Ascend Travel Group — Terms and Conditions

Effective date: November 20, 2026
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1. Definitions and Interpretation

In these Terms and Conditions:

- **"Ascend Travel Group," "Ascend," "we," "us," and "our"** mean the Ascend Travel Group travel-advisory business operated by Anthony Ortiz through the applicable affiliated host agency or seller of travel identified in a booking confirmation or invoice.
- **"Client" or "you"** means the person using our websites or services, requesting or purchasing travel, or making a booking for themselves or another traveler. If you make a booking for another traveler, you represent that you are authorized to accept these Terms on that traveler's behalf.
- **"Supplier"** means a third-party provider of travel or related services, including an airline, cruise line, hotel, resort, rental-car company, ground transportation provider, tour operator, activity provider, insurer, or booking platform.
- **"Services"** means our travel-advisory, planning, quote, booking, coordination, and related services, including cruises, accommodations, flights, ground transportation, rental cars, tours, activities, travel insurance referrals, group travel, corporate incentive travel, meetings, and related arrangements.
- **"Booking"** means a confirmed reservation or purchase of one or more Supplier services arranged through us.
- **"Supplier Terms"** means the Supplier's terms, conditions, rules, cancellation and refund policies, tariffs, ticket conditions, and other requirements applicable to a travel service.

Headings are for convenience and do not affect interpretation. "Including" means "including without limitation."

2. Acceptance, Eligibility, and Applicable Terms

By accessing or using our websites, requesting or accepting a quote, paying an amount toward a trip, or asking us to arrange travel, you agree to these Terms. You must be at least 18 years old and legally able to enter into a binding contract to make a booking.

These Terms apply together with any signed trip agreement, written quote or fee disclosure you accept, booking confirmation, and applicable Supplier Terms. If a signed trip or group agreement conflicts with these Terms, the signed agreement controls for that trip or group program. Supplier Terms control the Supplier's services and may impose additional requirements. Nothing in these Terms overrides rights that cannot lawfully be waived.

3. Our Agency Relationship

For travel services provided by Suppliers, Ascend acts as a travel agent or intermediary to arrange or facilitate bookings. We are not the airline, cruise line, hotelier, tour operator, transportation provider, activity operator, or insurer, and we do not own, operate, manage, or control those Suppliers or their services. Any planning or advisory services we separately provide are subject to the written scope and fees disclosed to you.

The Supplier, not Ascend, is responsible for delivering its travel service and sets its own terms, restrictions, cancellation rules, schedules, prices, and availability. We are not responsible for a Supplier's acts or omissions, service failures, changes in price or availability, or changes to schedules or itineraries. We will use reasonable efforts to communicate material information we receive and to assist you with Supplier inquiries, but cannot guarantee a particular outcome.

4. Quotes and Bookings

Quotes and itineraries are provided for planning purposes. Unless expressly stated otherwise in writing, a quote is not an offer and is subject to availability, Supplier approval, and price changes until the required payment is received and the Supplier confirms the reservation. A quote may expire or change without notice.

No reservation is complete unless and until the applicable Supplier accepts it and written confirmation is issued. A payment request, itinerary proposal, booking request, or payment authorization alone is not a confirmation.

If a quote or booking contains an obvious pricing or description error, we may correct the error or cancel the affected booking. If we cancel because of an error before the Supplier has confirmed the reservation, we will refund amounts paid to us for that affected booking. Any refund of amounts paid directly to a Supplier is governed by that Supplier's terms and applicable law.

5. Prices, Deposits, Payment, and Taxes

Supplier deposits, final-payment deadlines, payment schedules, taxes, fees, and any required forms of payment are set by the Supplier and will be communicated where available. A booking may be cancelled, repriced, or otherwise affected if required payment is not received by the stated deadline.

Supplier prices may change before confirmation and, where Supplier Terms or applicable law allow, after confirmation. Changes may include taxes, government fees, fuel surcharges, currency adjustments, or other Supplier-imposed amounts. You are responsible for amounts properly assessed under the applicable Supplier Terms.

We accept the payment methods identified in your quote, payment instructions, or booking portal. You authorize us or the applicable booking party to charge the payment method you provide for amounts you approve, including deposits and balances due. Do not send full card numbers or security codes by ordinary email.

