

Springboard Cuba Trip Terms and Conditions

The following are the Trip Terms and Conditions for Hopscotch Labs' Mutiny Lab: Cuba, operated by Springboard Cuba.

Trip price guarantee

The trip price does not include airfare or visas. Discount codes and special rates may be available from time to time. However, your price for the trip you've selected will be locked and guaranteed when we receive your deposit.

Registration

Registration is on a first come, first served basis with limited enrollment. Confirm your participation by completing the sign up form and mailing your deposit or full payment to Hopscotch Labs (address below).

- **Last day to register:** 45 Days from departure

Trip deadlines

- The registration deadline is December 30, 2020.
- If you want to register and pay after this date, please email:

chandler@springboardcuba.com to see if space is available on the trip.

Note that after the registration deadline payment is due in full and is non-refundable.

Your trip's custom program includes

- 4-nights accommodations in Havana in upscale casas particulares (private Bed and Breakfasts)
- Daily breakfast
- Meals (as specified on the itinerary)
- Meal reservations (as specified on the itinerary)
- Documented compliance with U.S. Treasury Department regulations
- Pre-departure information session
- A professional bilingual guide, local

ground transportation within Cuba, and coordination of all activities listed in the itinerary.

- All speaker fees and honoraria, and admission to buildings and facilities listed within the itinerary.

Exclusions

This trip does not include:

- Trip insurance
- Airfare to/from Cuba
- Cuban Entry Visa, also called a Tourist Card
- Any meals not listed on the itinerary
- Individual house or hotel expenses (mini bar, room service, laundry fees, etc.)
- Tips for local guides, drivers, restaurant service, etc
- Optional activities or independent travel during the trip

Itinerary is subject to change

Cuba is full of surprises, requiring us to be flexible to provide you with the best possible experience. There may be some changes, additions and/or subtractions to the final itinerary. Be assured, any changes made will be done to enhance the total program and promote a smooth operation of the trip. Changes to the itinerary and/or uncompleted portions of the trip itinerary are not cause for refund.

PAYMENT

Trip payments

- **Deposit:** \$1,000.00 per person
- 30 Days from registration payment is due in full
- Pay by check

To reserve a spot on the trip, you must agree to these Terms and Conditions and provide us with a deposit of \$1,000.00 per person. Due to US regulations, we can only accept checks.

Full payment is due 30 days from the day you submit your registration. OR, if signing up within 60 days of the first day of the trip, your payment is due in full within 7 days of submitting your Registration.

Making your payment

Payments can be made with a check, cashier's check, or money order. Credit cards are not accepted.

Checks should be made out to:

Springboard Global Services

Mail checks to:

**Hopscotch Labs,
2869 Historic Decatur Rd,
San Diego, CA 92106**

Bounced checks will result in a \$50 fee and may result in you losing your spot on the trip.

Trip insurance

Trip insurance is not included in the price of the trip.

We recommend purchasing trip insurance from a certified third party after you have paid your trip deposit. Note, there is often a 14 day window to purchase insurance.

Trust account

Springboard Cuba is a consulting company focusing on Cuba. 100% of the customer funds are deposited into a business client trust account and can only be used to pay for your services.

CANCELLATIONS, REFUNDS, AND CREDITS

All payments to Springboard Cuba become non-refundable 45 days from departure.

Your trip deposit is 100% refundable for 30 days from the date you submitted your registration, unless otherwise stated herein. Once your deposit refund date has passed, your deposit will not be refunded under any circumstance.

If you register in fewer than 60 days from the first date of the trip, your payment is due in full 7 days from registration—your refund date. After your refund date, your deposit is non-refundable and the balance becomes 50% refundable until 45 days from the first date of the trip.

If you sign up less than 45 days before the departure date your deposit is non-refundable and the balance of your trip cost becomes non-refundable after 7 days.

You may receive a 50% refund of the balance of your trip cost (the Fee Balance) if you request to cancel between 45-60 days from the first date of the trip.

