

Get Americas — Terms & Conditions

Effective date: October 2026

1. Parties and Scope

These Terms & Conditions ("Terms") govern every travel program booked with Get Americas, a destination management company headquartered at 990 Biscayne Blvd, Office #701, Miami, FL 33132, USA ("Get Americas," "we," "us"), Florida Seller of Travel registration Ref. ST 37544.

Get Americas works business-to-business. The "Client" under these Terms is the travel agency, corporate buyer, or incentive house that contracts with Get Americas and signs a quotation, not the individual travelers taking part in the program. The Client is responsible for relaying these Terms, and any program-specific conditions, to its own travelers.

These Terms apply to all group, incentive, MICE, and luxury travel programs delivered by Get Americas across the United States, Puerto Rico, Canada, the Bahamas, and the Caribbean, unless a separate written agreement between Get Americas and the Client expressly states otherwise.

2. Quotations and Booking Confirmation

A quotation issued by Get Americas is an offer, not a binding reservation. It becomes binding only once the Client confirms it in writing and pays the deposit described in Section 3. Prices quoted are valid for the period stated on the quotation and may be withdrawn or revised after that period, or where availability changes at the supplier level.

Get Americas acts as an intermediary between the Client and the hotels, transportation companies, venues, and other suppliers that make up a program. Once a booking is confirmed, it is also subject to the applicable terms and cancellation policies of those individual suppliers, which Get Americas will disclose to the Client on request.

3. Pricing and Payment Terms

All prices are quoted and payable in US Dollars (USD), by wire transfer to the account specified on the invoice, unless otherwise agreed in writing. Prices include the services expressly listed on the quotation and exclude items such as personal expenses, optional excursions, gratuities, and any applicable US resort fees or local taxes not already stated.

Payment is due according to the following schedule, which applies regardless of how far in advance a program is booked:

- 20% of the total program cost, due at booking confirmation, regardless of the departure date.
- 50% of the total program cost, due 6 months after the booking confirmation date or 90 days before departure, whichever occurs first.
- 30% (remaining balance), due 30 days before departure.

Failure to pay any installment by its due date may result in the program being treated as cancelled by the Client, subject to the cancellation terms in Section 4.

4. Cancellations

Any cancellation must be submitted in writing by the Client. The amount retained by Get Americas is calculated as a percentage of the total program cost, aligned with the payment milestones in Section 3:

- 20% retained if the Client cancels before the 50% installment becomes due.
- 70% retained if the Client cancels after the 50% installment becomes due and up to 30 days before departure.
- 100% retained if the Client cancels less than 30 days before departure, or in case of no-show.

Amounts already paid to third-party suppliers on the Client's behalf (hotels, venues, transportation, event tickets) may be subject to the supplier's own, separate cancellation terms, which can be stricter than the schedule above, particularly for the tickets and reserved-access attractions addressed in Section 9.

5. Client Responsibilities and Travel Documents

The Client is responsible for ensuring that every traveler holds a valid passport, and any visa, ESTA, or Canada eTA authorization required for the itinerary, obtained in the traveler's own name and at the traveler's own cost. Get Americas can direct the Client to the official government resources for these requirements but does not obtain travel documents on travelers' behalf.

The Client is responsible for providing Get Americas, within the timeframes we request, with accurate traveler information reasonably needed to deliver the program, including full names as they appear on travel documents, dietary or accessibility requirements, and emergency contact details.

For any program involving hotel accommodation, the Client must provide Get Americas with a complete rooming list, showing the room-sharing arrangement and full name of each traveler as it appears on their travel document, no later than one (1) month before the check-in date. A rooming list received after this deadline may result in the hotel's own late-amendment fees being passed on to the Client, or in Get Americas being unable to guarantee the requested room configuration.

Mandatory: US hotels routinely require every guest to present a valid personal credit card at check-in, in their own name, to cover incidental charges and a security deposit hold, even where the room and program have already been paid in full by the Client. The Client must ensure that every traveler carries such a personal credit card for the duration of the program. Get Americas is not responsible for a traveler being denied check-in, nor for any charge, delay, or additional cost, arising from a traveler's failure to present a valid personal credit card.

6. Entry Requirements and Border Formalities

The Client must ensure that every traveler independently verifies and meets the entry requirements of every country on the itinerary well before departure. This includes a valid ESTA authorization or the appropriate US visa for travel to the United States and Puerto Rico, a valid Electronic Travel Authorization (eTA) or visa for travel to Canada, and any equivalent entry authorization required by the Bahamas or by other Caribbean destinations included in the program. Requirements vary by traveler nationality and can change without notice; Get Americas can direct the Client to the relevant government resources but does not verify individual eligibility.

Admission into the United States, Canada, or any other destination on the itinerary is granted solely at the discretion of that country's immigration and customs authorities at the time and place of entry, regardless of any authorization, visa, or document obtained in advance. Get Americas has no control over, and cannot guarantee, a traveler's admission.

