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Carnival Curated Terms & Conditions

Welcome to Carnival Curated! By using our services, you agree to the following terms and conditions. Please read them carefully before making any bookings or purchases.

1. General Overview

- "Client" refers to the individual using our services.
- "Company" refers to Carnival Curated.
- "Package Holder" refers to the Client who has purchased a concierge package.
- "Services" refers to the offers provided by Carnival Curated, including but not limited to accommodation assistance, transportation coordination, mas costume pickup, event scheduling, and on-the-ground support for Carnival events.
- "Package" refers to the custom-made concierge service selected by the Package Holder.

By booking with Carnival Curated, you acknowledge that all services are time-sensitive, customized, and may involve third-party providers. **All bookings are subject to availability.**

2. Payment Policies & Charge Authorization Agreement

2.1 Authorization of Charges

By proceeding with payment, the Client authorizes Carnival Curated to charge the payment method provided for the selected concierge services, including:

- Accommodation booking assistance
- Airport transfers and transportation services
- Mas costume pickup and delivery
- J'ouvert package support
- Daily shuttle service
- Event coordination
- Pre-departure consultation
- Photography services
- On-the-ground concierge support

All charges are **final and non-refundable**, except as outlined in Carnival Curated's cancellation and refund policy.



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2.2 Deposit & Balance Payment Policy

- A **deposit** must be made at the time of booking to secure the Package.
- **Failure to pay the full balance at least 1 week before the first travel date** shall result in the **forfeiture** of all monies paid to the Company up to that point.
- The **remaining balance** of the Package Price must be paid **prior to the commencement of the Collection Period**.
- The Package remains the **property of the Company** until the Package Price is paid in full and collected by the Package Holder.

2.3 Non-Refundable & Non-Disputable Transactions

- Due to the nature of our services, **all payments are final and non-refundable** once bookings and arrangements have been made.
- The Client agrees **not to dispute or initiate chargebacks** for services that have been rendered or booked on their behalf.
- If any issues arise, the Client must first communicate with Carnival Curated for resolution before contacting their bank or financial institution.

2.4 Cardholder Verification & Fraud Prevention

To protect against fraud, Carnival Curated has incorporated the following security measures into our website:

- **Secure Checkout Process:** All payments are processed through **SSL Encrypted Secure Checkout** to ensure data protection.
- **Signed Digital Agreements:** Clients will be required to sign a **digital confirmation agreement** before payment processing.

Failure to complete verification may result in delays or cancellations.

3. Package Terms & Conditions

- **Custom-Made Packages:** Once the Package Holder has registered, selected a package, and chosen events, the Company reserves the right to refuse any **requests for returns, exchanges, or changes** to the Package.
- **Collection Policy:** To **mitigate fraud**, the person collecting the Package (Package Holder or their Agent) must:
 - Present at least **one (1) form of government-issued identification**.



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- **The Package remains the property of the Company until the Package Price is paid in full and the Package is collected.**

4. Cancellation & Refund Policy

- **Concierge Services:** All sales are **final**. If a client cancels after bookings have been made, payments will not be refunded.
- **Third-Party Services (Hotels, Transport, Events):** Refunds depend on the provider's cancellation policy. Carnival Curated will assist in requesting a refund but does not guarantee approval.
- **J'ouvert & Mas Costumes:** All payments are **non-refundable**. Costume and J'ouvert package delivery is final.
- **No-Shows & Late Cancellations:** If a client fails to show up or cancels late, no refunds or credits will be issued.
- **Cancellations must be made at least 122 days in advance for a full refund.** No refunds will be issued for cancellations made **less than 121 days** before the service date.

5. Payment Methods

- We accept **all major credit/debit cards, bank transfers, PayPal, and Stripe.**

6. Liability Disclaimer

- Carnival Curated **acts as a facilitator** between clients and third-party service providers (hotels, transportation, event organizers, etc.).
- We are **not responsible** for any issues arising from **third-party failures, delays, or cancellations.**
- Clients assume **full responsibility for their safety** and compliance with event rules.
- Carnival Curated is **not liable for injuries, losses, or damages** during their Carnival experience.

7. Privacy & Security

- Carnival Curated values your privacy. Our platform is designed using **PHP Laravel** to ensure secure and efficient functionality.



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- Your data is **securely stored**, and we comply with **PCI-DSS standards** for safe payment processing.
- All payments are processed through **SSL Encrypted Secure Checkout** for sensitive payment protection.
- For full details, refer to our **Privacy Policy**.

8. Agreement to Terms

By using the services provided by Carnival Curated, the Client acknowledges and agrees to these **Terms & Conditions**. Agreement to these terms is confirmed by:

- Checking the "**I have read and Agree**" box at checkout before completing any payment.
- Completing a booking through our website, indicating **acceptance of all policies**.
- Signing any required **digital agreements** before service commencement.

If you **do not agree** with these terms, please **refrain from using our services**.

9. Changes to Terms & Conditions

Carnival Curated reserves the right to **modify these terms** at any time. Changes will be **effective immediately upon posting** to our website. Clients are encouraged to review these terms frequently.

10. Contact Information

For inquiries or concerns regarding these terms, please contact:

Carnival Curated

✉ Email: yourcarnivalcurated@gmail.com

🌐 Website: www.yourcarnivalcurated.com

☎ Telephone: 1876-812-4887

By proceeding with payment and using our services, you confirm that you have read, understood, and agreed to these **Terms & Conditions**.