travel Insurance

- Travel insurance is strongly recommended to protect your investment. It may cover cancellations, medical emergencies, trip interruptions, and more.
- Clients may purchase through a preferred partner or independently.
- Declining insurance is done at the client's own risk.

7. Liability Disclaimer

Indigo Atlas LLC acts solely as an advisor and booking coordinator. All travel arrangements are made through third-party suppliers. Indigo Atlas is not liable for acts or omissions of these suppliers, including but not limited to delays, cancellations, overbooking, strikes, force majeure, or personal injury.

8. Force Majeure

Indigo Atlas Travel is not liable for delays or cancellations due to events outside our control, including but not limited to weather, strikes, natural disasters, political unrest, or pandemics.

9. Limitation of Liability

In no event shall Indigo Atlas Travel be liable for more than the amount of the planning fee paid. We disclaim all liability for indirect, special, incidental, or consequential damages.



10. Assumption of Risk

By booking travel through us, you acknowledge that travel involves risk (including illness, injury, delays, or loss), and you voluntarily assume all associated risks.

Agreement

By paying the planning fee, you acknowledge that you have read, understood, and agree to these terms of service