Terms of Service

The terms on which we plan your travel and coordinate your events.

Effective 28 September 2026

> These Terms of Service ("Terms") govern the services provided by **The Coordination Assistant** ("TCA", "we", "us", "our") to you ("you", "the client"). Please read them carefully.
>
> By paying a deposit, signing a proposal, or otherwise instructing us to begin work, you confirm that you have read, understood, and agreed to these Terms on behalf of yourself and everyone in your party.

CLAUSE 1

Our services

TCA provides travel planning and event coordination services. Depending on what you engage us for, this may include:

- Travel consultations and destination advice
- Itinerary design and travel proposals
- Booking flights, accommodation, transfers, and activities on your behalf
- Group trip coordination, including guest communication and rooming
- Destination event planning, guest management, and on-site coordination
- Event hosting and MC services
- Visa guidance and documentation support

The specific services we will provide, and the fee for them, are set out in your proposal, invoice, or written confirmation from us. Anything not expressly included is outside the scope of your engagement and may be quoted separately.

We are a planning and coordination service. We arrange travel and event services supplied by third parties. We do not own, operate, or control the airlines, hotels, villas, tour operators, transport providers, venues, or vendors used in your trip or event.

CLAUSE 2

Bookings and confirmation

A booking is confirmed only when we have received your deposit and issued written confirmation. Prices, availability, and rates quoted before that point are indicative and may change.

Where we hold a block of rooms or a group allocation, those places are held for a limited period set by the supplier. If your deposit is not received by the stated deadline, we cannot guarantee the rate or availability, and the price may be requoted.

Quoted prices are based on exchange rates, supplier rates, taxes, and levies in effect at the time of quoting. Where a supplier increases a rate or a government imposes a new charge before your balance is paid, we will pass that change on to you at cost and explain it in writing.

CLAUSE 3

Fees, deposits, and payment

Service fees

Our service fees are set out in our rate card and in your proposal. Service fees cover our time, planning, and coordination. They are **separate from the cost of your travel and event arrangements** and are earned as the work is performed.

Deposits

Deposits are **non-refundable**. This is because deposits are paid onward to suppliers to secure your rates and dates, and because they represent planning work already carried out. The deposit amount and deadline for your engagement are stated in your proposal or invoice.

Instalments and balances

Where an instalment plan is offered, you may pay any amount at any time before the final deadline, provided that:

- the minimum deposit reaches us by the stated deposit deadline; and
- the full balance reaches us by the stated final payment deadline.

If the final balance is not received by the deadline, your booking may be treated as cancelled by you and the cancellation terms in Clause 5 will apply. Supplier deadlines are outside our control and we cannot extend them.

Currency

Prices are set in the currency stated in your proposal. Where we show amounts in another currency, those figures are a guide only. The amount actually payable depends on the exchange rate on the date your payment is made, and on any fees charged by your bank or payment provider. Bank charges, transfer fees, and currency conversion costs are your responsibility.

Proof of payment

Please send proof of payment with your full name and the trip or event it relates to. We record payments against your name, and your balance is confirmed on request.

CLAUSE 4

Changes to your booking

If you wish to change your booking after confirmation, tell us in writing as early as possible. We will do our best to accommodate the change, but we cannot guarantee it.

Changes are subject to availability and to the supplier's own change rules. Any supplier charge, fare difference, or rate increase is payable by you. We may also charge a reasonable administration fee for the additional work involved, which we will tell you about before proceeding.

Changing from shared to single occupancy, adding or removing a leg of a trip, or altering travel dates will usually change your total price. We will requote before making any change.

CLAUSE 5

Cancellation

If you cancel

Cancellations must be sent to us in writing. On receipt:

- Deposits are non-refundable in all cases.
- Service fees already earned are non-refundable.
- Any amounts we have already paid to suppliers on your behalf are refundable only to the extent that the supplier refunds them to us, under that supplier's own terms.
- Where a supplier applies a cancellation charge, that charge is payable by you and will be deducted from any refund due.

For group trips and destination events, withdrawing from a group booking may affect the price for remaining guests, for example where a shared room becomes single occupancy.

Where that happens, the affected guests will be requoted.

If we cancel

We will only cancel your arrangements in exceptional circumstances, for example where a supplier fails, where it becomes unsafe or unlawful to proceed, or where the minimum numbers needed for a group trip are not met. In that event we will refund amounts received from you, less any non-refundable supplier costs and service fees already earned, and less deposits as set out above.

> **Travel insurance is essential.** We strongly recommend comprehensive travel insurance covering cancellation, curtailment, medical expenses, repatriation, and baggage, taken out at the time you pay your deposit. Many of the costs above are recoverable under a good policy and are not recoverable from us.

CLAUSE 6

Third-party suppliers

Your travel and event arrangements are provided by independent third-party suppliers. Your use of their services is governed by their own terms and conditions, which may limit or exclude their liability to you. We will make those terms available to you on request.