Any planning, consultation, change, booking, or other agency service fee will be disclosed before you incur it. Unless the written fee disclosure says otherwise or the law requires a refund, agency service fees are non-refundable once the stated service has been performed or work has begun. A returned or reversed payment may incur a reasonable processing fee if disclosed in advance and permitted by law.

Please contact us promptly if you believe a charge is incorrect. You agree to make a good-faith effort to resolve a billing issue with us and the relevant Supplier before initiating a chargeback, except where your card issuer's rules or applicable law provide otherwise. Nothing in these Terms limits your lawful payment-dispute rights. A chargeback does not automatically cancel a booking or replace the Supplier's cancellation process.

6. Cancellations, Changes, and Refunds

Supplier cancellation, change, no-show, and refund policies apply to Supplier services. Those policies may impose substantial penalties or make a service non-refundable. Review the applicable terms before authorizing a booking and contact us promptly if you want to cancel or change it. A request is not effective until processed by the Supplier.

Our agency fees are non-refundable except where required by law or expressly stated in writing. Supplier refunds are subject to the Supplier's rules and may be reduced by Supplier penalties, non-refundable amounts, taxes or fees that cannot be recovered, and any disclosed non-refundable agency fees. We will assist with seeking any refund that is available, but cannot promise that a Supplier will issue one. Refunds are generally returned to the original payment method after the Supplier or payment processor sends the funds to the applicable booking party. Processing time depends on the Supplier, bank, and payment processor.

No-shows, late arrivals, unused tickets, unused nights, missed departures, or partially used services generally are not refundable unless the Supplier agrees or applicable law requires otherwise. A change made by you may result in additional Supplier costs, agency fees disclosed in advance, or loss of the original booking.

Travel insurance is strongly recommended for every trip. Some "cancel for any reason" or similar optional coverage must be purchased within a time-sensitive period and may not be available if added later. Coverage, exclusions, eligibility, and claim decisions are determined by the insurer, not Ascend.

7. Travel Insurance

We strongly recommend that you consider travel insurance for all travel, especially cruise, group, and international travel. Depending on the policy, coverage may include certain medical expenses, emergency evacuation, trip interruption or cancellation, and Supplier default. Coverage for hurricanes, named storms, pandemics, pre-existing conditions, or other events may be limited, excluded, or dependent on when the policy was purchased.

You are responsible for reviewing the policy, benefit limits, exclusions, eligibility requirements, purchase deadlines, and claims procedures and deciding whether coverage meets your needs. Insurance is issued by the insurer under its own policy terms. We do not act as your insurer, determine coverage, or decide claims. Coverage is not effective unless and until the insurer confirms it.

8. Client Responsibilities and Travel Requirements

You are responsible for providing complete and accurate information for every traveler, including each traveler's full legal name exactly as it appears on the travel identification they will use, date of birth, citizenship, contact details, and applicable loyalty or known-traveler numbers. Errors may result in change fees, denied boarding or entry, or loss of a booking, at your cost.

You are responsible for obtaining and carrying valid passports, visas and transit visas, other required travel documents, and complying with entry, exit, health, vaccination, and customs requirements for every destination and transit point. Many destinations recommend or require a passport valid for six months beyond the planned return date, but rules differ and may change. For US domestic air travel, you are responsible for presenting an acceptable identity document, including a REAL ID-compliant license where required, or another document accepted by the Transportation Security Administration.

We may provide general travel-requirement information or direct you to government and Supplier resources. Such information is not a guarantee and may become outdated. You must independently confirm requirements with relevant government authorities and Suppliers before departure. We are not responsible for denied boarding, denied entry, fines, or other consequences resulting from your failure to meet applicable requirements, except to the extent caused by our own conduct for which liability cannot lawfully be excluded.

9. Travel Documents, Check-In, and Connections

You are responsible for reviewing your tickets, vouchers, confirmations, names, dates, destinations, and other travel documents promptly and telling us about apparent errors as soon as possible. You must complete required check-in, security, and boarding procedures and arrive at airports, ports, stations, and meeting points with sufficient time to meet the Supplier's requirements.

Airline schedules, gates, terminals, equipment, and connections can change. You are responsible for monitoring the Supplier's updates, following its instructions, and allowing adequate time between separate bookings. If a delay or schedule change causes a missed connection or other loss, the applicable Supplier's terms and law govern the available remedies. We can assist with contacting Suppliers when possible but do not guarantee rebooking, reimbursement, or other relief.

