

# Springboard Cuba Trip Terms and Conditions

The following are the Trip Terms and Conditions for Hopscotch Labs, Inc. 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.

## 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 (authorization travel letter)
- Pre-departure information session and pre-departure documents
- A professional bilingual guide, local ground transportation within Cuba, and coordination of all activities listed in the itinerary.
- All speaker fees and admission to activities listed in the itinerary

## Exclusions

This trip does not include:

- Trip insurance
- Airfare to/from Cuba, nor associated fees
- 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

## Registration

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

## Trip deadlines

The registration and payment deadline is September 29, 2021.

- **Last day to register and pay:** September 29, 2021, 45 Days from departure

If you want to register and pay after this date, please email: [chandler@springboardcuba.com](mailto: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.

## 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

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. Credit cards are not accepted.

### Trip payments

- **Deposit:** \$1,000.00 per person
- Payment in full is due no later than September 29, 2021
- Payments can be made with a check, cashier's check, or money order

### Checks should be made out to:

Springboard Global Services

### Mail checks to:

Chandler Martin, Springboard Cuba  
4010 Sorrento Valley Blvd., Suite 400  
San Diego, CA 92121

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.

### Refunds and cancellations

- Registration end date: September 14, 2021
- Late registration dates: September 15-28, 2021 (46-60 days prior to departure)
- Last day to register and pay: September 29, 2021
- Last deposit refund date: September 29, 2021

### Deposit refunds

\$1,000 Deposit is 100% refundable within 30 days of registration (deposit refund date) or September 29, 2021 whichever is soonest. Late registration deposit refundable within 7 days of registration or September 29, 2021 whichever is soonest. Thereafter it is non-refundable.

### Balance refunds (trip cost minus deposit)

Balance of trip fee is due in full within 30 days of registering or September 29 whichever is sooner. The balance is 100% refundable until September 14, 2021 (61 days from departure); 50% refundable September 15-28, 2021 (46-60 days from departure); and 0% refundable after September 29, 2021.

Late registration payment refund requests are due within 7 days of registration for a full refund (your refund date). Requests received after 7 days will not be refunded (0% refund).

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.

In the event of a trip participant cancelling their registration, there are no credits for a future trip.

## 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

Springboard Cuba reserves the right to cancel a trip, at its sole discretion, when it believes it necessary for the health and safety of the trip participants. If a trip must be cancelled, we will try to notify participants with as much advance notice as possible.

In the event that we must cancel a trip 45 days or less from the first day of the program, participants must file a claim with their insurance provider.

If we cancel a trip 46 or more days from the first day of the program, then participant trip fees will be refunded. Springboard Cuba and its partners are not responsible for any losses related to airline tickets. See rules on Purchasing Plane Tickets to Cuba, below.

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, Inc. 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 registrations. 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](mailto: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 the 'Support for the Cuban People' 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.

## COVID-19 Vaccination requirements

All travelers will be required to be vaccinated against COVID-19, and must provide proof of full vaccination two weeks prior to departure. All travelers will be required to follow local policies related to masking.

## 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.

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**ATTENDEE NAME (PLEASE PRINT)**

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**DATE**

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**ATTENDEE SIGNATURE**