

1 DAY TRIPS- CANCELLATION & REFUND POLICY

1. The organizer of the trip is Rek Travel Services LLC located at 5827 W. Irving Park Road in Chicago, Illinois 60634.
 2. Your reservation can only be confirmed after full payment has been received
 3. Payments can be made via the following form:
 - ZELLE (jerry@rektravel.com)
 - Check mailed to our office
 - A picture of the front of the check sent via text message to 773-777-7733 or email to info@rektravel.com (Please make the check out to Rek Travel Services LLC and make sure the entire check is clear and visible)
 - Cash payment at the office
 4. We do accept credit card payments. Credit cards processing fee is 4% of the transaction amount (CC authorization form is required).
 5. The customer is responsible for becoming familiar with the itinerary, time and date; what is included in the price of the trip and additional fees.
 6. The customer is responsible for being on time; late arrivals or no shows are non- refundable
 7. Seating is assigned based on the booking order
 8. Cancellations are required to be submitted in writing. You can submit your cancellation via email (info@rektravel.com), text message (773-777-7733) or Facebook Messenger
 9. Cancellation 14 or more days prior to departure; 100% Refund
 10. Cancellation less than 14 days is as follows:
 - Cancellation 13-7 days prior to departure, 50% Refund
 - Cancellation 6 days -72 Hours prior to departure; 30% Refund
 - Cancellation less than 72 hours prior to departure, no refund will be issued.
 11. The refund/check of the amount paid takes place within 14 days.
- Rek Travel Services LLC is not responsible for any personal belongings left behind, left unsupervised or lost.
12. The trip itinerary is subject to change.
 13. Rek Travel Services LLC reserves the right to change the itinerary, if the changes are due to unforeseen circumstances such as weather conditions, natural catastrophes and/or any hazards that may potentially harm the members of our trip.
 14. Rek Travel Services LLC reserves the right to cancel a trip due to inadequate number of registered travelers. If this shall occur, we offer a full refund that you will receive within 7- 14 days from

the time of cancellation or you may choose to receive credit toward the alternative date or a different trip

15. Rek Travel Services LLC reserves the right to photograph and/or record videos of our customers in public places during the trip without the client's consent. These materials will be used for promotional purposes.

16. During the trip, we ask that you follow the guidance of our tour guide(s) and tour assistant(s) to ensure the safety and comfort of the trip members. Our tour guides and assistants are official representatives of our firm. Failing to adhere to these rules may result in termination from the trip.

17. Rek Travel Services LLC reserves the right to refuse service to customers for no reason.

18. Rek Travel Services LLC reserves the right to change the terms & conditions of the Company Policies/Regulations

19. Rek Travel Services LLC reserves the right to use your personal data for marketing purposes by sending SMS and e-mail with the offer of trips organized by Rek Travel. We ensure full security when storing personal data in our database. Rek Travel does not share customers' personal data with other companies or unauthorized persons. You can unsubscribe from the contact list at any time.

20. Any individual needs or concerns should be reported to the tour guide and/or assistant during the trip. If you have any comments after your travel, please send them via email to info@rektravel.com. We appreciate all of your comments and suggestions, to make your travel experience with Rek Travel a safe and positive experience.

Thank you in advance for your cooperation and enjoy your travels with us!