10. Special Requests, Accessibility, Medical, and Dietary Needs

Requests for adjoining rooms, specific seats, accessible facilities, mobility assistance, dietary accommodations, medical equipment, or other special arrangements are not guaranteed unless the Supplier confirms them in writing. Tell us about relevant mobility, medical, pregnancy, dietary, and service-ani-

mal needs when requesting a quote or booking, and notify the Supplier directly when its procedures require it.

We will pass on requests as appropriate, but the Supplier decides whether it can accommodate them and may require forms, advance notice, or additional information. Passengers with disabilities should review the relevant Supplier's policies and applicable airline rules. Certain services or accommodations may require advance notice, in some cases up to 48 hours. Disclose relevant needs as early as possible.

11. Minors, Age Restrictions, and Passenger Conduct

You are responsible for ensuring that minors travel with the required parent, guardian, or other authorized adult and carry any required consent documents. Suppliers may impose minimum-age rules, supervision requirements, curfews, or other restrictions, including for cruises, resorts, tours, activities, and rental cars. Confirm applicable rules before booking.

All travelers must comply with Supplier rules, local laws, safety instructions, and reasonable directions from Supplier personnel. A Supplier may refuse service or remove a traveler from an aircraft, vessel, hotel, tour, or other property for misconduct, safety concerns, failure to meet requirements, or other grounds under its rules or applicable law. Related costs, including transportation or unused services, are the traveler's responsibility unless applicable law or Supplier Terms provide otherwise.

12. Group, Corporate, Incentive, Meeting, and Charter Programs

Group, corporate, incentive, meeting, and charter travel may require a separate written agreement. That agreement and the relevant Supplier Terms control if they differ from these Terms. Group arrangements may include deposit and installment schedules, minimum participant numbers, attrition obligations, rooming-list deadlines, name-change deadlines, per-person cancellation charges, and special force majeure provisions.

The contracting corporate or group client is responsible for communicating requirements and payment obligations to attendees and for amounts it has agreed to pay. Each traveler remains responsible for individual charges assigned to them under the group agreement or Supplier Terms. Incentive-program eligibility, awards, and benefits are subject to the program's written terms and qualifying requirements.

Unless expressly included in a written agreement, meeting space, venue rental, food and beverage, audiovisual equipment, production, internet access, labor, taxes, and other event costs are excluded from a quoted travel package. Confirm inclusions and exclusions in writing before commitment.

13. Supplier Default, Insolvency, and Consumer Protections

A Supplier may experience financial difficulty, suspend operations, or fail to provide a service. We do not guarantee a Supplier's financial condition or performance. Available remedies may depend on the

Supplier, payment method, insurance policy, host arrangements, and applicable law. Any protection offered by a host agency, insurer, card issuer, or industry program is subject to its own terms and is not a guarantee by Ascend.

Different consumer-protection rules may apply to airline, cruise, package-travel, and seller-of-travel transactions. Depending on the booking and applicable law, protections may include airline or cruise-line requirements, state seller-of-travel registration or trust requirements, card-network dispute rights, or insurance benefits. These protections differ and may not cover every loss.

Where a transaction is subject to Florida statutory requirements for handling travel funds, funds will be handled in accordance with applicable law and the applicable booking arrangement. This statement does not represent that every payment is held in a separate trust account or that any particular protection applies to every booking. The seller and applicable registration for a booking are identified in the confirmation or invoice.

14. Events Beyond Reasonable Control

Weather, hurricanes, pandemics or epidemics, government restrictions, strikes, civil unrest, war, terrorism, Supplier cancellations, port closures, itinerary changes, and other events beyond reasonable control may disrupt or prevent travel. Suppliers may change, delay, reroute, or cancel services under their terms and applicable law.

We are not responsible for costs or losses caused by such events, except to the extent resulting from our own conduct for which liability cannot lawfully be excluded. Refunds, credits, alternative arrangements, and additional costs are governed by the Supplier Terms, applicable insurance, and law. We will use reasonable efforts to help communicate with Suppliers, but cannot guarantee a refund, substitute service, or waiver of penalties.

15. Limitation of Liability

To the fullest extent permitted by law, Ascend is not liable for indirect, incidental, consequential, special, exemplary, or punitive damages; loss of profits, revenue, use, or data; additional travel expenses; or loss of enjoyment, arising from or related to a Supplier's acts or omissions, a travel service, or your use of our websites or Services.

