

SELCOUTH JOURNEYS

MEMBER OF FORA TRAVEL

Terms & Conditions

Effective June 2026

These terms set out the understanding between you and Selcouth Journeys — what we do for you, what we ask in return, and how the details are handled when your travel involves third parties. They are written to protect the care that goes into your journey, and to keep our work together clear from the first conversation to the last.

OUR AGREEMENT

01 Acceptance of These Terms

By engaging Selcouth Journeys to design your travel — and specifically by paying the journey design fee — you acknowledge that you have read, understood, and agreed to these Terms & Conditions and to the current Selcouth Journeys fee schedule. If you are arranging travel on behalf of others in your party, you accept these terms on their behalf and are responsible for sharing the relevant details with them.

02 Who We Are & What We Do

Selcouth Journeys is an independent travel design consultancy and a member of Fora Travel. We design bespoke itineraries and arrange travel on your behalf with third-party providers — hotels, airlines, cruise lines, tour operators, transfer companies, and other suppliers. We act as an intermediary between you and those providers. We do not own, operate, or control any of the travel services in your itinerary; the providers deliver them under their own terms and conditions.

03 Journey Design Fees

Our design fees are described in the Selcouth Journeys fee schedule. The design fee compensates the planning of your journey — discovery, itinerary design, refinement, and support before, during, and after travel. It is charged once, at the start of our work together, is separate from any commission paid to us by suppliers, and is non-refundable, as it reflects work that begins immediately.

04 Payments to Travel Providers

Payments for the travel itself — accommodations, flights, cruises, tours, and other services — are made according to each provider's payment schedule. Deposits and final balances are due by the dates the provider sets. Late or missed payments may result in a provider cancelling your booking, and any resulting penalties are your responsibility. We will always communicate these deadlines to you clearly and in advance.

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BOOKINGS & RECOVERIES

05 Cancellations, Changes & Refunds

Every hotel, airline, cruise line, and tour operator sets its own cancellation, change, and refund policies, and these vary widely — some bookings are fully refundable, while others are partially or entirely non-refundable from the moment they are confirmed.

By confirming your journey, you agree to adhere to and are bound by the cancellation, change, and refund policies of each travel provider and hotel in your itinerary. Selcouth Journeys will share these policies with you before booking, and it is your responsibility to review them before you confirm. We cannot waive, override, or alter them, and we cannot obtain refunds beyond what a provider's own policy allows.

Any request to cancel or change a confirmed booking must be made in writing to Selcouth Journeys. Because many policies tighten as your departure nears, the timing of your written request can affect the penalties that apply. We will always advocate on your behalf to recover what is recoverable. Where a refund is owed by a provider, it is issued according to that provider's timeline, not ours. The journey design fee remains non-refundable regardless of any change to your travel plans.

06 Chargebacks & Payment Disputes

If a concern ever arises about a charge, we ask that you bring it to us first — most questions are resolved quickly with a conversation.

You agree not to initiate a chargeback, payment dispute, or reversal against Selcouth Journeys or any travel provider for design fees or travel services that have been rendered or booked, except in the case of genuine fraud or unauthorized use of your payment method. Design fees are charged for professional services performed, and supplier charges are governed by the cancellation policies described above — neither constitutes grounds for a chargeback.

Initiating a chargeback outside of genuine fraud — for example, because plans changed or a provider's non-refundable policy applied — is a breach of these terms, and we reserve the right to respond with evidence of the services performed and bookings made. Nothing in this section limits any rights you may have under applicable law in cases of actual fraud or unauthorized charges.

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BEFORE YOU TRAVEL

07 Travel Insurance

We strongly recommend that every traveler purchase comprehensive travel insurance at the time of booking. A good policy can protect you against the financial impact of trip cancellation, interruption, and delays, as well as lost baggage and — importantly — medical emergencies and evacuation while abroad, none of which the design fee or supplier policies cover. If you choose to travel without insurance, you do so at your own risk and accept responsibility for any losses that insurance would otherwise have covered.

08 Travel Documents, Health & Entry Requirements

You are responsible for holding valid travel documents — including passports with sufficient validity, visas, and any required permits — and for meeting all health and entry requirements for your destinations, including vaccinations and testing where applicable. We will share guidance and reminders, but requirements change, and the final responsibility to verify and comply rests with you. We are not liable for any loss resulting from missing or invalid documentation.

09 Accuracy of Your Information

Please provide accurate information, including legal names exactly as they appear on your passports, dates of birth, and current contact details. Airlines and many providers charge fees — or deny boarding — for name corrections. Any costs arising from inaccurate information you provide are your responsibility.

10 Pricing & Availability

Quoted prices are based on rates and availability at the time of quoting and are not guaranteed until a booking is confirmed and any required deposit is paid. Prices may include or exclude taxes, resort fees, and other charges, which we will identify where possible. Currency fluctuations and supplier price changes can affect amounts owed before final confirmation.

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RESPONSIBILITY

11 Limitation of Liability

Because Selcouth Journeys acts as an intermediary and does not operate the travel services in your itinerary, we are not responsible for the acts, errors, omissions, or default of any third-party provider, or for any injury, loss, delay, or damage arising from their services. Our total liability for any claim relating to our services is limited to the amount of the design fee you paid for the journey in question. Nothing in these terms excludes any liability that cannot be excluded under applicable law.

12 Events Beyond Our Control

Neither Selcouth Journeys nor your travel providers are liable for failures, delays, or changes caused by events beyond reasonable control — including weather, natural disasters, strikes, civil unrest, public health events, and government actions. In these situations, the cancellation and refund policies of your providers, together with any travel insurance you hold, govern what can be recovered.

13 Privacy

We collect and use your personal information only to design and arrange your travel, sharing it with the providers necessary to fulfill your itinerary. We do not sell your personal information. Your details are kept only as long as needed to serve you and to meet our record-keeping obligations.

14 Governing Law

These terms are governed by the laws of the State of Washington, without regard to its conflict-of-laws principles. Any dispute arising from these terms or our services will be subject to the exclusive jurisdiction of the state and federal courts located in King County, Washington.

15 The Agreement Between Us

These Terms & Conditions, together with the Selcouth Journeys fee schedule and any written itinerary or proposal we provide, make up the entire agreement between us. If any part is found unenforceable, the remainder stays in effect. We may update these terms from time to time; the version in effect when you engage us applies to your journey.

By paying your journey design fee, you confirm your agreement to these terms. We are grateful for your trust, and we will honor it at every step.

Your journey should be as rare as you are.