

**Effective Date:** 15/02/2026

**Founder & Director:** Mr. Wagner Victor dos Santos Pentead, trading as Surivon UK

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**Updated version:** legally aligned with the UK (England & Wales)

**Remote Services Worldwide**

## Travel Planning Service Agreement

*This document is a sample version for website display. A personalised Agreement containing exact dates, hours, fees, and package details will be emailed to the client at the time of booking and must be signed before any service begins.*



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### 1. Parties

This Agreement is made between:

**Service Provider:** Mr. Wagner Victor dos Santos Pentead: Travel Planning Services (Surivon UK)

**Client(s):** \_\_\_\_\_

**Date:** \_\_\_\_\_

Hereinafter referred to as “the Planner”.

And

**Client(s):**

Name(s): As identified in the signature section of this Agreement.

Hereinafter referred to as “the Client”.

Both collectively referred to as “the Parties”.

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## **2. Scope of Services**

2.1 The Planner provides independent, professional travel planning and consultancy services. Such services include, but are not limited to:

- Creation of personalised and customised travel itineraries
- Destination research and strategic trip planning
- Accommodation recommendations
- Transportation guidance (air and land)
- Travel logistics coordination and mapping
- Booking guidance and advisory support
- Cultural, local and experiential recommendations
- Optional in-person consultations in London or virtual consultations conducted in English or Portuguese

2.2 The services provided under this Agreement are limited strictly to planning, advisory and consultancy functions. The Planner does not act as:

- A travel agent
- A tour operator
- An airline representative
- A hotel booking agent
- A financial intermediary
- A payment processor

2.3 The Planner does not collect, handle, store, or process payments on behalf of third-party suppliers, including but not limited to airlines, hotels, transport providers, tour operators, insurance providers, or any other service provider.

2.4 All bookings are made directly by the Client with the relevant third-party supplier. The Planner may provide guidance, links, suggestions or assistance in navigating booking platforms; however, the final decision, confirmation and payment remain solely the responsibility of the Client.

2.5 Nothing in this Agreement shall be interpreted as creating an agency relationship, partnership, joint venture, fiduciary relationship or employment relationship between the Planner and any third-party supplier.

2.6 The Planner does not guarantee availability, pricing, service standards, or outcomes related to third-party services.

2.7 The Client shall only be entitled to the services expressly described in the Schedule applicable to the selected Package. No other package benefits shall apply unless expressly agreed in writing.

- Standard Package
- Premium Package
- Elite Package

2.8 All services will be performed with reasonable care, skill, and professionalism, in accordance with UK business standards and within the limits of the selected package.

Only the services expressly included in the selected Package shall apply.

The Travel Planner agrees to provide the following services according to the package selected by the Client:

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### 3. Packages & Pricing

The Planner offers the following travel planning service packages:

#### **Standard Package: £165.00**

- Delivery timeframe: 7 calendar days
- Maximum travellers: Up to 5 travellers
- Maximum duration: Up to 10 nights
- Destinations: Up to 3 destinations
- 3 Complimentary Consultations (1:1)
- 1 Free revision

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#### 3.1 Description of the Standard Package

The Standard Package is designed for individual travellers, couples, families or small groups seeking structured, personalised travel guidance with clear logistics and practical recommendations.

All planning materials prepared under the Standard Package are subject to only one (1) free revision prior to final approval. The Planner will make reasonable amendments requested by the Client to ensure that the final itinerary fully reflects agreed expectations and travel objectives. This flexibility is intended to provide reassurance and precision during the planning phase.

The Standard Package operates on a one-to-one (1:1) basis, ensuring direct and exclusive communication between the Client and the Planner. This individualised approach allows for a deeper understanding of the Client's preferences, expectations and travel objectives, enabling the development of a strategically refined and carefully curated itinerary.

As part of this standard service, the Client is entitled to up to three (3) complimentary consultation sessions with thirty (30) minutes each.

This package provides a professionally organised travel itinerary file tailored to the Client's preferences, travel style, budget and objectives.

Included Services: Detailed Explanation

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### **3.2 Personalised Consultation**

An initial consultation session (online or in person in London, where applicable) to understand the Client's travel goals, preferences, budget range, accommodation standards, transportation needs, and any special requirements. This consultation forms the strategic foundation of the itinerary.

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### **3.3 Destination Research**

Comprehensive research into the selected destinations, including neighbourhood recommendations, safety considerations, seasonal advice, cultural highlights and relevant local insights. Research is tailored specifically to the Client's travel profile rather than generic internet suggestions.

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### **3.4 Accommodation Suggestions**

Curated accommodation options aligned with the Client's budget and preferences. Suggestions may include hotels, serviced apartments or other suitable lodging options. The Planner provides recommendations only; final booking decisions remain with the Client.

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### **3.5 Transportation Guidance**

Clear guidance regarding transportation logistics between destinations, including suggested routes, airport transfers, train or land transport options where relevant. This includes strategic advice on travel flow to ensure time efficiency and practical coordination.

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### **3.6 Local Tips**

Recommendations for restaurants, cafés, cultural attractions, local experiences and points of interest based on the Client's interests (e.g., gastronomy, history, nightlife, family-friendly activities, etc.). These suggestions aim to enhance authenticity and travel experience quality.

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### **3.7 Booking Guidance and Support**

The Planner aids in navigating booking platforms and reviewing options.

However:

- The Planner does not process payments.

- The Planner does not act as a travel agent.
  - All bookings must be completed directly by the Client with the relevant third-party supplier.
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### **3.8 Important Clarification**

This package includes planning and advisory services only. It does not include the cost of flights, hotels, transport tickets, travel insurance or any third-party services.

All prices are stated in GBP and refer exclusively to professional travel planning services.

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## **4. Premium Package: £265.00**

- Delivery timeframe: 4 calendar days
  - Maximum travellers: Up to 10 travellers
  - Maximum duration: Up to 15 nights
  - 6 Complimentary Consultations (1:1)
  - Destinations: Up to 7 destinations
  - Maps
  - 3 Free revisions
- 

### **4.1 Description of the Premium Package**

The Premium Package is designed for travellers seeking a more detailed, strategically structured and experience-focused itinerary.

This package is suitable for longer trips, multi-destination travel and medium-sized groups requiring enhanced coordination, deeper research and more comprehensive logistics planning.

The Premium Package offers an expanded level of analysis, organisation and personalised recommendations compared to the Standard Package.

All planning materials prepared under the Premium Package are subject to three (3) free revisions prior to final approval. The Planner will make reasonable amendments requested by the Client to ensure that the final itinerary fully reflects agreed expectations and travel objectives. This flexibility is intended to provide reassurance and precision during the planning phase.

The Premium Package operates on a one-to-one (1:1) basis, ensuring direct and exclusive communication between the Client and the Planner. This individualised approach allows for a deeper understanding of the Client's preferences, expectations and travel objectives, enabling the development of a strategically refined and carefully curated itinerary.

As part of this elite service, the Client is entitled to up to six (6) complimentary consultation sessions with fifty (50) minutes each.