To the fullest extent permitted by law, Ascend's aggregate liability for a claim arising from our own Services will not exceed the amount of agency fees you paid directly to Ascend for the specific Services giving rise to the claim. This limit does not apply to amounts we received and are legally required to return, nor does it exclude liability for fraud, gross negligence, willful misconduct, death or personal injury where such exclusion is prohibited, or any other liability or consumer right that cannot lawfully be limited.

Nothing in this section changes the Supplier's responsibility under its own terms or applicable law.

16. Client Indemnification

To the extent permitted by law, you agree to reimburse and defend Ascend against third-party claims, losses, and reasonable expenses arising from your material breach of these Terms, a material misrepresentation by you, your unlawful conduct, or information or materials you supplied that infringe another person's rights. This obligation does not apply to the extent a claim results from Ascend's own negligence, willful misconduct, or other conduct for which indemnification may not lawfully be required.

17. Claims, Notice, and Complaints

Please notify us in writing of a service concern as soon as reasonably possible, preferably while you are traveling so we can try to assist, and no later than 30 days after your return. Include your booking reference, a description of the issue, and any relevant documents. We may ask you to cooperate with the Supplier's complaint or claims process.

This notice period is intended to help us investigate and is not a waiver or reduction of any rights or deadlines that cannot lawfully be limited. A chargeback is not a substitute for the Supplier's complaint process or a legal claim. Nothing here limits any rights you have under your card agreement or applicable law.

18. Intellectual Property and Client Materials

Ascend owns or licenses the original text, design, and other materials on our websites. Supplier names, trademarks, photographs, logos, brochures, and related materials belong to their respective owners and are used with permission, under license, or as otherwise authorized. You may use website materials solely for your personal, non-commercial trip-planning purposes. You may not copy, modify, republish, distribute, or commercially exploit them without permission. Scraping and automated extraction are prohibited.

If you submit a review, image, document, or other material to us for a booking or inquiry, you grant Ascend a limited, non-exclusive license to use, store, reproduce, and transmit that material only as reasonably necessary to research, quote, book, manage, or fulfill your requested Services and maintain our business records. This license ends when that purpose is completed, except for copies retained as required by law or ordinary secure backups. It does not grant us a general marketing right, does not transfer ownership, and does not waive moral rights.

If you believe material on our websites infringes your copyright, send a written notice to **anthonyortiz@ascendtravel.group** identifying the copyrighted work, the material claimed to infringe and its location, your contact information, a good-faith statement of unauthorized use, and a statement under penalty of perjury that you are authorized to act for the rights holder. We may remove or disable access to material and take other appropriate action.

19. Acceptable Use and User Submissions

You may not use our websites or Services to submit unlawful, fraudulent, infringing, defamatory, threatening, obscene, or privacy-invasive content; interfere with site security or operation; impersonate another person; introduce malicious code; or submit information you are not authorized to share.

You may not use bots, scrapers, automated tools, or other means to extract content, prices, booking information, or user data, or to harvest information for competitive or commercial purposes. We may remove submissions, refuse a booking, suspend access, or terminate Services where we reasonably believe there has been fraud, abuse, unlawful activity, or a material violation of these Terms, subject to applicable law and any refund obligations.

20. Third-Party Links and Booking Tools

Our websites may link to or embed third-party booking tools, Supplier websites, insurance resources, and other services. Those sites and tools are controlled by third parties and may be subject to separate terms and privacy notices. We do not control or endorse all third-party content and are not responsible for the operation, security, availability, or privacy practices of third-party sites. Review the applicable third-party terms before using those services or submitting information.

21. Privacy

Personal information is handled in accordance with the Ascend Travel Group Privacy Notice, which explains our collection, use, and sharing practices. To arrange travel, we may share information with Suppliers, booking platforms, host-network partners, and service providers as described in that Notice. Supplier privacy practices are governed by the Supplier's own notice once information is provided to it.

22. Electronic Communications, E-SIGN, and Calls or Texts

You agree that, where permitted by law, we may provide quotes, confirmations, invoices, notices, and other booking documents electronically by email, through a booking portal, or by another electronic method you have provided. You may retain electronic records and request a paper copy by contacting us. Electronic signatures and records may have the same effect as paper signatures and records under applicable law, including the federal E-SIGN Act and applicable state law.

