Rendezvous with Riemann

Travel Booking Terms & Conditions

Version: October 23, 2026 | Effective for bookings where these terms are presented and accepted on or after October 23, 2026.

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Nicole Riemann, doing business as Rendezvous with Riemann, is an independent travel advisor with Atlas Coast Travel Group.

Host agency seller-of-travel information — Atlas Coast Travel Group
California: #2172267-70 · Florida: ST46588 · Hawaii: TAR-7632-0 · Washington: UBI 606214170-001-0001

These identifiers are listed for the host agency, not as separate registrations held by Nicole Riemann or Rendezvous With Riemann. Registration as a seller of travel does not constitute approval by the State of California.

1. Our role and the scope of these terms

These terms describe the travel-planning and booking services provided by Nicole Riemann, doing business as Rendezvous with Riemann (“Advisor,” “we,” “us”), to the client accepting them (“you”).

We assist with selecting and arranging travel supplied by independent companies, including cruise lines, airlines, hotels, tour operators, transportation providers, and insurers (“suppliers”). Suppliers operate the travel services and establish their own booking conditions. We do not own or operate those services.

These terms apply to the booking identified in your acceptance record. Supplier terms provided for that booking also apply. These terms do not replace a supplier contract, alter the host agency’s separate obligations, or limit rights that applicable law does not permit you to waive. Any material conflict will be clarified before booking; we will not assume that one document automatically overrides another.

2. Quotes, availability, and confirmation

Quotes reflect the pricing and availability available when prepared. Unless expressly confirmed otherwise in writing, a quote is not a reservation, a price guarantee, or a hold. Inventory, promotions, exchange rates, taxes, and supplier charges can change before confirmation. We will obtain your approval for a material price change before proceeding with a purchase.

A reservation is confirmed only when the supplier confirms it and required payment and booking conditions are satisfied. Air reservations may also require ticket issuance. A courtesy hold can expire at the deadline stated in your written confirmation.

Your proposal or confirmation will identify the included services, known mandatory charges, exclusions, applicable deadlines, and relevant supplier conditions. Optional purchases and expenses not expressly included are additional.

3. Traveler details and authority

Provide accurate legal names matching the travel documents to be used, dates of birth, contact information, and any other required booking details. Review confirmations promptly and report discrepancies as soon as discovered, especially before a stated correction or payment deadline. Supplier correction fees or fare differences may apply. Nothing here excuses an error caused by us or eliminates your legal remedies.

If coordinating a group or family, confirm that you are authorized to provide other travelers' information and give booking instructions. Each adult traveler should receive the applicable terms and accept personally or through an authorized representative. A lead traveler's signature alone does not establish authority to waive another adult's rights.

4. Payments and deadlines

Your written booking documents will state deposits, final balances, payment dates, and any nonrefundable amounts. Authorize payments through the designated secure process. These terms alone do not authorize a charge or recurring payments. Do not send full payment-card information by ordinary email, text, or social media.

Payment is processed by the supplier, host agency, or other identified merchant specified for the transaction. We will identify the payment recipient in the payment instructions. Missed or unsuccessful payments may result in supplier cancellation, loss of availability, penalties, or loss of deposits under the disclosed booking conditions. Reminders do not extend a deadline.

5. Advisor fees and compensation

We do not charge planning or booking service fees. Travel suppliers may pay us commissions on eligible bookings, and we may receive compensation from disclosed affiliate referrals. Supplier charges and optional extras remain payable as disclosed for your booking. Any future separate advisor service fee would require a separate written disclosure and your express acceptance before the related service begins or charge occurs, including its amount, covered services, when it is earned, and refund conditions. These terms do not authorize an undisclosed fee.

6. Changes, cancellations, credits, and refunds

Contact us promptly using the client-service contact provided with your booking if you need to change or cancel. Use written communication where practical. A request is not completed until the supplier confirms the change or cancellation. We will communicate the result; if you do not receive acknowledgment, follow up by telephone. For an imminent deadline or departure, contact the supplier directly as well and notify us.

Supplier penalties, fare differences, restrictions, and refund eligibility vary by product and rate. Nonrefundable deposits, restricted fares, and cancellation schedules will be disclosed for the specific booking. Insurance does not automatically reimburse cancellation costs.

Refunds and credits are handled under applicable law and the disclosed booking conditions. We will assist with eligible requests and communicate the responsible party and known timing. These terms do not convert a legally required cash refund into a credit, excuse a refund obligation imposed on us, or waive lawful payment-dispute rights. Credits may have expiration dates, traveler restrictions, and other supplier conditions.

7. Travel documents and entry requirements

Travelers must obtain and carry the passports, visas, identification, consents for minors, health documentation, and other documents required for their particular nationality, itinerary, and circumstances. Confirm current requirements with official government sources and the supplier well before departure and again before travel. Requirements can change and may differ for transit points and emergencies.

We can assist with locating information but cannot guarantee admission, boarding, visa issuance, or government decisions. Report relevant documentation concerns promptly. Costs resulting from missing or invalid documents are subject to applicable law, the supplier’s terms, and the circumstances; a refund is not assured.

