



# FAQS

## Frequently Asked Questions

[www.JustLiv.Live](http://www.JustLiv.Live)

### **What is Just Liv?**

We are your ultimate provider in world travel, entertainment and excitement. Bring your passport good energy and a smile, and we will take care of the rest. **Just Liv** is the embodiment of embracing life and living life to its fullest. **Just Liv** empowers and inspires the human spirit through travel, art, music, camaraderie and sense of community. **Just Liv** is the emoticon that exemplifies and personifies the phrases " You Only Live Once (YOLO) and Living My Best Life (LMBL). Through five-star accommodations embedded with breath taking views and exhilarating excursions **Just Liv** encompasses and exceeds your travel experience.

### **RESERVATIONS**

The participant who creates a booking for a reservation is considered the "Primary Guest" and is the "Owner" of the reservation. The "Primary Guest" is solely responsible for initiating or authorizing changes to the reservation and must agree in writing to any changes made to the reservation. Changes to the reservation can be made by emailing [reservation@justliv.live](mailto:reservation@justliv.live). It is the responsibility of the "Primary Guest" to collect funds from guest(s) in the room and make any monthly payments on time.

### **Name Change**

All participants will be assessed an administrative fee of \$150.00 per person per name change from the date of booking until 60 days before the event. Names change requests within 60 days of the event shall not be accepted.

### **Do Just Liv offer Military Discount?**

Retired teachers and active-duty Military personnel are entitled to a 15% discount. Proof of employment verification forms will be emailed and must be filled out prior to making a reservation to receive the 15% discount. Please email your credentials/certification to [customersupport@justliv.live](mailto:customersupport@justliv.live) for additional information.

### **Is Just Liv a Certified Travel Company?**

Yes, **Just Liv** (parent company, Kingdom Travel Agency, Inc.) is certified with IATAN, CLIA, TRUE ARC licenses. We also hold a \$5.2M general liability insurance policy and E&R insurance. Plus, all of our customer packages include travel insurance.



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### **Hours of Operation.**

Our phone hours are Monday – Friday, 10:30 a.m. to 6:00 p.m. PST

Phone: 1-855-921-6897

Email: [customersupport@justliv.live](mailto:customersupport@justliv.live)

Please allow up to 24 hours for an email response.

### **What payments do you accept?**

**Just Liv** offers two ways to pay. Pay-in-full by paying your travel account with one payment or monthly installment plans that allow you the “Primary Guest” to make feasible payments monthly. We accept all major credit cards.

### **How much is my deposit?**

Your deposit is the first payment made on your travel account. For example, if your travel account is \$400.00 and you are doing installments over four months your deposit will be \$100.00. If you are paying in full, your non-refundable amount from Travel Safe will be \$100.00. First payment is normally your deposit.

### **What is the Just Liv Cancellation & Refund Policy?**

There are NO exceptions to our cancellation policies. We do not offer refunds for cancellations of any kind directly from the Kingdom Travel Agency, Inc. for **Just Liv** events. All Packages are sold with travel insurance through a **Just Liv** partnership with Travel Safe Insurance. If you must cancel for any reason email [cancellation@justliv.live](mailto:cancellation@justliv.live). After emailing [cancellation@justliv.live](mailto:cancellation@justliv.live) we strongly recommend that you, the consumer, contact Travel Safe Insurance Company at 1-800-461-6920 or 1-317-582-2629 or via email at [ts.service@sevencorners.com](mailto:ts.service@sevencorners.com) to submit a claim and request a refund via insurance. All cancellation requests must be submitted in writing. When contacting Travel Safe Insurance please have your receipt of payment and terms and condition doc sign form to forward to the Travel Safe Insurance representative. For questions regarding coverage or to purchase additional travel insurance, please contact Travel Safe Insurance using the contact information above.

### **Does Just Liv offer installments?**

For participants who are unable to or choose not to pay for their packages and tickets in full at the time of booking we offer as a courtesy a payment plan that will divide your payments into monthly installments based on the date in which you book. You will receive a payment schedule which details the payment plan, including the automatic monthly



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installments and the dates in which payments are due. The participants first payment is a non-refundable deposit due at the time of booking and if the event balance is not immediately paid in full, monthly payments will be automatically charged to your credit card on file each month. It is your sole responsibility to know your due dates for payments. Your remaining balance will be split into equal monthly payments which will be debited each month after your initial deposit is paid. **Your final payment is due no later than May 10Th days.** Just Liv accepts all major credit cards.

### **Do I have to make a payment every month?**

If for any reason there is any financial issue, please contact the **Just Liv** booking agent 72 hours before the due date to change your monthly payment to a later date in the same month. Customers on installment plans must make a payment monthly. If a payment cannot be made on the due date, a payment can only be moved within the same month. There is a 10-day grace period for late payments. After 10 days the account will be considered in default. Once in default, reservations are suspended, reserved seats and room type are no longer held, and the reservation will require a \$75 reinstatement fee plus all payments must be paid up to date to remove the default status. If a payment plan is in default and the seats and room(s) are released, they may be re-sold to another customer and you must purchase new seats and room(s) based on availability at the time of reinstatement. There is no guarantee of receiving your original booking upon reinstatement, cancellation or non-payment. If after 10 days the default status has not been remedied, Company has the right to cancel the reservation and customer forfeits all monies paid to the Company. Be advised, a late fee of \$25.00 per person will be added to your package if the credit card on file is declined. If final payment is not received by the due date listed on your invoice your package will be cancelled, all payments made up to that point will be forfeited by you. You will not receive a refund.