We will call or text you for travel or marketing purposes only in accordance with applicable law and any consent you provide. Consent to receive marketing calls or texts is not a condition of purchasing travel. Message and data rates may apply. You may opt out of marketing texts by replying STOP, where available, or contact us to update your preferences. Essential communications about an active booking may still be sent through appropriate channels.

23. Reviews, Testimonials, and Marketing

We will not publish your review, testimonial, name, image, or other identifiable client content for marketing without your consent, except where you have separately authorized its use or applicable law permits it. Any consent will be limited to the use described when it is requested.

24. Refusal or Termination of Service

We may decline a quote request, refuse to submit a booking, or stop providing Services where permitted by law, including where information appears materially inaccurate, a payment is not authorized or received, a Supplier refuses the booking, or there is suspected fraud, abuse, or safety risk. We will notify you where reasonably practicable. Any cancellation, refund, or fee treatment will follow the applicable written disclosure, Supplier Terms, and law.

25. Changes to These Terms

We may revise these Terms by posting an updated version on our website with a new effective or last-updated date. Revisions apply prospectively to new use of the website and Services after posting. The Terms accepted for a confirmed booking will continue to apply to that booking unless you and we agree otherwise in writing or a change is required by law.

26. General Provisions

If any provision is held unenforceable, it will be limited only to the extent necessary, and the remaining provisions will remain in effect. These Terms, together with applicable written trip agreements, quote and fee disclosures, confirmations, and Supplier Terms, form the agreement governing your use of our Services and supersede prior general statements on the same subject.

Our failure to enforce a provision is not a waiver. You may not assign your rights or obligations under these Terms without our written consent. We may assign these Terms as part of a business transfer or as otherwise permitted by law. These Terms do not create rights for third parties, except that a Supplier may enforce its own Supplier Terms. Provisions that by their nature should survive termination will survive. The English version controls if a translation differs, subject to any non-waivable legal rights.

27. Governing Law and Disputes

These Terms are governed by Florida law, without regard to conflict-of-law rules, except where another law must apply. We encourage you to contact us first to attempt to resolve a dispute informally. Any court proceeding, where permitted by law, must be brought in a state or federal court located in Florida with jurisdiction over the dispute.

Nothing in this section deprives a consumer of mandatory rights or protections available in the consumer’s home state or under applicable law.

28. Seller of Travel and Affiliation Disclosures

Ascend Travel Group operates through affiliated host agency and seller-of-travel arrangements. The main Ascend website and the booking portal may operate under different affiliated host arrangements. Both arrangements are legitimate. The applicable seller, contracting party, and registration information for a particular booking will be identified in that booking's confirmation or invoice. The registration number applicable to one arrangement should not be assumed to apply to another.

Ascend Travel Group is affiliated with **Atlas Coastal Travel Group and Outside Agents**, for which the following seller-of-travel registrations are identified in Ascend materials:

- Florida Seller of Travel No. **TI151533**
- California Seller of Travel No. **2172267-70**
- Washington UBID No. **606214170-001-0001**
- Hawaii Travel Agency Registration No. **TAR-7632-0**

Ascend Travel Group is also affiliated with **A. S. A. P. Cruises Inc.**, Florida Seller of Travel No. **FST ST15578**. A. S. A. P. Cruises Inc. is identified with California Seller of Travel No. **2090937-50** and Washington UBID No. **603189022**. The confirmation or invoice identifies which arrangement and registration applies to a booking.

Registration as a seller of travel does not constitute approval by the State of California.

Ascend Travel Group is **not a participant in the California Travel Consumer Restitution Corporation**. Accordingly, funds paid to Ascend Travel Group may not be eligible for reimbursement from the California Travel Consumer Restitution Fund.

Where applicable to a transaction, travel funds will be handled in accordance with the Florida Sellers of Travel Act and other applicable state requirements. The booking confirmation or invoice identifies the party receiving and processing payment. Registration or affiliation does not guarantee a Supplier's performance or the availability of a refund.

29. Contact Information

For questions about these Terms or a booking, contact:

Ascend Travel Group
Website: www.ascendtravel.group
Additional websites: www.goascendtravelgroup.com and www.yoursunnyescape.com
Booking portal: tap14.myagentgenie.com/anthonyortiz
Email: **helloascendtravelgroup@gmail.com**
Group and corporate travel: **anthonyortiz@ascendtravel.group**
Telephone: **877-604-6272**
Group and corporate programs: **407-433-3667**

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