## Included Services: Detailed Explanation

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### **4.2 Personalised Consultation**

A structured consultation session (virtual or in person in London, where applicable) conducted to fully understand:

- Travel objectives
- Budget expectations
- Accommodation preferences
- Group composition
- Travel pace and style
- Cultural interests
- Any special requirements

This consultation forms the foundation of the itinerary strategy and ensures the trip reflects the Client's specific goals.

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### **4.3 Extensive Research**

Comprehensive and in-depth research into each selected destination.

This includes:

- Neighbourhood analysis
- Seasonal and climate considerations
- Crowd-level awareness
- Safety context
- Transportation systems
- Cultural context and local insights

The research level is more advanced and detailed than the Standard Package, particularly due to the higher number of destinations and longer duration.

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### **4.4 Maps and Logistics**

Strategic travel flow planning to ensure efficiency and practicality throughout the trip.

This includes:

- Logical sequencing of destinations

- Time optimisation strategies
- Route coordination between cities
- Local mobility suggestions
- Geographic references and mapping guidance

The objective is to reduce travel fatigue, avoid unnecessary backtracking, and maximise time management.

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#### **4.5 Accommodation and Transportation Guidance**

Curated recommendations for accommodation based on:

- Budget range
- Location advantages
- Accessibility
- Suitability for trip duration

Transportation guidance includes:

- Intercity travel recommendations
- Airport and station transfer options
- Public transportation advice
- Alternative route suggestions

All bookings must be completed directly by the Client.

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#### **4.6 Cultural and Local Recommendations**

Enhanced and experience-focused suggestions tailored to the Client's interests.

May include:

- Cultural landmarks
- Museums and historical sites
- Gastronomic recommendations
- Local events
- Unique experiences
- Hidden gems

The aim is to provide a meaningful and immersive travel experience rather than generic tourism suggestions.

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## 4.7 Booking Guidance and Support

Advisory assistance in:

- Reviewing booking platforms
- Comparing accommodation options
- Understanding transport systems
- Clarifying supplier policies

Important clarification:

- The Planner does not process payments.
- The Planner does not act as a travel agent.
- All third-party bookings are the sole responsibility of the Client.

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## 4.8 Important Note

This package includes planning and consultancy services only.

It does not include:

- Flights
- Accommodation costs
- Attraction tickets
- Insurance
- Visa fees
- Any third-party expenses

This package includes planning and advisory services only. It does not include the cost of flights, hotels, transport tickets, travel insurance or any third-party services.

All prices are in GBP and refer exclusively to professional travel planning services.

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## 5. Elite Package: £530.00

- Delivery timeframe: 2 calendar days
- Maximum travellers: Up to 15 travellers
- Group of travellers (Corporate World)
- Maximum duration: Up to 30 nights
- 12 Complimentary Consultations (1:1)
- Destinations: Up to 10 destinations
- Maps

- 24/7 Travel Planner access
  - Unlimited free revision
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## **5.1 Description of the Elite Package**

The Elite Package represents the highest level of personalised travel planning services offered by the Planner. It is specifically designed for clients seeking a fully immersive, highly detailed and priority-managed travel experience. This package is tailored for complex itineraries, extended journeys and travellers who require dedicated attention, flexibility and enhanced support throughout the planning process.

The Elite Package operates on a one-to-one (1:1) basis, ensuring direct and exclusive communication between the Client and the Planner. This individualised approach allows for a deeper understanding of the Client's preferences, expectations and travel objectives, enabling the development of a strategically refined and carefully curated itinerary.

As part of this elite service, the Client is entitled to up to twelve (12) complimentary consultation sessions with sixty (60) minutes each. These consultations may be conducted virtually or, where applicable, in person in London. The sessions are designed to review itinerary progress, refine travel details, adjust logistics, discuss preferences and ensure complete alignment before final delivery. The number of consultations included reflects the complexity and bespoke nature of this package.

In addition, all planning materials prepared under the Elite Package are subject to unlimited revisions prior to final approval. The Planner will make reasonable amendments requested by the Client to ensure that the final itinerary fully reflects agreed expectations and travel objectives. This flexibility is intended to provide reassurance and precision during the planning phase.

The Elite Package also includes enhanced accessibility to the Planner, with 24/7 communication access during the active planning stage and throughout the travel period, subject to reasonable response times. While immediate responses cannot be guaranteed in all circumstances, priority assistance will be provided to ensure continuity, clarity and support whenever reasonably possible.

This level of service reflects an elite planning model focused on exclusivity, responsiveness, depth of research and seamless coordination.

Included Services: Detailed Explanation

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## **5.2 Delivery timeframe: 2 calendar days**

The Elite Package guarantees priority handling and expedited delivery. The complete travel itinerary will be delivered within two (2) calendar days from the confirmation of full payment and receipt of all required travel details from the Client. This accelerated timeframe reflects the

premium nature of the service and the Planner's commitment to prioritised scheduling and dedicated planning time. Any delay resulting from incomplete information or late responses from the Client may affect the delivery timeline.

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### **5.3 Maximum: 15 travellers and group of travellers**

This package is suitable for individuals, families or larger groups of up to fifteen (15) travellers. Due to the increased complexity involved in coordinating logistics, accommodation, transportation and scheduling for larger groups, the Elite Package is specifically structured to accommodate advanced planning requirements and group-based travel dynamics. Groups exceeding this limit may require a customised quotation, specifically to the corporate world.

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### **5.4 Maximum duration: Up to 30 nights**

The Elite Package covers comprehensive planning for extended trips of up to thirty (30) consecutive nights. This allows for complex, multi-destination journeys requiring high-level coordination, strategic routing and detailed daily structuring. Travel exceeding this duration may require additional fees reflecting the increased scope of work.

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### **5.5 Destinations: Up to 10**

This package includes planning for up to ten (10) distinct destinations within a single travel itinerary. Each destination may require separate accommodation research, transportation logistics and activity coordination. If the Client wishes to include additional destinations beyond this limit, a bespoke adjustment or additional charge may apply.

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### **5.6 Fully Customised Itinerary**

The Elite Package includes the development of a fully bespoke and strategically designed travel itinerary tailored exclusively to the Client's profile, expectations and travel objectives. The itinerary is structured with attention to pacing, experience quality, logistical efficiency and overall travel flow. Each day is thoughtfully organised to balance exploration, comfort and practicality.

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### **5.7 Luxury Accommodation Recommendations**

The Planner will provide carefully curated recommendations for high-standard, or luxury accommodation options aligned with the Client's preferences. Consideration will be given to location, comfort level, service quality, accessibility and overall experience value.

Recommendations are advisory in nature, and final bookings remain the responsibility of the Client.

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### **5.8 VIP Experiences (where available)**

Where available, the Planner may recommend exclusive or premium experiences, such as priority-access attractions, airport lounge services, private tours, curated dining experiences or high-end cultural events. Availability of such experiences depends on destination, season and third-party suppliers. The Planner does not guarantee access but will research and advise accordingly.

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### **5.9 Private Guides (subject to availability)**

Where appropriate and available, the Planner may recommend private guides or specialised local experts to enhance the travel experience. These recommendations are subject to supplier availability and local regulations. Any contractual relationship for guide services is established directly between the Client and the third-party provider.