8. Travel insurance and protection plans

We recommend considering travel insurance appropriate to your trip and circumstances. Insurance is optional unless a particular travel product or destination requires it. Policy benefits, exclusions, eligibility, purchase deadlines, and claims decisions are controlled by the policy and insurer. Supplier cancellation waivers may differ from insurance.

Review coverage directly with the insurer or licensed insurance professional, including medical and evacuation coverage, pre-existing condition provisions, and any cancel-for-any-reason option. We cannot promise that a claim will be paid. Acceptance or decline should be documented separately; these terms do not automatically enroll you in coverage or record a decline.

9. Accessibility, medical needs, and special requests

Tell us early about accommodation requests and travel-related needs you want us to help communicate, such as accessible rooms, mobility equipment, dietary accommodations, medical equipment, or support services. Share only the information needed through an appropriate channel.

We will assist with communicating requests and obtaining supplier responses. A request is not a guarantee; confirm necessary arrangements in writing before relying on them. Suppliers may require advance notice, forms, equipment specifications, or medical clearance. Consult your clinician about fitness to travel and medication needs. Nothing here limits accessibility rights or other protections required by law.

10. Supplier changes and disruptions

Weather, operational issues, government action, public-health events, labor disruptions, and other events can affect schedules and services. Suppliers may change ports, routes, ships, aircraft, accommodations, or activities subject to their contracts and applicable law. We will provide reasonable assistance with available options and communicate material changes brought to our attention.

We cannot guarantee a particular outcome, supplier performance, or reimbursement for expenses. Responsibility for additional costs, refunds, and remedies depends on applicable law, supplier obligations, insurance coverage, and the circumstances. This section does not excuse our own obligations or remove nonwaivable rights.

11. Independently arranged travel

If you arrange flights, excursions, hotels, or transfers separately, tell us about connections that affect the services we arrange. Separate suppliers may not protect missed connections or reimburse losses arising from another reservation. Allow adequate connection time and consider arriving before a cruise departure. We cannot manage a separate booking without appropriate access and authorization.

12. Promotions and onboard credit

Promotions, onboard credit, gifts, and other amenities apply only when confirmed for your booking. The written offer will identify its value, eligibility, timing, restrictions, and effect of cancellation or changes. No general advertisement guarantees an amenity for every reservation. Supplier restrictions may prevent credits from being redeemed for cash or used for certain expenses.

13. Communication and assistance

Regular service hours are Monday–Saturday, 7:00 a.m.–10:00 p.m. Eastern Time. Outside those hours, we aim to respond within 24 hours. Clients currently traveling should use the urgent-contact instructions supplied before departure. Assistance is subject to availability, connectivity, and supplier response times; continuous immediate response is not guaranteed.

For an immediate safety or medical emergency, contact local emergency services or ship/hotel staff first. For time-sensitive airport, boarding, or operational issues, contact the supplier’s on-site staff or emergency line while also notifying us. Check messages and supplier notices during travel.

14. Guides, websites, and Cruise Companion

Our guides and Rendezvous Cruise Companion provide supplementary planning information. Verify critical details, including boarding times, documentation, port changes, and safety instructions, against current supplier and official information. Keep copies of important booking documents available independently of the app.

Access to a guide or app does not itself create or change a reservation. Separate digital-product or app terms, if supplied and accepted, govern those products. These booking terms do not establish a digital-product refund policy or grant permission to resell or redistribute our original materials.

15. Privacy and booking communications

We use information needed to provide the requested services and share necessary details with the relevant host agency, suppliers, and service providers as described in the applicable privacy notice. Review that notice before submitting personal information. Booking acceptance does not by itself constitute consent to unrelated marketing emails or automated marketing texts; any required marketing consent is collected separately.

16. Responsibility and concerns

We are responsible for performing our advisory services with reasonable care. Suppliers are responsible for the services they operate, subject to applicable law. We do not guarantee their performance. Nothing in these terms excludes responsibility that cannot lawfully be excluded, creates blanket immunity for our own conduct, or waives your statutory consumer rights.

Tell us promptly about a problem so we can assist. During travel, also report service problems to the supplier when they can be addressed. We encourage good-faith discussion to resolve concerns. These terms impose no mandatory arbitration, class-action waiver, shortened claim deadline, or selected court venue.

17. Acceptance and future changes

You must have an opportunity to review and retain these terms and the applicable supplier terms before authorizing the booking. Electronic acceptance must be an affirmative act tied to the identified document version and booking. We will retain the acceptance record and provide a copy.

Later website revisions do not automatically replace the terms accepted for an existing booking. Material amendments to that agreement require appropriate notice and agreement, subject to applicable law. If a provision is unenforceable, the remainder continues only to the extent permitted by law.

Client acknowledgment

I have received and had an opportunity to review and save the Rendezvous with Riemann Travel Booking Terms & Conditions identified below and the supplier terms identified for my booking. I understand the disclosed payment deadlines, cancellation conditions, and my travel-document responsibilities. I have had an opportunity to ask questions. My signature accepts these terms; it does not independently authorize a payment or purchase insurance.

Client legal name: _____
Booking/trip reference: _____
Terms version and effective date: _____
Supplier terms supplied (document/link and version/date where available): _____
Signature: _____
Date: _____
Capacity/authority, if signing for another person: _____