



Terms and Conditions for Noboru Travel

1. About Noboru Travel

Noboru Travel ("the Agency") is a boutique travel agency specializing in luxury travel experiences. The Agency is a registered company in The Netherlands with the Chamber of Commerce registration number (KVK) 95957790. For inquiries, the Agency can be reached at +31630211608 or eva.szoradi@noborutransel.com.

2. Introduction

These Terms and Conditions govern the relationship between Noboru Travel (hereinafter referred to as "the Agency") and the client (hereinafter referred to as "you" or "the client"). By booking services with the Agency, you agree to the terms outlined below.

3. Booking and Payments

3.1. A non-refundable planning fee is required to secure the Agency's services unless stated otherwise. The planning fee is charged per trips, meaning that in the case of multiple travel dates and occasions, a separate fee may apply to each trip. The balance must be paid by the date stated on the planning fee invoice you receive from the Agency.

3.2. Payments can be made via credit card, bank transfer, or other methods as specified by third-party service providers, such as hotels and tour operators. Availability of payment options will depend on the terms and conditions set forth by these external providers.

3.3. Prices are subject to availability and may fluctuate until the booking is confirmed. Clients must notify the Agency at the time of booking if an invoice is required. Please be aware that the issuance of invoices may be subject to third-party processing.

3.4. Furthermore, the Agency does not guarantee compliance with all European corporate invoicing standards, and such invoicing requirements may not be fulfilled in every instance.

4. Changes and Cancellations

4.1. Any changes to confirmed bookings - made within 30 days from the start date of the trip - will incur a change fee of €250 plus any additional charges imposed by suppliers such as hotels, airlines, or tour operators.

4.2. If you cancel your trip, the following cancellation fees apply, in addition to any supplier-imposed charges:

4.2.1. If the cancellation is made more than 14 days prior to departure, the Agency will not charge any additional fees.

4.2.2. 10% of the total cost if canceled 14 days prior to departure.

4.2.3. 25% of the total cost if canceled 7 days prior to departure.

4.2.4. 50% of the total cost if canceled less than 3 days before departure.



4.3. Refunds, if applicable, will be processed based on supplier policies.

5. Data Privacy and Credit Card Authorization

The Agency is committed to safeguarding all personal and financial information provided by the client. Any personal data, including credit card details, is collected, processed, and securely stored in compliance with applicable data protection laws. All client credit card information is securely stored using the Fora Vault system, which is PCI-compliant and provides the highest level of encryption and data protection. For more information, please refer to [Fora's press release on the Vault system](#). Credit card charges will only be made with the client's explicit authorization, which can be given in written or verbal form. No unauthorized charges will be processed, and information will only be shared with third parties as necessary to facilitate travel services.

6. Travel Insurance

Travel insurance is strongly recommended. The Agency is not liable for any costs incurred due to delays, cancellations, or emergencies that could be covered by insurance.

7. Liability

The Agency acts only as an intermediary between you and suppliers (airlines, hotels, tour operators, etc.). The Agency is not responsible for any loss, damage, injury, or delay caused by third-party services.

8. Passports, Visas, and Health Requirements

It is your responsibility to ensure you have valid travel documents, including passports, visas, and health certifications. The Agency is not responsible for denied boarding or entry due to improper documentation.

9. Special Requests

While the Agency will endeavor to accommodate special requests (e.g., dietary needs, room preferences), fulfillment of such requests is not guaranteed and is subject to availability by suppliers.

10. Force Majeure

The Agency is not liable for any disruptions caused by events beyond its control, including but not limited to natural disasters, strikes, government actions, or pandemics.

11. Complaints and Dispute Resolution

If you have any complaints regarding the services provided, you must notify the Agency in writing within 14 days of the incident. The Agency will work to resolve the issue promptly. Any disputes that cannot be resolved amicably will be subject to the jurisdiction of The Netherlands.

12. Governing Law

These Terms and Conditions are governed by the laws of The Netherlands. Any disputes arising under these terms will be resolved under the jurisdiction of The Netherlands.



13. Contact Information

For any questions, concerns, or additional assistance, please contact us:

Email: eva.szoradi@noborutransel.com

Phone: +31630211608

By confirming your booking, you acknowledge that you have read, understood, and agree to these Terms and Conditions.