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### **5.10 Seamless Logistics Coordination**

The Elite Package includes advanced logistical planning to ensure efficient sequencing of destinations, transportation coordination and time optimisation. This includes structured routing strategies, taxis, intercity transitions and scheduling designed to reduce travel fatigue and enhance overall comfort. The objective is to deliver a seamless and well-orchestrated travel experience.

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### **5.11 Exclusive Perks (subject to availability)**

Where possible, the Planner may identify opportunities for exclusive benefits or added-value elements available through third-party suppliers. Such perks are subject to availability and cannot be guaranteed. They remain outside the Planner's direct control.

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### **5.12 Booking Guidance and Support**

The Planner provides advisory support in reviewing booking platforms, comparing options and understanding supplier policies. However, the Planner does not act as a travel agent, does not process payments and does not enter into contractual agreements with third-party suppliers on behalf of the Client. All bookings, confirmations and payments must be made directly by the Client.

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### **5.13 Pricing Clarification**

All prices listed above refer exclusively to professional travel planning and consultancy services provided by the Planner. The fees compensate for research, itinerary design, strategic coordination and advisory support.

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### **5.14 Exclusions**

Package fees do not include flights, accommodation costs, transport tickets, travel insurance, attraction tickets, visa fees or any third-party service costs. These expenses are separate from the planning fee and must be paid directly by the Client to the relevant supplier.

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### **5.15 Third-Party Payments**

All third-party bookings and related payments must be made directly by the Client to the relevant supplier. The Planner does not collect, manage or process payments on behalf of any third party.

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### **5.16 Currency and Price Validity**

All prices are stated in Pound Sterling (GBP). Prices may be revised at the Planner's discretion for future bookings. However, once full payment has been confirmed for a specific Agreement, the agreed package price shall remain fixed and will not be subject to alteration for that project.

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### **5.17 Additional Services**

Any services requested by the Client that fall outside the scope of the selected package may incur supplementary charges. Such additional services will only be provided following written agreement between the Parties prior to commencement.

This package includes planning and advisory services only. It does not include the cost of flights, hotels, transport tickets, travel insurance or any third-party services.

All prices are in GBP and refer exclusively to professional travel planning services.

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## **6. Duration of Agreement**

This Agreement shall become legally binding and enforceable upon the occurrence of both of the following conditions:

- (a) the signature of the Client; and
- (b) confirmation of full payment of the selected package fee.

Both conditions must be satisfied for the Agreement to take effect. No services shall commence prior to the fulfilment of these requirements.

Once in force, this Agreement shall remain valid and operative throughout the active planning phase and shall continue until the earliest of the following:

- Delivery of the final itinerary file to the Client; and
- Completion of any agreed post-delivery support period associated with the selected package.

Where ongoing travel support is included, the Agreement shall remain effective for the duration of the Client's travel dates as specified in the personalised booking confirmation, subject to the limitations and support hours outlined elsewhere in this Agreement.

Termination of the Agreement shall occur automatically upon completion of the services described above, unless terminated earlier in accordance with the cancellation and termination provisions contained herein.

Any clauses intended by their nature to survive termination, including but not limited to confidentiality, limitation of liability, intellectual property, data protection and governing law, shall remain in full force and effect after termination or completion of this Agreement.

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## **7. Payment Terms**

Full payment of one hundred percent (100%) of the selected package fee is required in advance prior to the commencement of any services under this Agreement. The Planner shall not initiate any research, consultation, itinerary drafting, logistical coordination, advisory support or any related preparatory work until payment has been received in cleared funds and formally confirmed.

Payment of the agreed package fee constitutes the Client's express confirmation that they have read, understood and accepted all terms and conditions contained within this Agreement. The act of payment shall be deemed legally binding acceptance, whether a physical signature has been provided at that time.

All payments must be made using the authorised payment method communicated officially by the Planner. The Planner does not request, collect, process or store cash money, debit or credit card details directly. Any payment processing is handled through secure third-party payment platforms, and the Client remains responsible for ensuring that payment details are accurate and valid.

It is the Client's responsibility to ensure that sufficient funds are available and that the transaction is successfully completed. The Planner shall not be held responsible for delays caused by banking errors, payment platform failures, currency conversion issues, transaction limits, fraud protection systems or any other technical or financial interruption beyond the Planner's control.

If a payment is declined, reversed, disputed, subject to chargeback, or otherwise cancelled after services have commenced, the Planner reserves the right to immediately suspend all ongoing services without notice. In such circumstances:

- All work completed up to the date of suspension remains payable in full.
- The Planner is not obligated to deliver any partially completed or final itinerary materials.
- The Planner reserves the right to pursue recovery of the outstanding balance, including reasonable administrative and legal costs incurred in enforcing payment.

In the event of late payment for any additional services agreed after commencement, the Planner reserves the right to charge statutory interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended), together with reasonable debt recovery costs where applicable.

All package fees are non-transferable and may not be assigned to another individual without prior written consent from the Planner.

Where instalment arrangements are exceptionally agreed in writing, failure to meet any instalment deadline shall render the full remaining balance immediately due and payable.

Payments shall be made via bank transfer or other approved method specified by the Service Provider (Visa, Mastercard, American Express, Discover, JCB, Union Pay, PayPal, Google Pay, and Apple Pay). The Client is responsible for any transaction or currency conversion fees.

For international payments involving currency conversion, exchange rates and fees may be applied by the payment provider of the client's bank.

For the avoidance of doubt, the Planner operates on a strict advance-payment model due to the time-intensive nature of research, analysis, strategic planning and preparation involved from the outset of the project. The Client acknowledges that the value of the service lies primarily in intellectual preparation, professional expertise and research time, which begins immediately upon confirmation of payment.

No refunds shall be issued except as expressly stated in the Cancellation & Termination clause of this Agreement.

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## **8. Responsibilities of the Parties**

### **8.1 Client Responsibilities**

The Client agrees and undertakes to:

Provide accurate, truthful and complete travel information necessary for the preparation of the itinerary, including but not limited to travel dates, passenger details, destination preferences, budget parameters, accommodation standards, special requirements, health considerations and any other relevant information. The Client acknowledges that failure to provide accurate or complete information may compromise the quality, feasibility or timely delivery of the services, for which the Planner shall not be held responsible.

The Client is solely responsible for carefully reviewing all booking details, supplier terms and conditions, pricing information, cancellation policies and any other contractual documentation before confirming any reservation with third-party providers. The Planner provides guidance only and does not assume responsibility for errors made by the Client when completing bookings.

All payments relating to flights, accommodation, transportation, tours, insurance, visa applications or any other third-party services must be made directly by the Client to the relevant supplier. The Planner does not collect, hold, transfer or manage third-party funds under any circumstances.

The Client must ensure compliance with all applicable passport requirements, visa regulations, entry requirements, vaccination rules, customs regulations and travel restrictions applicable to the chosen destinations. The Planner may provide general guidance; however, the ultimate responsibility for legal travel compliance rests solely with the Client.

The Client agrees to maintain respectful, professional and appropriate conduct in all communications with the Planner. Abusive language, harassment, intimidation or inappropriate behaviour shall constitute grounds for immediate termination of this Agreement in accordance with the termination provisions set out herein.

