Terms and Conditions

These Terms and Conditions govern the relationship between Brooks Adventures LLC and you, the traveler or purchaser. By booking travel with Brooks Adventures, you agree to be bound by these terms. You acknowledge that Brooks Adventures acts solely as an agent for disclosed principal suppliers—such as tour operators, cruise lines, hotels, airlines, air charters, bus companies, ground transportation, and other independent contractors providing accommodations, transportation, and services ("Suppliers"). Brooks Adventures is not the provider of these travel services.

Refunds

All payments made to Brooks Adventures are non-refundable and non-transferable. Due to binding contracts with hotels and vendors that do not allow refunds, this policy enables us to keep package prices competitive and offer convenient monthly payment plans.

All payments are final and cannot be transferred to another trip or tour. However, you may change the name on an existing reservation. Please refer to the "Name Change Policy" section below for more details.

If you choose to participate in a payment plan, please adhere to the payment schedule. If you miss more than two consecutive payments, your reservation(s) will be cancelled, and any payments made will be lost. Always reach out to us if you're unable to meet the payment deadlines.

Refunds are not available once the trip or tour has begun. In event of a no-show by a paid attendee, no refund will be issued.

Refunds & Original Payment Method

All refunds issued as a result of cancellation will be processed back to the original card used for the payment. If the original card is no longer active or has been replaced, please understand that funds are still returned to the same account associated with that card per merchant banking regulations.

It is the traveler’s responsibility to ensure their financial institution can receive the refund. Brooks Adventures is not responsible for tracking refunds, locating funds, or adjusting once the refund has been successfully processed to the original form of payment.

Reservation Updates/Name Changes

Name changes and updates to existing reservations are allowed but must be submitted at least 7 days prior to the trip date. All updates must be communicated via email at brooksventures2014@gmail.com or by text at 757-324-2033.

Late Payment
Installment payments are provided as a courtesy. If payments are not made on time, a

$25 late fee will apply. If no communication or payment is received, your reservation will be canceled.

Weather Policy
Trips proceed as scheduled, rain or shine. Brooks Adventures will monitor conditions closely and make any necessary safety-based decisions.

Cancellation by Brooks Adventures
If a trip is canceled by Brooks Adventures due to unforeseen circumstances, all funds will either be refunded or credited toward a future trip. However, if rescheduled, please note that payments remain non-refundable and non-transferable due to supplier requirements.

Medical Emergencies
Medical personnel are not typically present on our trips. In case of a medical emergency, local services will be contacted. Passengers are responsible for any resulting expenses. Brooks Adventures and its suppliers are not liable for medical services rendered.

Itinerary Changes
Itineraries are subject to change without notice. We will make every effort to communicate changes promptly and provide comparable substitutions when possible. However, Brooks Adventures is not responsible for itinerary modifications imposed by Suppliers.

Children
All participants under 18 must be accompanied by an adult. The minimum age for children on most tours is 5 years old.

Roommate Matching Roommate matching is not
available for any tours.

Hotel Accommodations
Rooms are typically standard double-bed rooms. While we will submit bed type requests on your behalf, room types are subject to availability and are at the hotel's discretion.

Tour Schedule & Punctuality
Tour guides will announce schedules and provide general itineraries. It is your responsibility to adhere to all arrival and departure times. Brooks Adventures reserves the right to continue with the itinerary if you fail to meet scheduled times, and any resulting expenses are your responsibility.

Group Conduct
Brooks Adventures reserves the right to refuse or remove individuals who are disruptive, abusive, intoxicated, or otherwise negatively impact the group experience. Any related expenses—including cancellation fees or alternate travel arrangements— are the responsibility of the passenger. Unused services are non-refundable.

Independent Arrangements
Brooks Adventures is not responsible for costs or losses related to independent travel arrangements you make outside of your booking with us, including hotels or excursions. We cannot assist with changes or issues related to independently made bookings.

Transportation Interruptions
In the event of an emergency or mechanical issue, we will work with the bus company

to arrange alternative transportation. Brooks Adventures is not liable for interruptions during tours.

Parking Disclaimer

Brooks Adventures is not responsible for the parking location selected by travelers or for any damage, theft, loss, towing, or incidents involving vehicles left at pickup or departure locations. Travelers are also responsible for arranging their own transportation to and from the designated bus pickup and drop-off locations.

Health Requirements
It is your responsibility to know and comply with health requirements, advisories, or travel restrictions at your destination. Ensure you carry any necessary vaccination documents. Local authorities may require health checks or COVID-19 testing. Additional costs are your responsibility. Visit www.cdc.gov for up-to-date travel health information.

Photographic Release
By participating, you grant Brooks Adventures permission to take and use photos or videos of you for promotional purposes without compensation.

Reservations
To book, please visit www.brooksadventures.net, call (757) 324-2033, or email brooksventures2014@gmail.com.

By booking with Brooks Adventures, you confirm that you are at least 18 years old and have the legal authority to make travel bookings. You agree to provide accurate information and to make legitimate reservations only.