Prior to 60 days, 61+, you may receive a 100% refund on the balance of your trip cost (the Fee Balance).

Refunds and cancellations

Register 61+ days prior to departure

- Payment is due in full within 30 days

Deposit (per person):

- \$1,000.00 Deposit
- 100% refundable within 30 days of registration (deposit refund date)

Fee balance refund:

- 100% refund until 61 days from departure
 - 50% refund 46-60 days from departure
 - 0% refund 0-45 days from departure
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Register 46-60 days prior to departure

- Payment is due in full within 7 days

Deposit (per person):

- \$1,000.00 Deposit
- 100% refundable within 7 days of registration (deposit refund date)

Fee balance refund:

- Request a full refund within 7 days of registration
 - 50% refund 46-60 days from departure
 - 0% refund 0-45 days from departure
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Register >45 days prior to departure

- Payment is due in full within 7 days

Deposit (per person):

- \$1,000.00 Deposit
- 0% refundable

Fee balance refund:

- Request a full refund of the balance within 7 days of registration
 - 0% refund thereafter
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*Fee Balance is the trip cost minus deposit.

Unused services

No refund or adjustments can be made for any portion of the services not used, such as voluntary non-usage of hotel accommodations, scheduled meals or any planned activity described in your itinerary. Items on the itinerary are not divisible for a refund, even if you opt not to participate in an activity.

Our cancellations

If we cancel a trip you have reserved for reasons not related to U.S. or Cuban policy, the entire amount you have paid to Springboard Cuba for the applicable trip will be refunded to you within 14 days after

the trip's cancellation. Once this occurs, Springboard Cuba and Hopscotch Labs and their representatives have no other obligations to trip members on cancelled trips including any additional costs or fees related to the issuance and/or cancellation of airline tickets or other travel reservations not made by Springboard Cuba or Hopscotch Labs, Inc.

The trip is contingent upon a minimum number of participant registration. If the trip were to be canceled by Springboard Cuba due to an insufficient number of participant registrations, passengers would receive a full refund from Springboard Cuba.

U.S. or Cuban policy change

If U.S. policy is altered to make it so that the trip is not compliant with Cuban or U.S. law regarding travel to Cuba, we will first try to find a legal way to make your trip happen. If that is not feasible, your trip will be canceled and you must file a claim with your insurance provider. Springboard Cuba nor its partners are not responsible for refunds in the event of U.S. or Cuban policy changes.

Your cancellations

If you need to cancel your trip, you must notify Springboard Cuba in writing, via an email to Chandler Martin, at chandler@springboardcuba.com.

Cancellations become effective on the date received by Springboard Cuba and are governed by this document, the Springboard Cuba Trip Terms and Conditions.

PASSPORT AND VISA

All travelers are required to carry a valid passport and visa. Travelers must acquire a passport and visa at their own expense.

Your passport must be valid for 6 months after the dates of travel. If you need to renew your passport, please do so immediately. Persons with other citizenships should check with their consulate and inform Springboard Cuba. Springboard Cuba will assist where possible.

A Cuban entry visa (also called a Tourist Card) may be purchased from the airline at the airport terminal at your point of departure from the U.S.

Those without a valid passport and visa will not be allowed to enter. Travelers who were born in Cuba may require a special visa in order to enter the country.

US government requirements for legal Cuba travel

This trip is categorized under Support for the Cuban People, one of the 11 categories of approved travel to Cuba for Americans, which allows you to travel to Cuba legally.

You will need to declare that category when booking flights and during re-entry into the US.

If you are a US citizen, you are required to have paperwork for the U.S. Treasury Department. Springboard Cuba will provide the proper paperwork approximately two weeks prior to departure—keep this for 5 years.

Compliance with US laws

Your trip is designed and implemented to comply with U.S. regulations on travel to Cuba as well as local laws in Cuba. Springboard Cuba is not responsible for violations as a result of travelers ignoring advice, altering programs on the ground, or breaking Cuban law.