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## **8.2 14-Day Cancellation Policy**

In accordance with applicable consumer protection principles, the Client has the right to cancel this Agreement within fourteen (14) calendar days from the date of signature, without providing a reason.

However, if the Client expressly requests that the Planner begin work during this 14-day cancellation period, and services have already commenced, the Client acknowledges and agrees that:

- If cancellation occurs within the 14-day period and work has already been performed, the Client shall be liable to pay a proportionate amount reflecting the services already provided up to the date of cancellation.
- The proportional payment shall be calculated based on the percentage of research, consultation, drafting, itinerary preparation and advisory work already completed.
- If no work has yet commenced at the time of cancellation within the 14-day period, a full refund shall be issued.

If the Client cancels after the expiry of the fourteen (14) calendar day period, the right to withdraw without penalty shall be deemed to have lapsed.

Where cancellation occurs after the 14-day period:

- The Client shall not be entitled to any refund, whether partial or full.
- If services have commenced, the full package fee remains payable.

- The Planner shall not be obligated to deliver completed or partially completed itinerary materials where cancellation occurs outside the statutory period.

The Client acknowledges that travel planning services involve immediate intellectual labour, strategic research and time allocation from the moment work begins, and that such work cannot be reversed once undertaken.

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### **8.3 Planner Responsibilities**

The Planner agrees to deliver services in accordance with the scope and standards of the package selected by the Client, exercising reasonable skill, care and professional diligence consistent with independent consultancy services.

The Planner shall conduct research, itinerary preparation and advisory services in good faith and based on information available at the time of planning. While the Planner aims to provide accurate and up-to-date guidance, the Client acknowledges that travel conditions, supplier policies and availability may change without notice.

The Planner agrees to provide reasonable guidance and advisory support within the limits defined in this Agreement, including any agreed consultation sessions or travel-period assistance.

The Planner shall maintain confidentiality of Client information and implement appropriate data protection measures in accordance with UK GDPR and the Data Protection Act 2018. Personal data shall be processed solely for the purpose of delivering the agreed services and stored securely for administrative and safeguarding purposes as defined elsewhere in this Agreement.

The Planner shall not be liable for circumstances beyond reasonable control, nor for third-party actions, omissions or contractual failures.

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### **9. Limitation of Liability**

The Client acknowledges and agrees that the Planner provides independent travel planning and consultancy services only. The Planner does not operate as a travel agent, tour operator, carrier, insurer or supplier of transportation, accommodation or any other third-party travel service.

To the fullest extent permitted by law, the Planner shall not be liable for any loss, damage, cost, claim, liability or expense arising directly or indirectly from third-party services or external circumstances beyond the Planner's reasonable control.

But without limitation, the Planner shall not be liable for:

- Airline cancellations, rescheduling, overbooking, delays, denied boarding, flight route changes or bankruptcy of any airline carrier or third-party suppliers.
- Hotel cancellations, overbooking, misrepresentation of facilities, service quality issues, refusal of service or insolvency of accommodation providers.

- Insolvency, liquidation, bankruptcy or financial failure of any third-party supplier, including airlines, hotels, tour operators, transportation providers or insurance companies.
- Travel disruptions caused by weather conditions, natural disasters, strikes, industrial action, government restrictions, pandemics, border closures, acts of terrorism, war, civil unrest or political instability.
- Medical emergencies, injuries, illness, accidents or health-related incidents occurring before, during or after the trip.
- Loss, theft or damage to personal belongings, including luggage, travel documents, money, electronic devices or other valuables.
- Legal incidents involving the Client, including but not limited to arrest, detention, fines, penalties, deportation, visa refusal, criminal investigations or regulatory violations in any jurisdiction.
- Financial losses resulting from third-party booking errors, currency fluctuations, cancellation penalties, supplier policy changes or non-refundable reservations made by the Client.

The Planner provides advisory recommendations, research and logistical guidance only. The Planner does not guarantee:

- Availability of flights, hotels or services
- Pricing stability
- Entry into any country
- Safety conditions at destinations
- Quality or performance of third-party suppliers
- That travel plans will proceed without interruption

The Client acknowledges that travel inherently involves risks and uncertainties, including circumstances that may arise suddenly and without warning.

Nothing in this Agreement shall exclude or limit liability for death or personal injury caused by negligence, fraud or any other liability that cannot be excluded under the laws of England and Wales.

Subject to the above, the total aggregate liability of the Planner under or in connection with this Agreement, whether arising in contract, tort (including negligence), breach of statutory duty or otherwise, shall in all circumstances be strictly limited to the total amount paid by the Client for the selected travel planning package.

Under no circumstances shall the Planner be liable for:

- Indirect losses
- Consequential losses
- Special damages
- Loss of profit

- Loss of enjoyment
- Loss of opportunity
- Reputational damage
- Emotional distress

Subject to applicable statutory limitations period under English law.

The Client further acknowledges that adequate travel insurance is strongly recommended and remains solely the responsibility of the Client.

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## **10. Confidentiality & GDPR Compliance**

The Planner acknowledges that, during providing services under this Agreement, the Client may disclose personal information, travel details, preferences, schedules, identification-related data, and other confidential information (“Confidential Information”). The Planner agrees to treat all such Confidential Information as strictly confidential and to use it solely for the purpose of delivering the travel planning and consultancy services requested by the Client.

The Planner shall take reasonable and appropriate measures to protect the Confidential Information from unauthorised access, loss, misuse, alteration or disclosure. Confidential Information will be stored only in secure systems and, where applicable, in password-protected files, and access will be restricted to the Planner (and any authorised persons strictly involved in service delivery where necessary).

The Planner shall not disclose the Client’s Confidential Information to any third party unless one of the following applies: (a) disclosure is required by law, regulation, court order, or competent authority; (b) disclosure is necessary for the proper performance of the services, for example where the Client requests supplier contact, booking support, or coordination requiring the sharing of limited travel details with a third-party provider; or (c) the Client has provided prior written consent for disclosure.

Where disclosure is required for service delivery, the Planner shall disclose only the minimum information reasonably necessary for the relevant purpose. The Planner will not sell, rent, trade, or otherwise commercially exploit the Client’s personal information under any circumstances.

This confidentiality obligation is supported and interpreted in line with the Planner’s obligations under applicable UK data protection and privacy laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Where the Confidential Information includes personal data, it shall be processed in accordance with the Planner’s Privacy Policy and the lawful bases permitted under UK GDPR.

The Client acknowledges that confidentiality does not apply to information that becomes publicly available through no fault of the Planner, or information that the Planner can demonstrate was already lawfully in their possession before disclosure by the Client.

This confidentiality clause shall survive termination or completion of this Agreement and shall continue in full force and effect after the services have ended, for so long as the information remains confidential or for any longer period required under applicable law.

Client data may be securely stored for up to six (6) years for administrative and safeguarding purposes. If the Client requests access, correction, or deletion of their personal data, such requests shall be handled in accordance with UK GDPR and the Data Protection Act 2018 and may be made by contacting: [contact@surivonuk.co.uk](mailto:contact@surivonuk.co.uk). Surivon UK takes five (5) working days to reply to clients.

