

TERMS AND CONDITIONS

(Last Updated: 30/01/2025)

1. Introduction

Welcome to Voyara (“we,” “us,” “our”). By using our website voyara.co.uk, subscribing to our services, or purchasing any of our consultancy offerings (including but not limited to “The Itinerary Architect”), you agree to comply with and be bound by these Terms and Conditions.

These Terms apply to all visitors, customers, and subscribers. Please read them carefully before using our services. If you do not agree with any part of these Terms, you must not use our services.

2. Services Provided

Voyara offers:

- **The Itinerary Architect** – a personalised travel planning service.
- **The Flight Vault** – travel deal alerts and discounted flight opportunities.
- **Subscription Services** – access to premium travel content.
- **General Travel Consultancy** – additional services as detailed on our website.

We act solely as an **advisory and travel consultancy service** and do not directly book flights, accommodation, or other travel services. Any bookings made through third-party providers are subject to their own Terms and Conditions.

The Flight Vault grants customers access to exclusive discounted fares, error fare alerts, and specially curated travel deals. While Voyara strives to provide the best deals available, we do not guarantee that all flights and prices will remain available at the time of booking. Travel deals are subject to third-party availability, and Voyara is not responsible for changes in pricing or availability after a deal has been published.

3. Eligibility

To use our services, you must:

- Be at least **18 years old**.
- Provide accurate and up-to-date information.
- Have the legal authority to enter into contracts.

We reserve the right to refuse service to anyone at our discretion.

4. Subscription Services

4.1 Subscription Plans

Voyara offers **subscription-based services** that provide access to premium travel content. By subscribing, you agree to be billed according to the chosen plan (monthly or annually).

4.2 Cancellation & Renewal

- Subscriptions **automatically renew** unless cancelled before the renewal date.
- You may cancel at any time by contacting us at admin@voyara.co.uk.
- No refunds are issued for partial subscription periods.

5. The Itinerary Architect – Terms of Service

5.1 Payment & Fees

- The Itinerary Architect requires upfront payment before services commence.
- Pricing varies based on the complexity of the trip and the services required.

5.2 Scope of Service

- We provide a **customised itinerary** based on your preferences.
- Our recommendations are subject to availability at the time of booking.
- We do not guarantee prices, availability, or service quality of third-party providers.
- Upon submitting the **initial trip request form**, customers will receive a **detailed follow-up form within 24 hours** to gather further travel preferences. The final travel plan will be delivered **within 48 hours** after the second form is completed. **Delays in responding to the follow-up form may impact the delivery timeframe.** Voyara is not responsible for delays caused by incomplete or late responses.

5.3 Amendments & Additional Requests

- **Not 100% satisfied? No problem—your first revision is free!** If there's anything you'd like to tweak, let us know within **24 hours** of receiving your customised itinerary, and we'll make the necessary adjustments to ensure it fits your expectations perfectly.
- **Amendments must be minor** (such as adjusting activity preferences or modifying accommodation types).
- **Major revisions** (such as changing destinations, shifting travel dates, or reworking the itinerary entirely) will be treated as a new request and may incur additional charges.

6. Refund & Cancellation Policy

6.1 Refunds for The Itinerary Architect

Due to the nature of our travel consultancy services, **all payments for The Itinerary Architect are non-refundable**. Work begins as soon as payment is completed, and our team starts curating personalised recommendations immediately. By completing your purchase, you acknowledge that you are paying for a time-based consultancy service, and refunds are not available under any circumstances once payment is processed.

6.2 Subscription Refunds

- No refunds for monthly subscriptions.
- Annual subscribers may request a **pro-rata refund** within the first **14 days**.

6.3 Exceptional Circumstances

Refund requests due to **serious unforeseen circumstances** (e.g., medical emergencies) may be considered on a case-by-case basis.

7. Liability Disclaimer

Voyara is a **consultancy service** and does not directly provide or book flights, hotels, or travel activities. We are not responsible for:

- Third-party **errors, cancellations, or changes**.
- Unexpected **travel disruptions** (e.g., airline strikes, weather, government restrictions).
- Losses incurred from using our recommendations.

All bookings made based on our advice are the sole responsibility of the **customer and the third-party provider**.

7.1 Affiliate Disclosure

Some links provided on our website and within customer itineraries may be **affiliate links**, meaning Voyara earns a small commission if a booking is made through the link. This does not affect the final price for the customer, and Voyara is committed to recommending the best available options regardless of affiliate partnerships. By using our services, you acknowledge that Voyara may receive compensation for certain travel bookings.

8. Data Protection & GDPR Compliance

Voyara is committed to protecting your privacy in accordance with the **UK General Data Protection Regulation (GDPR)**.

8.1 Data Collection & Use

- We collect necessary data to provide our services (e.g., name, email, travel preferences).
- Data is only used for the purpose of delivering services and improving user experience.
- We do not sell or share your data with third parties without your consent.

8.2 Your Rights Under GDPR

- **Access:** You can request a copy of your personal data.
- **Correction:** You can update incorrect or incomplete information.
- **Erasure:** You may request that we delete your personal data, subject to legal requirements.
- **Objection:** You can opt out of marketing communications at any time.

To exercise these rights, contact admin@voyara.co.uk.

9. Changes to These Terms

Voyara reserves the right to update these Terms and Conditions at any time. Major changes will be communicated via email or website notification.

10. Governing Law & Contact Information

- These Terms are governed by the laws of **England and Wales**.
- Any disputes will be subject to the jurisdiction of the **UK courts**.

For inquiries, contact: hello@voyara.co.uk or visit voyara.co.uk/contact.