By confirming a booking, the Client accepts, on its own behalf and on behalf of every traveler, that Get Americas bears no responsibility and cannot be held liable for a traveler being refused entry, delayed, deported, or subjected to additional screening by any immigration or customs authority. Neither the Client nor any traveler has any right of recourse or claim against Get Americas arising from such a refusal, and any resulting cost, including a missed or shortened program, is treated as a no-show under Section 4, meaning no refund is due for that traveler.

7. Get Americas Tour Leader Authority

Where a program includes an on-site Get Americas guide or tour leader, that person's decisions regarding the safety, health, and wellbeing of the group, and of individual travelers, are final. This includes the authority to alter a planned activity, remove a traveler from an activity, or, in a genuine safety emergency, from the remainder of the program, where the Get Americas guide or tour leader reasonably believes it necessary to protect that traveler or the rest of the group.

Such a decision does not, by itself, entitle the Client to a refund for the affected traveler or activity under Section 4, except where the underlying cause is a fault directly attributable to Get Americas.

8. Travel Insurance and Limitation of Liability

Get Americas strongly recommends that the Client ensure every traveler holds comprehensive travel insurance, including coverage for medical expenses, trip cancellation, and emergency evacuation, for the full duration of the program. Full detail is set out in our separate Travel Insurance Requirements notice, referenced in the website footer.

Get Americas is not a healthcare provider or an insurer. To the fullest extent permitted by law, Get Americas is not liable for medical expenses, injury, illness, loss, or death arising during a program, except where directly caused by our own proven negligence. Get Americas' total liability for any claim relating to a booked program is limited to the amount

paid by the Client for that program, and Get Americas is not liable for indirect, consequential, or special damages.

Get Americas is not liable for the acts, omissions, delays, or default of independent third-party suppliers (airlines, hotels, transportation companies, venues, event organizers), whose own terms and liability limits apply.

9. Tickets and Reserved-Capacity Attractions: Strict Exclusion

Where a program includes tickets or reserved access to a sporting, entertainment, or cultural event, or to a capacity-limited attraction or activity (including, without limitation, the Super Bowl, NBA, Formula One, LA 2028 Olympic Games, Rugby World Cup, or professional tennis events; Broadway shows, theater, concerts, and other live performances; theme parks and attractions; museums and cultural sites; helicopter and boat tours; golf tee times; casino VIP tables; and other timed-entry or capacity-limited experiences such as national park permits, stadium and venue tours, and exclusive dining or nightlife reservations), the following applies in addition to Sections 3 and 4:

- Tickets and reserved access are sourced exclusively through authorized channels. Get Americas does not resell tickets outside of applicable state and organizer rules, and cannot guarantee a specific seat category, view, timing, or proximity beyond what is stated on the confirmed booking.
- Sales are final once issued. Refunds, exchanges, or credits follow the issuing venue's, organizer's, or platform's own policy, not the general cancellation schedule in Section 4, and may be unavailable even where Section 4 would otherwise allow a partial refund on the rest of the program.
- If an event, show, or attraction is postponed, relocated, or cancelled by its organizer, or a timed entry is unavailable on the planned date, Get Americas will pass on whatever remedy the issuer offers, but does not independently guarantee a refund, replacement ticket, or credit.
- Where capacity is reserved for a group (for example, a helicopter tour, private museum visit, or dining reservation booked for 20 participants), the full reserved capacity is invoiced regardless of how many travelers actually attend. A shortfall between the number of travelers present and the reserved capacity, for any reason, does not entitle the Client to any partial refund or credit for the unused capacity.

10. Force Majeure

Neither party is liable for a failure or delay in performing its obligations under these Terms where that failure or delay is caused by circumstances beyond its reasonable control, including natural disasters, extreme weather, pandemic or public health emergency, war, terrorism, civil unrest, government action, strikes, or supplier insolvency ("Force Majeure Event").

Where a Force Majeure Event affects a confirmed program, Get Americas will work with the Client in good faith to reschedule the program or issue a credit for a future program, to the extent that our suppliers allow, before any refund is considered. Amounts already paid to third-party suppliers remain subject to those suppliers' own Force Majeure policies.

11. Corporate Confidentiality and Image Rights

Get Americas treats the Client's program details, budgets, and attendee lists as confidential business information, and will not disclose them to third parties except where necessary to deliver the program (to suppliers, on a need-to-know basis) or where required by law.

Get Americas will not use the Client's name, logo, or program details for marketing or promotional purposes, including case studies, photography, or testimonials, without the Client's prior written consent.

12. Governing Law and Jurisdiction

These Terms are governed by the laws of the State of Florida, United States, without regard to its conflict of law principles. Any dispute arising from these Terms or from a booked program that cannot be resolved amicably will be subject to the exclusive jurisdiction of the state and federal courts located in Miami-Dade County, Florida.

13. Amendments

Get Americas may update these Terms from time to time. The version in force at the date a quotation is confirmed governs that booking; changes made afterward do not apply retroactively to an already-confirmed program, unless

required by law.

14. Contact Us

For any question about these Terms & Conditions, contact Get Americas at info@getamericas.com, or by mail at 990 Biscayne Blvd, Office #701, Miami, FL 33132, USA.