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## 10.1 How to Complain

If clients are not satisfied with our response, they can lodge a complaint with the UK's Information Commissioner's Office (ICO).

The Information Commissioner's Office (ICO) is the UK's independent authority responsible for upholding information rights and enforcing data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If clients have concerns about how their personal data has been handled or believe their data protection rights have been violated, they have the right to lodge a complaint with the ICO.

Clients can contact the ICO or make a complaint via their website: <https://ico.org.uk/make-a-complaint/>

If clients have concerns about how their data is handled, please contact us at: [contact@surivonuk.co.uk](mailto:contact@surivonuk.co.uk)

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## 11. Safeguarding Policy

The Planner holds a valid and current Disclosure and Barring Service (DBS) certificate issued in the United Kingdom. This certification confirms that the Planner has no criminal record that would prevent him from working with children, young persons or vulnerable adults and is legally authorised to provide services involving such individuals where required.

Where services are provided in relation to minors, vulnerable adults, schools, educational institutions, families with vulnerable members, or organised youth travel, the Planner commits to always maintaining appropriate safeguarding standards. Safeguarding measures shall be applied in accordance with applicable UK legislation and recognised safeguarding principles designed to protect individuals from harm, abuse, neglect or exploitation.

The safeguarding framework under which the Planner operates is informed by, and aligned with, relevant legislation including but not limited to:

- The Children Act 1989 and 2004
- The Safeguarding Vulnerable Groups Act 2006
- The Care Act 2014
- The Protection of Freedoms Act 2012
- The Working Together to Safeguard Children statutory guidance (UK Government)

These laws exist to protect children and vulnerable adults from physical abuse, emotional abuse, sexual abuse, neglect, exploitation, trafficking, coercion and other forms of harm. The Planner recognises the seriousness of safeguarding obligations and the legal consequences associated with failure to report concerns where appropriate.

If, while providing services, the Planner becomes aware of, suspects, or reasonably believes that a child or vulnerable adult may be at risk of harm, abuse or neglect, the Planner reserves the right, and where legally required, the duty to report such concerns to the appropriate authorities. This may include local safeguarding boards, social services, law enforcement authorities or other competent bodies, in accordance with UK safeguarding law.

For transparency and accessibility, Surivon UK provides safeguarding documentation on its official website. Surivon UK team is trained to know how to deal with Safeguarding concerns and on the “Files & Agreements” page, there is a dedicated Safeguarding Report form which allows individuals to formally report any suspicion of abuse, neglect or safeguarding concern. Additionally, the website contains a dedicated Safeguarding Policy page where clients may review detailed safeguarding procedures, reporting standards and compliance information.

The inclusion of safeguarding procedures is intended to ensure a safe, professional and legally compliant service environment. The Planner prioritises the protection of minors and vulnerable individuals and maintains a zero-tolerance approach to abuse, exploitation, discrimination or any behaviour that may compromise the safety or dignity of others.

This Safeguarding Clause shall survive termination of this Agreement and remains applicable whenever services involve children, schools or vulnerable individuals.

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### **11.1 Supervision, Consent & Risk Assessment**

In accordance with UK safeguarding legislation and professional standards, Surivon UK maintains strict safeguarding procedures when services involve minors (persons under 18 years of age) or vulnerable adults.

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### **11.2 Parental or Guardian Supervision Requirement**

Parents, legal guardians or officially appointed responsible adults remain fully and solely responsible for the supervision, care and wellbeing of any child or vulnerable individual always.

The Planner does not provide supervision, childcare, personal care, medical oversight, or safeguarding monitoring services.

Where meetings, consultations or travel planning discussions involve minors or vulnerable individuals, a parent or legal guardian must always be present. Under no circumstances shall the Planner be solely responsible for a minor or vulnerable adult during meetings, consultations or travel-related discussions.

Failure to ensure proper supervision may result in suspension or termination of services.

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### **11.3 Consent for Participation in Meetings**

By entering into this Agreement, parents and legal guardians provide explicit consent for the Planner to be present in meetings, consultations or planning discussions where children or vulnerable individuals may also be present.

Such meetings are strictly professional and relate solely to travel planning discussions. The presence of minors in meetings does not transfer responsibility, keep them alone, or duty of care from the parent or guardian to the Planner.

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### **11.4 Group & Family Travel Involving Minors**

Where travel planning involves families, school groups or organised group travel including minors, safeguarding principles shall be applied in accordance with UK standards.

Parents or guardians acknowledge that:

- The Planner is responsible for planning consultancy only;
  - All safeguarding supervision during travel remains the responsibility of the parents, guardians, school staff or designated group leaders;
  - The Planner does not assume loco parentis responsibility.
- 

### **11.5 Risk Assessment**

Where travel planning involves minors or vulnerable individuals, a structured risk assessment may be prepared where appropriate.

This risk assessment may consider:

- Destination safety context;
- Transportation logistics;
- Accommodation suitability;
- Environmental factors;
- Accessibility considerations;
- Local healthcare access;
- Cultural or legal sensitivities;
- Activity-related risk levels.

The risk assessment document shall be made available to parents or guardians prior to final confirmation of travel plans and shall be discussed with the responsible adults to ensure transparency and informed decision-making.

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## **11.6 Disclosure of Vulnerabilities & Neurodiversity**

Parents and guardians are required to disclose any relevant vulnerabilities that may affect travel safety or planning. This includes, but is not limited to:

- Physical disabilities;
- Medical conditions;
- Mental health conditions;
- Learning disabilities;
- Diagnosed neurodiversity, including Autism Spectrum Condition (ASC), Attention Deficit Hyperactivity Disorder (ADHD), or other cognitive or behavioural conditions.

Full and honest disclosure is essential to enable appropriate planning and risk mitigation strategies.

Failure to disclose relevant medical or developmental information may compromise the effectiveness of the risk assessment and travel preparation, and the Planner shall not be held liable for consequences arising from non-disclosure.

All disclosed information shall be handled confidentially in accordance with UK GDPR and safeguarding obligations.

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## **11.7 Legal Framework**

This safeguarding approach aligns with:

- The Children Act 1989 and 2004
- The Safeguarding Vulnerable Groups Act 2006
- The Care Act 2014
- The Working Together to Safeguard Children statutory guidance
- The Equality Act 2010 (reasonable adjustments considerations)

Survivon UK operates with a zero-tolerance approach toward abuse, neglect, exploitation or safeguarding breaches.

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## **12. Intellectual Property**

All itineraries, schedules, travel plans, route structures, destination research, written recommendations, checklists, maps (including original compilations and curated routes), templates, planning documents, spreadsheets, PDFs, notes, consultation summaries, and any other materials prepared or provided by the Planner in connection with the services (together, the “Materials”) are and shall remain the exclusive intellectual property of Survivon UK and/or the Planner.

For the avoidance of doubt, the Materials constitute original works and/or curated compilations created through professional expertise, research time, analysis, selection and arrangement of information. The Client acknowledges that the value of the service lies substantially in this intellectual labour and the Planner's professional know-how.