We select suppliers with care, but we are not responsible for the acts, omissions, delays, failures, or standards of any third-party supplier, nor for any change they make to a booking, schedule, room type, itinerary, or service.

Where a supplier fails to deliver what was booked, we will support you in pursuing the matter with them, including providing records of what was booked and paid.

CLAUSE 7

Your responsibilities

Documents and entry requirements

You are responsible for holding a valid passport and for obtaining all visas, permits, arrival cards, and health documentation required for your journey. Requirements depend on your nationality and can change at short notice.

Where we assist with a visa application, we do so as a support service only. **We do not guarantee the outcome of any visa or immigration decision**, which rests entirely with the relevant authority. Visa fees, embassy charges, and the cost of supporting documents are

payable by you and are separate from our fees. Visa assistance fees cover our work and are not refunded if an application is refused.

If you are refused entry or denied boarding because your documents are not in order, you remain liable for the full cost of your booking and we are not responsible for any loss you suffer.

Accurate information

You must give us accurate personal details, including names exactly as they appear on your passport. Airlines and some suppliers charge to correct a name, or may refuse to correct it at all. Costs arising from incorrect information you supply are your responsibility.

Health, conduct, and safety

You are responsible for assessing your own fitness to travel and for any medication, vaccination, or medical advice you may need. Please tell us about accessibility requirements or dietary needs early so we can pass them to suppliers, although we cannot guarantee they will be met.

You are expected to behave respectfully towards other guests, our team, suppliers, and local communities, and to observe local laws and customs. A supplier may refuse or curtail service to any guest whose conduct is unacceptable, with no refund due.

CLAUSE 8

Group trips

Group trips are priced on the basis of a minimum number of participants and on shared or single occupancy as stated in your quote.

- Where a shared room is quoted, the price assumes two guests sharing. If your roommate withdraws and no replacement is found, the single occupancy rate applies.
- Where a group falls below the minimum number needed, we may requote or cancel in accordance with Clause 5.
- Group activities and inclusions are as described in your trip materials. Optional activities are at additional cost, arranged separately, and subject to availability.
- Unless expressly stated, international flights are not included and are booked by each guest.

Information published on a guest page or in trip materials is provided for planning and may be updated as arrangements are confirmed. We will tell you about material changes.

CLAUSE 9

Destination events and hosting

For destination events and celebrations, the scope of our work, the fee, and any on-site attendance are set out in your proposal. Unless your proposal expressly includes on-site presence, our coordination is provided remotely.

Where vendors are engaged for your event, we may contract them on your behalf or introduce them to you directly, as agreed. Vendor deposits and payments follow that vendor's own terms and are subject to Clause 6.

Guest pages, invitations, dress code materials, itineraries, and similar documents we create for you are provided for your event. We may take down a guest page after your event has concluded.

We may photograph or record aspects of our work for our portfolio and marketing. Tell us in writing if you would prefer that we do not, and we will respect that.

CLAUSE 10

Liability

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for any other liability that cannot lawfully be limited or excluded.

Subject to that, our total liability to you in connection with your engagement is limited to the total service fees you have paid to us for that engagement. We are not liable for supplier costs, travel costs, or event costs paid onward to third parties.

We are not liable for loss or disruption caused by events outside our reasonable control, including natural events, severe weather, epidemics, strikes, civil unrest, government action, border or visa decisions, airline schedule changes, or supplier insolvency.

We are not liable for indirect or consequential loss, including loss of enjoyment, loss of earnings, or missed connections arising from a third party's delay.

CLAUSE 11

Your information

To arrange your travel, we need personal information including your full name, passport details, contact details, and sometimes supporting documents for visa applications. We collect this to deliver the services you have engaged us for.

We share your information with the suppliers and authorities necessary to complete your arrangements, such as airlines, accommodation providers, tour operators, and embassies.

We do not sell your information.

We keep your information only as long as we need it for your booking and for our legal and accounting obligations, and we take reasonable care to keep it secure. You may ask us what we hold about you, ask us to correct it, or ask us to delete it where we are not required to keep it.

CLAUSE 12

General

Complaints. If something goes wrong, please tell us as soon as possible and while you are still travelling where that is practical, so that we have the chance to put it right. Many issues can be resolved on the spot but not afterwards.

Changes to these Terms. We may update these Terms from time to time. The version in force when you paid your deposit is the version that applies to your booking.

Communications. Written notice under these Terms may be given by email or WhatsApp to the contact details below and to the details you have given us.

Governing law. These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable in it, and the courts of Ontario have jurisdiction, without affecting any consumer protection rights you have where you live.

Severability. If any part of these Terms is found to be unenforceable, the rest continues to apply.

Questions about these Terms?

We are always happy to talk anything through before you commit.

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thecoordinationassistant@gmail.com

"For I know the plans I have for you," declares the Lord, "plans to prosper you and not to harm you, plans to give you hope and a future." Jeremiah 29:11

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