CANCELLATION POLICY

Ramblin with Rick Services LLC
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Affiliate of Cornerstone Collective

1021 61st Street, Suite B500 | Galveston, Texas 77551 Phone: 281-968-8108 | Website: travelwithcornerstone.com

CANCELLATION POLICY

Effective Date: _____

OVERVIEW

Travel arrangements require significant advance planning and supplier commitments. This Cancellation Policy explains what happens — and what costs may be incurred — if you need to cancel or modify your travel plans. Please read this document carefully and retain it with your travel records.

Rick Oelkers/Ramblin With Rick Services LLC strongly recommends the purchase of comprehensive travel insurance to protect your investment. Many cancellation penalties can be recovered through a qualifying travel insurance policy.

PART 1: AGENT SERVICE FEES —CANCELLATION POLICY

Non-Refundable Fees

The following fees paid to **Rick Oelkers/Ramblin With Rick Services LLC** are **non-refundable** under all circumstances:

- Planning / Consultation Fees
- Research Fees
- Service Fees
- Booking Fees

These fees compensate Agent for professional time and work already performed and are not subject to refund regardless of the reason for cancellation, including illness, emergencies, or supplier issues.

Change and Cancellation Processing Fee

A change/cancellation processing fee of **$** 100.00 per booking will be charged for any client-initiated cancellation or change request, in addition to supplier penalties.

PART 2: SUPPLIER CANCELLATION POLICIES

Each travel supplier maintains its own cancellation and refund policies. The policies below represent common industry standards and are provided as a general guide. **The specific terms applicable to your booking will be provided in writing at the time of booking and will govern your reservation.**

AIRLINES

Airlines vary widely in cancellation and change policies.

Fare Type	Cancellation Policy
Basic Economy / Non-Refundable	No refund; credit or voucher may be issued (subject to airline policy)
Standard / Main Cabin (Non-Refundable)	Change or cancellation fees may apply; credit issued for unused value
Flexible / Refundable Fares	Refund to original payment method; minimal or no fees
Award / Points Tickets	Subject to airline frequent flyer program rules

Note: Government-imposed taxes and fees are generally non-refundable regardless of fare type.

CRUISE LINES

Cruise line cancellation fees are typically calculated based on the number of days prior to departure.

Days Prior to Departure	Typical Penalty
121+ days	Deposit only (deposit amount varies by cruise line)

Days Prior to Departure	Typical Penalty
91–120 days	25% of total fare
61–90 days	50% of total fare
31–60 days	75% of total fare
0–30 days	100% of total fare (no refund)

Specific policies vary by cruise line, sailing, stateroom category, and promotion. Check your booking confirmation for the exact terms applicable to your reservation.

HOTELS AND RESORTS

Cancellation Timeframe	Typical Policy
Before cancellation deadline	Full refund minus any non-refundable deposit
After cancellation deadline	Penalty of 1–7 nights' room rate
All-Inclusive / Pre-Paid Rates	Non-refundable; no exceptions
Day of arrival or no-show	100% of stay charged

Cancellation deadlines range from 24 hours to 30+ days before check-in, depending on the property and rate type.

ALL-INCLUSIVE RESORTS

Most all-inclusive resort packages are booked at discounted, pre-paid rates and carry strict non-refundable policies. Cancellation penalties typically begin immediately upon booking.

Days Prior to Departure	Typical Penalty
46+ days	Loss of deposit
31–45 days	50% of package cost
0–30 days	100% of package cost

TOUR OPERATORS AND PACKAGES

Days Prior to Departure	Typical Penalty
60+ days	Loss of deposit
46–59 days	20–35% of total cost
31–45 days	35–50% of total cost

Days Prior to Departure	Typical Penalty
0–30 days	50–100% of total cost

DESTINATION WEDDINGS AND HONEYMOON PACKAGES

Due to the extensive planning involved, destination weddings and honeymoon packages carry the most restrictive cancellation terms. Please refer to your specific Destination Wedding Contract or Honeymoon Agreement for full details.

PART 3: HOW TO CANCEL

Step 1: Notify Your Agent in Writing

All cancellation requests must be submitted **in writing** to:

Rick Oelkers/Ramblin With Rick Services LLC

(912) 501-9787

Written notice may be sent via email to roelkers@ramblinwithrick.com. Verbal cancellation requests will not be accepted or processed.

Step 2: Receive Written Confirmation

A cancellation is not official until you receive written confirmation from **Rick Oelkers/Ramblin With Rick Services LLC.** . Do not assume a cancellation has been processed until you receive this confirmation.

Step 3: Review Refund Details

Agent will provide a written breakdown of any applicable refunds, penalties, and timelines within **5 business days** of receiving your written cancellation request.

Step 4: Refund Processing

Approved refunds are processed by the supplier and may take **6–12 weeks** to appear, depending on the supplier. **Rick Oelkers/Ramblin With Rick Services LLC** has no control over the timing of supplier refunds.

PART 4: TRIP INTERRUPTION AND CHANGES

After Departure

If you must cut your trip short after departure, refunds for unused portions are subject to supplier policies and are not guaranteed. Travel insurance may cover some losses.

Force Majeure

If travel is disrupted by circumstances beyond anyone's control (natural disaster, pandemic, government travel ban), supplier policies and any applicable travel insurance will govern refunds. **Rick Oelkers/Ramblin With Rick Services LLC** will advocate on your behalf but cannot guarantee refunds.

PART 5: TRAVEL INSURANCE REMINDER

Many cancellation penalties and losses can be recovered through a comprehensive travel insurance policy. Insurance should be purchased at or near the time of initial deposit for maximum coverage.

☐ Client has purchased travel insurance. ☐ Client has declined travel insurance (see Travel Insurance Declination form).

CLIENT ACKNOWLEDGMENT

I/We acknowledge that I/we have read, understand, and agree to the cancellation policies outlined in this document. I/We understand that:

- Planning and service fees paid to **Rick Oelkers/Ramblin With Rick Services LLC** are non-refundable
- Supplier cancellation penalties may result in partial or total loss of travel funds
- It is my responsibility to review the specific cancellation terms for each component of my trip
- I have been encouraged to purchase travel insurance to protect my investment

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Client Signature: _____

Date: _____

Print Name: _____

Client Signature: _____

Date: _____

Print Name: _____

Agent Signature: _____

Date: _____

Rick Oelkers/Ramblin With Rick LLC

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