Nothing in this Agreement shall operate as an assignment, transfer, sale or conveyance of intellectual property rights to the Client. All intellectual property rights, including but not limited to copyright and related rights, are reserved by Surivon UK and are protected under applicable UK law, including (without limitation):

- the Copyright, Designs and Patents Act 1988; and
- the Copyright and Rights in Databases Regulations 1997 (where the Materials constitute a database or structured compilation);
- Fraud under the Fraud Act 2006 (where services are dishonestly exploited).

Upon full payment of the package fee, the Client is granted a limited, non-exclusive, non-transferable, non-sublicensable and revocable licence to use the Materials strictly for the Client's personal travel purposes in relation to the trip covered by this Agreement. This licence permits the Client to view, download, print and share the Materials only with individuals travelling on the same itinerary (e.g., family members or group participants) solely for logistical purposes.

The Client must not, without the Planner's prior written consent:

- (a) reproduce, copy or duplicate the Materials (in whole or in part) for any commercial purpose;
- (b) resell, license, sublicense, publish, distribute, upload, broadcast or otherwise make the Materials available to any third party outside the travel group;
- (c) use the Materials (or any part of them) to create competing travel planning products or services, whether paid or unpaid;
- (d) use the Materials for marketing, social media content, training, consultancy, or any form of public dissemination where the Materials (or their structure) can be extracted or reused; or
- (e) modify, adapt, translate or create derivative works based on the Materials for redistribution or commercial exploitation.

Any unauthorised use, copying, recording, or distribution of the Materials may constitute a civil infringement and, in certain circumstances, a criminal offence under applicable UK law, including the Copyright, Designs and Patents Act 1988. Surivon UK reserves the right to pursue civil remedies, including but not limited to injunctive relief, damages, recovery of legal costs, and any other remedies available under the laws of England and Wales.

Where the Materials include references to third-party content (including websites, booking platforms, supplier materials, maps, logos, or third-party images), such third-party content remains the property of its respective owners. The Planner provides links and references for convenience only and does not transfer any rights in third-party content to the Client.

This Intellectual Property clause shall survive termination or completion of this Agreement and shall remain enforceable indefinitely to the extent permitted by law.

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## **13. Cancellation & Termination**

### **13.1 Client Cancellation**

The Client has the right to cancel this Agreement within fourteen (14) calendar days from the date of payment, in accordance with applicable consumer protection principles.

However, where the Client expressly requests that services begin during this 14-day cancellation period, and work has commenced, the following shall apply:

- If cancellation occurs within the 14-day period and work has already begun, the Client shall be liable to pay a proportionate amount reflecting the services already performed up to the date of cancellation. This includes, but is not limited to, consultation time, destination research, itinerary structuring, logistical planning, advisory communications and administrative preparation.
- Where a substantial portion of the work has already been completed within the 14-day period, the Planner reserves the right to retain payment corresponding to the value of the services delivered.
- After the expiry of the fourteen (14) calendar day period, the Client shall lose the statutory right to cancel without penalty.
- Any approval refund shall be processed within fourteen (14) business days and returned using the same payment method originally used by the Client, unless otherwise agreed in writing.

If cancellation occurs after the 14-day period:

- No refund, whether partial or full, shall be issued.
- The full package fee remains payable if not already settled.
- The Planner shall not be obliged to deliver partially completed or final documents if the Client elects to terminate the Agreement mid-project.

If the Client terminates the project after work has commenced, including but not limited to during itinerary development, research stages, consultation scheduling or revision processes, no refund shall be due. Travel planning constitutes intellectual and time-based work that begins immediately upon confirmation and cannot be reversed once undertaken.

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### **13.2 Non-Participation and Failure to Engage**

If the Client fails to attend scheduled consultations, repeatedly postpones agreed meetings without reasonable justification, becomes unresponsive, or otherwise fails to provide necessary information required to complete the project, the Planner reserves the right to consider the service as delivered.

If the Client disappears, fails to respond within reasonable timeframes, or prevents the Planner from progressing due to lack of cooperation, the project may be marked as completed based on the work already prepared.

In such circumstances:

- No refund or partial refund shall be granted.
- Complimentary consultations included within the package are considered part of the service value and not standalone refundable elements.
- The Planner shall have no further obligation to provide revisions or continued support.

The Client acknowledges that consultations, research allocation and scheduling constitute delivered professional time, even if the Client chooses not to utilise them.

Repeated lack of responsibility, transparency or professional conduct may result in the Client being declined future services from Surivon UK.

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### **13.3 Termination by the Planner**

The Planner reserves the right to terminate this Agreement immediately, without prior notice, in the following circumstances:

- Abuse, harassment, victimisation, intimidation, discrimination, or inappropriate behaviour toward the Planner;
- Criminal conduct, frauds, or unlawful activity involving the Client;
- Non-payment or payment disputes;
- Conduct that exposes the Planner to legal, financial or reputational risk;
- Provision of false or misleading information by the Client.

No refund shall be issued where termination occurs due to Client misconduct.

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### **13.4 Serious Misconduct, Criminal Acts & Reputational Protection**

Surivon UK operates under strict ethical and professional standards.

If the Client engages in serious criminal conduct, including but not limited to:

- Racism, hate speech or discriminatory behaviour;
- Terrorism-related activity or extremism;
- Violent crime;
- Human trafficking or exploitation;
- Sexual offences;
- Threats;
- Crimes that generate significant public media exposure;
- Any act that may reasonably damage the professional reputation of Surivon UK;

Whether such conduct occurs during international travel or otherwise, the Planner reserves the immediate right to terminate the Agreement.

In such cases:

- The contract shall be terminated without refund.
- All ongoing services shall cease immediately.
- The Planner may withdraw cooperation and decline further professional involvement.
- Where necessary to protect legal or reputational interests, the Planner may also disengage from associated third-party coordination.

Surivon UK maintains a zero-tolerance policy toward racism, discrimination, hate crimes, exploitation, abuse or any conduct that compromises ethical standards.

The Planner is not associated with, supportive of, nor responsible for the personal behaviour or criminal acts of the Client.

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### **13.5 Effect of Termination**

Upon termination of this Agreement for any reason:

- Any outstanding fees remain payable.
- The Planner shall have no further obligation to provide deliverables, revisions or support.
- Clauses relating to confidentiality, intellectual property, limitation of liability, safeguarding and governing law shall survive termination.

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### **13.6 Ethical Conduct, Anti-Discrimination & Compliance with UK Law**

Surivon UK operates in full compliance with the laws of England and Wales and upholds the fundamental principles of equality, dignity, safeguarding and respect for all individuals.

The Client acknowledges that the United Kingdom has strict legislation prohibiting discrimination, hate crimes, harassment, extremism and criminal conduct, including but not limited to:

- The Equality Act 2010, which prohibits discrimination, harassment and victimisation based on protected characteristics including race, nationality, ethnicity, religion, sexual orientation, disability and gender.
- The Public Order Act 1986, which criminalises threatening, abusive or insulting behaviour intended to stir up racial hatred.
- The Crime and Disorder Act 1998, which provides enhanced sentencing for racially or religiously aggravated offences.
- The Racial and Religious Hatred Act 2006, addressing incitement to hatred.

- The Terrorism Act 2000 and subsequent counter-terrorism legislation, relating to extremist or terrorist activity.

