



# Terms and Conditions for Noboru Travel

## 1. About Noboru Travel

Noboru Travel (the “**Agency**”) is a boutique travel agency specializing in bespoke and luxury travel experiences. The Agency is a registered business in The Netherlands under Chamber of Commerce (KVK) number **95957790**. You may contact the Agency at [eva.szoradi@noborutravel.com](mailto:eva.szoradi@noborutravel.com) or by phone at **+31 6 3021 1608**.

## 2. Introduction and Scope

These Terms and Conditions govern the contractual relationship between Noboru Travel, an independent travel advisor affiliated with Fora Travel, Inc. (“**Fora**”), and you, the client (the “**Client**” or “**you**”).

By requesting services, paying a planning fee, or confirming any booking through the Agency, you acknowledge that you have read, understood, and agreed to be bound by these Terms and Conditions.

The Agency operates independently. Fora acts solely as a host agency and technology provider and is not a party to this Agreement. The Client expressly waives any claims against Fora arising from or related to travel arrangements made by the Agency.

## 3. Services and Planning Fee

The Agency provides professional travel planning and advisory services, which may include research, itinerary design, hotel and supplier recommendations, and booking of accommodations, transportation, activities, and related services.

A **non-refundable planning fee** is required unless explicitly stated otherwise in writing. Planning fees must be paid in full before the Agency commences work. Planning fees compensate the Agency for professional services rendered and are non-refundable regardless of booking outcome.

## 4. Bookings, Pricing and Payments

All prices are subject to availability and change until bookings are confirmed. Many suppliers apply dynamic pricing based on demand, availability, and currency fluctuations.

Payments may be made by credit card, bank transfer, or other methods required by third-party suppliers (such as hotels, airlines, and tour operators). Payment terms and accepted methods are determined by the applicable supplier.



If an invoice is required, the Client must notify the Agency at the time of booking. Invoicing may be subject to third-party systems and limitations. The Agency does not guarantee compliance with all European corporate invoicing standards where supplier systems do not permit it.

## 5. Changes, Modifications, and Cancellations

Any requested change to a confirmed booking is subject to supplier availability and policies and will incur a **change fee of €250**, in addition to any supplier-imposed fees.

In the event of cancellation, the following Agency **cancellation fees** apply **in addition to** any non-refundable amounts or penalties imposed by suppliers:

- 10% of the total trip cost if canceled 14 days prior to departure
- 25% of the total trip cost if canceled 7 days prior to departure
- 50% of the total trip cost if canceled less than 3 days prior to departure

Refunds, if applicable, are governed strictly by supplier policies. The Agency is not responsible for supplier refund timelines or decisions.

## 6. Suppliers and Client Responsibility

The Agency acts solely as an intermediary between the Client and independent third-party suppliers. Each supplier is responsible for providing the travel services purchased.

The Agency makes no guarantees regarding supplier performance, quality of services, special requests, or availability and is not liable for changes, delays, cancellations, service failures, or additional costs caused by suppliers or events beyond the Agency's control.

## 7. Data Privacy and Credit Card Authorization

The Agency processes personal data in accordance with applicable data protection laws. Credit card information is securely stored and processed via the [Fora Vault](#) system, which is PCI-compliant and encrypted.

Credit card charges will only be processed with the Client's explicit authorization, provided verbally or in writing. The Client confirms that they are an authorized cardholder and agree not to initiate chargebacks for valid charges subject to supplier terms, except where services were not provided or materially misrepresented.

## 8. Travel Insurance

Travel insurance is **strongly recommended**. Without appropriate insurance, the Client accepts full financial responsibility for cancellations, delays, interruptions, medical emergencies, or other travel disruptions. The Agency is not liable for costs that could have



been covered by insurance.

## **9. Passports, Visas, and Health Requirements**

The Client is solely responsible for ensuring that all travelers have valid passports, visas, health documentation, and required entry permits. Many destinations require passports to be valid for at least six months beyond the date of return.

The Agency is not responsible for denied boarding, refused entry, or deportation for any reason. Denied entry may result in total financial loss.

## **10. Special Requests**

While the Agency will communicate special requests (such as dietary needs or room preferences) to suppliers, fulfillment of such requests is not guaranteed and remains subject to supplier availability and discretion.

## **11. Force Majeure**

The Agency is not liable for delays, changes, or failures resulting from events beyond its reasonable control, including but not limited to natural disasters, pandemics, strikes, government actions, war, or civil unrest.

## **12. Liability Limitation**

The Agency is not liable for personal injury, property damage, loss, delay, or any damages arising from acts or omissions of suppliers or third parties.

To the maximum extent permitted by law, any liability of the Agency shall be limited to the amount of planning fees and commissions actually received by the Agency in connection with the Client's booking.

## **13. Complaints and Dispute Resolution**

Any complaints must be submitted in writing within **14 days** of the occurrence giving rise to the complaint. The Agency will make reasonable efforts to assist in resolving issues with the relevant supplier.

## **14. Governing Law and Jurisdiction**

These Terms and Conditions are governed by the laws of **The Netherlands**. Any disputes arising under or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of The Netherlands.

## **15. Acceptance**



By confirming a booking, paying a planning fee, or otherwise engaging the Agency's services, you confirm that you have read, understood, and agreed to these Terms and Conditions.

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