

COBBLESTONE TRAVEL — SERVICE AGREEMENT & TERMS OF SERVICE

Effective Date: June 19, 2026

Welcome to Cobblestone Travel. By requesting a custom itinerary, completing our planning questionnaire, or submitting payment for our consulting services, you (the "Client") agree to be bound by the following Terms of Service. Please read them carefully before completing your payment.

1. Scope of Services

Cobblestone Travel operates strictly as an independent travel consultancy and research service. We provide customized travel planning, destination research, route optimization, and curated itinerary recommendations based on the preferences submitted in your questionnaire.

2. No-Booking Agency Policy

- **Client Retains Booking Responsibility:** Cobblestone Travel is **not** a travel booking agency or a traditional travel agent. We do not book flights, reserve hotel rooms, secure rental cars, purchase event tickets, or make reservations on your behalf.
- **Execution of Plan:** We provide you with a comprehensive, finalized itinerary blueprint. You, the Client, are solely responsible for executing all bookings, managing reservations, and confirming availability with third-party vendors.
- **No Commission Model:** We do not accept commissions, markups, or kickbacks from travel vendors. Our fees are strictly a flat rate paid upfront for our time, expertise, and research.

3. Payment and Fees

- **Upfront Flat Fee:** Pricing is calculated transparently based on the total number of travel days and party size as detailed in your custom quote.
- **Non-Refundable Policy:** Because our service is entirely based on customized labor, research, and time, **all fees are 100% non-refundable once research and itinerary creation have commenced.**

4. Third-Party Vendor Disclaimer

- **Independent Entities:** All airlines, hotels, tour operators, restaurants, rental agencies, and activities recommended in your itinerary are independent third-party entities.
- **No Liability:** Cobblestone Travel does not assume any financial or legal liability for the services provided by these third parties. We are not responsible for price fluctuations,

sudden lack of availability, schedule changes, delays, cancellations, closures, illness, injury, or service failures experienced during your travels.

- **Limitation of Liability:** In no event shall Cobblestone Travel's total aggregate liability for any claim, loss, error, or damage arising out of this service exceed the total dollar amount actually paid by the Client to Cobblestone Travel for the specific itinerary in question.
- **Travel Insurance:** We strongly recommend that all Clients purchase comprehensive travel insurance independently to protect their bookings, flights, and medical needs.

5. Client Obligations

- **Accuracy of Information:** You agree to provide accurate information regarding your budget, travel dates, physical constraints, and preferences during the questionnaire step to ensure a viable itinerary.
- **Review of Details:** It is the Client's responsibility to cross-check passport validity, visa requirements, entry mandates, and immunization protocols for their destination prior to executing any bookings.

6. Intellectual Property

The custom itinerary and research materials delivered to you are the intellectual property of Cobblestone Travel. They are provided solely for your personal, non-commercial use. You agree not to resell, redistribute, or publicly publish our curated itineraries for commercial gain.

7. Governing Law & Dispute Resolution

This Agreement and any disputes arising from it shall be governed by and construed in accordance with the laws of the State of New York, without regard to its conflict of law principles. Any dispute arising out of or relating to this Agreement shall first be submitted to informal mediation between the parties. If informal mediation fails to resolve the dispute, both parties agree that the exclusive jurisdiction and venue for any legal action shall be a court of competent jurisdiction located within New York County, New York.

8. Force Majeure (Unforeseen Events)

Cobblestone Travel is not responsible, liable, or subject to issuing refunds for trip changes, disruptions, or cancellations caused by acts of God, extreme weather anomalies, natural disasters, strikes, local or international government restrictions, public health disruptions, war, or civil unrest.

9. Acceptance of Terms

You acknowledge and agree that making an upfront payment to Cobblestone Travel via Zelle, Venmo, PayPal, or any other method constitutes your explicit, legally binding acceptance of this Service Agreement and Terms of Service.