Survivon UK maintains a zero-tolerance policy toward racism, hate speech, discrimination, harassment, extremism, violence, exploitation, trafficking, abuse or any conduct that violates UK criminal or equality law.

If the Client engages in behaviour that:

- Constitutes a criminal offence under UK law;
- Involves racism, discrimination or hate-based conduct;
- Results in public media exposure for serious criminal acts;
- Damages or risks damaging the professional reputation of Survivon UK;
- Violates internationally recognised human rights standards;

the Planner reserves the immediate right to terminate the Agreement without refund, suspend all services and disengage from any associated coordination.

Where appropriate, and particularly in safeguarding contexts, the Planner reserves the right to report unlawful or harmful behaviour to the relevant authorities in accordance with UK legal obligations.

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### **13.7 Commitment to British Values**

Survivon UK upholds and operates in accordance with the core British Values as promoted by the UK Government, namely:

- Democracy
- The Rule of Law
- Individual Liberty
- Mutual Respect
- Tolerance of those with different faiths and beliefs

These values form part of the ethical foundation of the business and guide professional conduct, client relationships and service delivery.

Clients engaging with Survivon UK are expected to respect these principles in their communications, conduct and travel behaviour. This shall be interpreted reasonably and proportionately in accordance with UK equality and discrimination law.

Survivon UK does not associate with, endorse or tolerate behaviour that undermines equality, social cohesion, lawful conduct or the dignity of others.

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## 14. Force Majeure

The Planner shall not be liable for any failure, delay or inability to perform obligations under this Agreement where such failure or delay results from events, circumstances or causes beyond the Planner's reasonable control ("Force Majeure Event").

Force Majeure Events may include, but are not limited to:

- Natural disasters, including earthquakes, floods, hurricanes, storms, wildfires or other acts of God;
- Government restrictions, emergency legislation, travel bans, border closures or regulatory interventions;
- War (declared or undeclared), armed conflict, civil unrest, terrorism or threats thereof;
- Pandemics, epidemics, public health emergencies or quarantine measures;
- Strikes, industrial action, labour disputes or supply chain disruptions;
- Failure of telecommunications systems, internet outages, cyber-attacks or technological system failures;
- Power outages or infrastructure breakdowns;
- Acts or omissions of third parties beyond the Planner's control;
- Any other unforeseeable or unavoidable event that materially affects the Planner's ability to perform services.

Where a Force Majeure Event occurs, the Planner's obligations under this Agreement shall be suspended for the duration of the event and for a reasonable period thereafter necessary to resume performance.

The Planner shall not be considered in breach of contract nor liable for damages, losses, penalties or additional costs resulting from such suspension.

If a Force Majeure Event substantially prevents or delays performance for an extended period, the Planner reserves the right to:

- Reschedule delivery timelines;
- Modify service arrangements where reasonably necessary; or
- Terminate the Agreement where performance becomes impossible or commercially impracticable.

In such circumstances, any refund entitlement shall be assessed proportionately, considering the services already performed prior to the Force Majeure Event.

The Client acknowledges that travel-related services are particularly sensitive to global events and that many Force Majeure circumstances may affect destinations, suppliers and transportation systems in ways that are entirely outside the Planner's influence.

Nothing in this clause excludes or limits liability where such exclusion is not permitted under the laws of England and Wales.

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## 15. Availability and Response Time

Notwithstanding any reference to “24/7 access” under the relevant service package (Elite Package), the Client acknowledges and agrees that such access does not constitute an obligation for the Travel Planner to be continuously available in real time.

All communication, support, or consultation requests submitted by the Client are strictly subject to the Travel Planning’s actual availability at the time of the request.

In circumstances where the Travel Planning is immediately available, a response may be provided without delay. However, where the Travel Planner is not available at the time of contact, the Travel Planning undertakes to respond within a maximum period of twelve (12) hours.

Clients who selected the Standard & Premium package when they are abroad if they need immediate assistance, a response may be provided during UK time, Monday to Saturday, from 9:00 AM to 5:00 PM. Surivon UK don’t offer support on Sundays or UK public holidays.

Such response may include the scheduling of a brief consultation, not exceeding fifteen (15) minutes in duration, for the purpose of addressing urgent or time-sensitive matters.

The Client expressly acknowledges that:

- Should the client experience any issues during the trip, or have any questions, concerns, or complaints, all communications must be directed exclusively through the telephone number provided here (+44 7710891694).
- 24/7 access does not guarantee immediate response;
- Response times may vary depending on workload, time zone differences, business commitments, or unforeseen circumstances;
- The Service Provider retains full discretion to determine availability and scheduling.

In case of a serious emergency (Accident, Hospitalization, Death) a Travel Planner can:

- Help contact local emergency services (ambulance, police).
- Assist in communicating with hospitals.
- Provide basic translation or act as an intermediary when needed.
- Activate and coordinate with the travel insurance provider.
- Help inform family members and coordinate communication.
- Offer guidance on next steps and local procedures.

If the situation requires official assistance, the Travel Planner can guide travellers on how to contact their country’s consulate or embassy.

- Consular services may assist with:
- Emergency travel documents.
- Communication with family.
- Legal guidance referrals.
- Serious injury or death abroad.

Nothing in this clause shall be interpreted as creating a continuous on-call obligation

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## **16. Travel Restrictions**

The Planner reserves the absolute right, at their sole professional discretion, to refuse, decline or discontinue services relating to destinations considered high-risk due to war, armed conflict, civil unrest, terrorism, extreme political instability, severe criminal activity, government collapse, humanitarian crises, epidemic outbreaks, or any other condition that presents a significant threat to safety, security or lawful travel.

In assessing risk levels, the Planner may take into consideration guidance and advisories issued by, but not limited to:

- The UK Foreign, Commonwealth & Development Office (FCDO);
- The World Health Organization (WHO);
- UK Government travel advisories;
- International security risk assessments;
- Reputable global risk-monitoring agencies.

Where a destination is officially classified as “Do Not Travel” or equivalent under UK Government advice, the Planner shall not provide travel planning services for that destination.

The Planner further reserves the right to decline services where, in their reasonable professional judgment, the planning of travel to a particular region may expose the Planner to legal, ethical, safeguarding or reputational risk.

The Planner provides travel planning services exclusively for air and land transportation. This includes commercial flights, trains, coaches, private land transfers and similar overland travel arrangements.

Cruise travel, maritime voyages, private yachts, offshore transport, cargo vessels, or any sea-based travel arrangements are expressly excluded from the scope of services. The Planner does not provide itinerary design, booking guidance, coordination or advisory services for cruise or maritime travel.

The Client acknowledges that travel to certain destinations may involve inherent risks and that the Planner’s refusal to provide services for high-risk areas is based on safety, legal compliance and professional responsibility considerations.

Nothing in this clause shall be interpreted as discrimination. Decisions are made strictly on objective safety and legal risk assessments.