Purchasing Plane Tickets To Cuba

Our trip is contingent upon having a minimum number of participants. Please do not purchase plane tickets to Cuba until Springboard Cuba has notified you in writing to do so.

At the time of notification, the trip dates and itinerary will be accurate to the best of our knowledge.

Springboard Cuba reserves the right to make changes in the published itineraries whenever, in its sole judgment, conditions so warrant, or if they deem it necessary for the comfort, convenience or safety of the trip participants.

RESPONSIBILITY STATEMENT

Springboard Cuba serves only to assist in making necessary travel arrangements for its participating members. Springboard Cuba in no way represents, or acts as agent for, transportation carriers, hotels, and other suppliers of services connected with this trip. Therefore, Springboard Cuba is not liable for any injury, damage, loss, accident, delay or other irregularity which may be caused by the defect of any vehicle or the negligence or default of any company or person engaged in performing any of the services involved. Additionally, responsibility is not accepted for losses or expenses due to sickness, weather, strike, hostilities, wars, natural disasters, pandemics or other such causes. All services and accommodations are subject to the laws of the country in which they are provided.

Springboard Cuba does not accept liability for any airline cancellation or delay incurred by the purchase of an airline ticket. Baggage and personal effects are the sole responsibility of the owners at all times. Springboard Cuba reserves the right to make changes in the published itineraries whenever, in its sole judgment, conditions so warrant, or if they deem it necessary for the comfort, convenience or safety of the trip participants.

Springboard Cuba also reserves the right to decline to accept any person as a participant in the trip, or to require any participant to withdraw from the trip at any time, when such an action is determined by the appropriate Springboard Cuba staff representative to be in the best interests of the health, safety, and general welfare of the trip group, or of the individual participant.

LIABILITY STATEMENT

Hopscotch Labs, Inc., Mutiny Labs, and Kristine Angell (hereinafter "coordinator") hereby states it is providing only services in relation to coordinating this trip and takes on no liability for the creation and implementation of this trip, for any payment disputes or issues with the trip. Coordinator assumes no liability for injury, damage, loss, accident, delay or other irregularity which may be caused by the defect of any vehicle or the negligence or default of any company or person engaged in performing any of the services involved. Additionally, responsibility is not accepted for losses or expenses due to sickness, weather, strike, hostilities, wars, natural disasters, pandemics or other such causes. All services and accommodations are subject to the laws of the country in which they are provided.

Coordinator does not accept liability for any airline cancellation or delay incurred by the purchase of an airline ticket. Baggage and personal effects are the sole responsibility of the owners at all times.

All participants agree to release and hold coordinator harmless from any and all liability for delays, injuries or death, or for the loss of or damage to, his/her property however occurring during any portion of the program.

TRIP FORMS, OBLIGATIONS, AND RISKS

To participate in the Cuba trip and to qualify for a refund per Terms and Conditions, all travelers are required to review and accept the Terms and Conditions Agreement prior to the beginning of a trip. Omitting important information, or altering the Terms and Conditions Agreement, will render it invalid.

SIGNATURES

By signing this form you agree to the responsibility statement, and all trip terms and conditions.

The undersigned has read carefully the schedule of activities for this trip. The undersigned recognizes that there is a moderate level of physical activity involved in the trip and the trip may require participants to walk long distances and climb stairs. The undersigned accepts any risks thereof and the conditions set forth therein. The undersigned agrees to release and hold harmless Springboard Cuba and any of their officers, affiliates, partners or representatives from any and all liability for delays, injuries or death, or for the loss of or damage to, his/her property however occurring during any portion of the program.

The undersigned has read carefully the above statements and agree to accept any risks thereof and the conditions set forth therein.

PARTICIPANT NAME (PLEASE PRINT)

DATE

PARTICIPANT SIGNATURE