



Required paperwork to Travel to Cuba

Passports & Visas

PASSPORT: A valid passport is required for a U.S. citizen traveling abroad. Passport should contain at least 2 blank pages for immigration stamps and must be valid for at least 6 months after your return date.

Due to TSA Secure Flight requirements, you must enter all traveler names on the TRAVELER PROFILE exactly as they appear on the travelers' passport(s). If accurate information is not provided, airlines may charge penalties to make corrections, or may even deny boarding.

VISA REQUIRED: All US citizens must apply and get a visa before arriving in Cuba. The VISA will be processed through the Charter company and its cost is included. All the information required for the VISA will be obtained from the VISA INFORMATION sheet. If you hold a passport from another country or you were born in Cuba please check other requirements or contact us for more information.



TERMS AND CONDITIONS

These Terms and Conditions apply to all our scheduled programs to Cuba. By booking online or while on a phone call or in person at our office, the traveler accepts all these Terms and Conditions.

1- PROFILE AND RECORDKEEPING

All travelers must complete the TRAVELER PROFILE and agree to keep a record of all the activities while in Cuba.

The Traveler Profile must be completed at least 60 days prior to departure or within 48 hours of booking, whichever is later.

If we do not receive the TRAVELER PROFILE promptly, your booking may be subject to additional fees and/or cancellation.

The TRAVELER PROFILE includes:

- Traveler Information Form.
- Copy of your passport.
- Travel Affidavit*.
- Visa Information form.
- These Terms and Conditions dated and signed.

* If you are not willing to sign the Travel Affidavit you will not be accepted by the charter to board the plane.

Non-refundable charges will apply accordingly to Cancellation Policies.

2- ELIGIBILITY AND MINIMUM AGE

U.S. Citizens and legal permanent residents in U.S are eligible to travel under Connection Travel Services Programs. All itineraries provide a full time schedule of educational activities that will result in meaningful interactions between traveler and individuals in Cuba. U.S. law requires that all persons who participate in this program adhere to this full time schedule, and imposes on Connection Travel Services LLC the obligation to ensure such adherence.

Although OFAC's Department of Treasury has issued no restrictions in the age of participants on People-to-People programs scheduled by Connection Travel Services LLC, we have a minimum required age for travelers based on the nature of the trips. Children traveling with a parent or guardian should be more than 12 years old. Travelers are required to be at least 18 years old when unaccompanied by an adult. If a Participant is between the ages of 12 and 18 and not traveling with their legal parent or guardian, a notarized letter of consent is required from their legal parent or guardian.



Based on Connection Travel Services LLC discretion, date range will be considered in a case by case basis when a customized group has been organized.

3- PRICING

Prices are per person, based on double occupancy. A limited quantity of single-occupancy rooms is available for an additional charge. Prices include airfare, lodging at first class hotel or private homes (depending on the tour), all meals, all ground transportation, and medical insurance while in Cuba. Prices do not include airline excess baggage fees. We do our best to provide accurate and up-to-date information on our website, but errors may occur. Prices and availability are subject to change at any time, and prices are not guaranteed until we receive your final payment.

Prices do not include transportation to the start point of the program. The traveler is solely responsible for any airfare or other travel expenses from the traveler's home location to the start point of the program. Programs generally start at Pullman Miami Airport Hotel and end at Miami International Airport.

4- PAYMENT POLICY

4a) **DEPOSITS:** A deposit of \$ 600 per person is required to guarantee your reservation, which will be applied towards the cost of your tour. Deposits are generally non-refundable, except in rare cases when we cannot confirm all components of a booking at the purchase price.

4b) **CONFIRMATION:** Once we receive your booking and deposit, we will confirm all prices and availability within 3-4, business days (even more, depending on the charter company) and send you a confirmation email. If upon confirmation, any option or component you selected is no longer available or any price has increased, you may cancel your booking and receive a refund on your deposit, which is otherwise non-refundable. Any arrangements for your domestic flight to the point of departure should be made upon receive confirmation of the flights and made the final payment. If you make any arrangements before confirmation of making the final payment is on your own risk and Connection Travel Services LLC will not be liable for any missed connection of your flights.