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## **17. High-Risk Destinations (Non-Exhaustive List)**

For illustrative purposes only, and without limitation, destinations that are commonly classified under “Do Not Travel” or equivalent high-risk advisories by the UK Foreign, Commonwealth & Development Office (FCDO) may include countries such as:

- Afghanistan
- Burkina Faso
- Central African Republic
- Cuba
- Democratic Republic of Congo
- Ecuador
- Ethiopia
- Guatemala
- Haiti
- Honduras (certain regions)
- Iran
- Iraq (certain regions)
- Lebanon (certain regions)
- Libya
- Mali
- Myanmar
- Nepal
- Nigeria (certain regions)
- North Korea
- Pakistan (certain regions)
- Palestine
- Papua New Guinea
- Somalia
- South Sudan
- Sudan
- Syria
- Ukraine (active conflict areas)
- Venezuela
- Yemen

This list is non-exhaustive and subject to change without notice. The applicable determination shall always be based on the official FCDO travel advice in force at the time of planning.

The Planner reserves the right to refuse services for any destination that presents comparable risk levels, regardless of whether it appears in the above examples.

---

## **18. Insurance**

### **18.1 Maintenance of Insurance Coverage**

The Travel Planner confirms that it maintains valid and appropriate business insurance policies suitable for the nature and scope of the services provided under this Agreement.

Such insurance may include, where applicable:

- Professional Indemnity Insurance;
  - Public Liability Insurance;
  - Employer's Liability Insurance (if legally required);
  - Any other insurance deemed reasonably necessary for lawful and professional operation within the United Kingdom.
- 

### **18.2 Scope of Coverage**

The insurance maintained by the Travel Planner is intended to provide protection against risks typically associated with travel services.

The Client acknowledges that:

1. Insurance coverage applies only within the limits, terms, and exclusions defined by the relevant insurer;
  2. Coverage does not extend to losses caused by the Client's own actions, omissions, or unlawful conduct;
  3. Insurance does not constitute a guarantee of financial recovery for commercial losses.
- 

### **18.3 Evidence of Insurance**

Upon reasonable written request, the Travel Planner may provide confirmation of active insurance coverage, subject to confidentiality and policy limitations.

The Travel Planner is not required to disclose full policy documentation unless legally compelled to do so.

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### **18.4 Limitation of Insurance Reliance**

The existence of insurance coverage shall not:

- Increase the Travel Planning's contractual liability;

- Be interpreted as an assumption of additional risk beyond the terms of this Agreement;
- Override the Limitation of Liability clause set out herein.

Liability shall remain strictly limited as defined in this Agreement, regardless of insurance policy limits.

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### **18.5 Client Insurance Responsibility**

The Client is responsible for maintaining appropriate travel insurance.

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## **19. Governing Law & Jurisdiction**

- Any claim arising from the provision of services must be notified in writing within 30 days of the session date.
  - Failure to notify within 30 days does not remove statutory rights but may affect evidential assessment.
  - Nothing in this clause overrides statutory limitation periods under the Limitation Act 1980, but timely notification is required to allow proper review.
  - This Agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it, its subject matter or formation, shall be governed by and construed in accordance with the laws of England and Wales.
  - The Parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement.
- 

### **19.1 Scope Limitations: Excluded Services**

The Planner provides travel planning consultancy services only within the scope defined in this Agreement.

The following services are expressly excluded:

- Cruise or maritime travel planning, including ocean cruises, river cruises, yacht charters or offshore travel arrangements.
- Pet travel arrangements, including transportation logistics, animal health documentation or international pet compliance procedures.
- Transportation or repatriation of human remains. In such cases, the Planner may provide general advisory guidance to family members upon request; however, no direct coordination, booking, legal handling or financial assistance shall be provided.
- Financial support, funding, guarantees, sponsorship or monetary assistance of any kind in relation to travel emergencies, third-party services or personal circumstances.

The Planner operates strictly as a consultancy provider and does not assume operational control over specialised or regulated services.

---

## **19.2 Additional Travellers & Group Surcharge**

Each package includes a maximum number of travellers as specified in the package description.

Where the Client requests the inclusion of additional individuals beyond the permitted limit of the selected package, the Planner reserves the right to apply a surcharge of twenty percent (20%) of the total package fee.

This surcharge reflects the increased workload, additional coordination, extended research requirements and greater logistical complexity involved in planning for larger families or groups.

The additional fee must be agreed and paid prior to the continuation or adjustment of the planning services.

---

## **19.3 Support for Vulnerable or Special Assistance Travellers**

Where travel involves individuals requiring additional assistance, including elderly travellers, individuals with reduced mobility, or persons with specific needs, the Planner may provide advisory guidance and practical recommendations to support safer and more structured planning.

Such assistance remains advisory in nature. The Planner does not provide medical supervision, personal care services, financial assistance, or legally regulated support services.

The Client remains responsible for ensuring that appropriate medical, insurance and professional care arrangements are secured where necessary.

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## **19.4 Consultation Policy**

All consultation sessions included within each package are offered on a complimentary basis as part of the overall service structure and intellectual planning process.

Each complimentary consultation session is limited to thirty (30), fifty (50), or sixty (60) minutes in duration.

Where a consultation exceeds sixty (60) minutes, an additional fee of £40 per hour shall apply for each additional hour or part thereof. If a session exceeds sixty minutes by any amount, the additional hourly fee becomes payable in full.

Additional consultation fees must be settled promptly upon invoice. Failure to pay may result in suspension of services.

Complimentary consultations form part of the package value and are not redeemable for monetary compensation or partial refunds.

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## **19.5 Delivery of Documents**

All final travel planning materials, including itineraries, schedules, recommendations and supporting documentation, shall be delivered electronically in PDF format via email.

The Client is responsible for ensuring that the correct email address is provided and that sufficient digital storage capacity exists to receive the files.

Upon delivery of the PDF documentation, the service shall be considered fulfilled, subject to any agreed support period outlined in the selected package.

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## **20. Execution & Signatures**

### **20.1 Mandatory Signatures**

This Agreement shall not become legally binding until it has been signed by both the Client and the Travel Planner.

Signatures are mandatory.

No services shall commence unless:

- The Agreement has been duly signed; and
  - Any required upfront payment has been received in cleared funds.
- 

### **20.2 Client Declarations**

By signing below, the Client expressly confirms that:

1. They have read and fully understood this Agreement;
2. They agree to be bound by its terms in full;
3. They accept the Terms & Conditions, Safeguarding Policy, Terms of Sale, and Privacy Policy referenced herein;
4. They are duly authorised to enter into this Agreement on behalf of the company or organisation named;
5. All necessary internal corporate approvals have been obtained.
6. If any provision is held invalid, the rest remains valid
7. No variation shall be valid unless in writing and signed by both Parties.
8. Nothing creates partnership, employment or agency relationship.

Where more than one Client signs, liability shall be joint and several unless otherwise agreed in writing.

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**Signatures**

**Client 1**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

---

**Client 2 (Optional)**

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

---

**Travel Planner**

**Name:** Wagner Victor dos Santos Penteadó

**Trading as:** Surivon UK

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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**Legal Effect**

“Surivon UK” is the trading name of Mr. Wagner Victor dos Santos Penteadó, acting as a self-employed service provider based in the United Kingdom.

This agreement shall be governed by and construed in accordance with the laws of England and Wales. Any dispute arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

***Surivon UK***

***Business Solutions . Planning . Interpreting***

***Your travel dream comes true!***