4c) **FINAL PAYMENT:** Any pending balance must be paid in full at least 60 days prior to departure, or within 48 hours of your booking whichever is later. If sending payment by mail please make sure it reaches us by the due date. Late payments are subject to a \$50 late payment fee. If your final payment is more than 15 days late, your reservation will be automatically cancelled and your deposit will be forfeited.

5- CHANGES

After we receive your booking fee and before you make the final payment, we can generally make changes to your booking for a \$100 per-person change fee.



After we receive the final payment, changes to the booking are not permitted except for cancellation.

6- CANCELLATION AND REFUND

If a traveler cancels for any reason after the final payment is received, the traveler must notify Connection Travel Services LLC in writing. The cancellation will be effective upon Connection Travel Service LLC's receipt of the written notification at its office in 566 Naples St. Apt # 114, Chula Vista, California.

In the unlikely event Connection Travel Services LLC needs to cancel a trip, the full amount paid by the traveler will be refunded. The traveler agrees to work with Connection Travel Services LLC in finding alternative options to avoid any trip cancellation including, but not limited to, traveling from another point of departure or changing dates 1 day before or after the schedule.

Connection Travel Services LLC incurs substantial administrative and planning costs prior to the departure of a traveler. Therefore, all cancellations incur a per-person cancellation fee, listed as follow:

- 60 days prior to departure: \$600
- 59-30 days prior departure: \$1200
- 0-29 days of departure: No Refund

The cancellation fee is based on the full package price. If cancellation is required traveler will receive the full package price less the cancelation fee, according to the date of cancelation is received.

Although the \$600 booking fee is non-refundable, traveler may apply the \$600 deposit to another program to be scheduled within 6-months of the scheduled start date, subject to space availability and Connection Travel Service LLC's discretion.

Unused services cannot be refunded once the trip has begun. No refund can be made for absence by travelers from any part of the itinerary.

It is very important that all travelers understand the cancellation policy. If it is not clear, please contact us for clarification. Connection Travel Services LLC cannot make exceptions to this cancellation policy for any reason, including medical emergencies or any reason beyond its control. Connection Travel Services LLC strongly recommends to travelers to purchase trip cancellation insurance.

7- DOCUMENTS REQUIREMENTS

Passports & Visas

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Due to TSA Secure Flight requirements, you must enter all traveler names on the TRAVELER PROFILE exactly as they appear on the travelers' passport(s). If accurate information is not provided, airlines may charge penalties to make corrections, or may even deny boarding.

VISA REQUIRED: All US citizens must have a passport and a visa to enter Cuba. The VISA will be processed by the Charter Company and its cost will be included. All the information required for the VISA paperwork will be obtained from the TRAVELER PROFILE. If you hold a passport

from another country or you were born in Cuba please check other requirements or contact us for more information.

All itineraries provide a full time schedule of educational activities that will result in meaningful interactions between you and individuals in Cuba. U.S. law requires that all persons who participate in this program adhere to this full time schedule, and imposes on Connection Travel Services LLC the obligation to ensure such adherence. Booking with Connection Travel Services LLC you agree and accept these Terms and Conditions.

FULL NAME

SIGNATURE

DATE



VISA APPLICATION FORM

SURNAME/LAST NAME/FAMILY NAME: _____

GIVEN NAME/FIRST NAME/FORENAMES: _____

DATE OF BIRTH: Day _____ /Month _____ /Year _____ **AGE:** _____

COUNTRY OF BIRTH: _____

NATIONALITY: _____

PASSPORT NUMBER: _____ **EXPIRATION DATE:** ____ / ____ / ____

HOME STREET ADDRESS: _____

HOME CITY: _____

HOME ZIP CODE: _____

HOME COUNTRY: _____

HOME TELEPHONE NUMBER: _____

ADDRESS IN CUBA OR HOTEL NAME AND PROVINCE: _____

PROVINCE OR CITY STAYING IN CUBA: Havana City