Terms and Conditions – Chicago Marathon 2027

1) TOUR PACKAGES

Athletes' Journey is committed to offer goods & services of outstanding quality and tour descriptions of highest accuracy. Athletes' Journey reserves the right to amend tour packages as may become necessary in situations that are beyond its control, such as third-party amendments, currency fluctuations, increments in taxes and fuel surcharge, or others. In such cases Athletes' Journey will provide its clients with immediate updates on individual package components, itineraries, etc. Published and promotional package prices and verbal quotes are of indicative nature. Definite tour fares, goods and services provided are subject to written confirmation by Athletes' Journey.

2) RESERVATION AND BOOKING

Booking of a tour package is constituted by payment of a deposit of **SGD 1,000** (for each runner) of the quoted total fare. By paying a deposit the client agrees to be bound by the terms and conditions set forth herein. **The deposit is non-refundable from 15 Jan 2027 onwards.** *If the client is not able to participate in the race/tour, please be advised that the race entry/tour package is* ***not transferrable to the following year(s).***

Agreement to travel with Athletes' Journey Pte Ltd

The purchase of the tour packages is an agreement with Athletes' Journey to be actively involved in the tour program, and be in communication with the leaders/hosts regularly on all important matters. It is the responsibility of all participants to communicate directly with us, and not through another person. As we are responsible for your attendance & well-being during the tour, any deviation from the tour (for example, choosing to stay at another location besides the designated hotel, even if you have paid the tour package in full, or allowing unregistered guests to stay overnight in your room), is a breach of this agreement, and trust.

If there is a breach of the agreement and/or trust, Athletes' Journey reserves the right to cancel the tour packages & the race entries, without refund, and the client will bear the full cost of all additional expenses incurred in the booking of the tour packages.

3) PAYMENT

Payments may be made by PayPal, credit card, bank transfer or PayNow. Credit card fees and bank charges are to be paid for by the client. Receipt of full payment is required by the deadline stipulated in the customized quote and invoice. Receipt of the bank transfer determines the date of payment.

Full payment is due by 14 May 2027. Late or incomplete payments may incur additional fees and/or result in the cancellation of booking under the conditions set forth in section 4.

4) CANCELLATIONS (#)

Cancellations of booking must be received and confirmed in writing (email). All payments are refundable, subject to SGD 100 admin fee, based on the following timeline:

(The deposit is non-refundable from 15 Jan 2027 onwards)

Before 15 Jan 2027: 100% refund (All payments minus the admin fee)

Between 15 Jan 2027 to 14 May 2027: 50% refund (All payments minus the deposit & admin fee)

After 14 May 2027: No refund

Cancellation policy may vary for customized tour packages that deviate from the standard package, such as personalized flight schedules and others. Exceptions to the cancellation policy are at the sole discretion of Athletes' Journey Pte Ltd.

(#) Cancellation by the organisers

If the event has to be cancelled by the organisers, for whatever reason, Athletes' Journey will inform you as soon as the official announcement is made, and we will advise you further on the guidelines offered by the organisers with regard to the race entry and the tour package.

5) TRAVEL & MEDICAL INSURANCE

It is the client's responsibility to arrange an adequate travel & medical insurance coverage for the entire duration of travel. Athletes' Journey reserves the right to request from its clients corresponding insurance documentation at any time. Athletes' Journey recommends travel insurance with cancellation coverage (for example, not able to travel due to medical reasons, and/or other emergency matters).

In addition to the standard coverage, clients residing in Singapore may want to consider purchasing travel insurance to insure against the insolvency of the travel agency. Please check with the travel insurance company for policies that includes coverage for each traveller in the group against failure or disruption in the provision of the travel product arising from travel agent insolvency.

6) TRAVEL & MEDICAL DOCUMENTS

It is the client's sole responsibility to provide the necessary personal documents that are required for international travel. This includes an internationally recognized passport (valid for at least another six months after conclusion of the tour), as well as the necessary visas and/or re-entry permits where applicable. With the current travel advisory set by different countries, the onus is on the client to check the medical requirements (e.g. vaccination status and/or negative test results for COVID) needed for entry into the respective country for the event. Athletes' Journey will be happy to advise with regard to visa applications & the updated information on the travel advisory. However, Athletes' Journey is not responsible for the success of visa applications, and/or approval for entry into the country. Failure to produce valid personal travel & medical documents may result in cancelation of the tour under the conditions set forth in section 4.

7) LIABILITY

a) Athletes' Journey acts as agent for the airlines, transport companies, hotels, race organizers and other principals of the tour packages and is not liable for changes made by suppliers but will render assistance where possible.

b) Athletes' Journey accepts no responsibility for any injury, damage, accident, loss, delay or irregularities that may be caused to the person or property where such occur as a result of circumstances beyond its control, including but not limited to mechanical breakdowns, strikes, action of third parties or foreign authorities, acts of God and natural disasters.

c) Athletes' Journey accepts no responsibility for situations or expenses where a client is deported or refused entry by immigration authorities on the tour for whatever reasons, including improper travel documents, quarantine, custom regulations, improper behaviour and possession of unlawful items or irregularities that may cause harm/damage to person or property.

d) Athletes' Journey accepts no responsibility for irregularities or delays that result out of a client's failure to follow reasonable instructions by hosts and tour guides, including but not limited to compliance with proposed meeting times and venues. Furthermore, Athletes' Journey accepts no responsibility for irregularities or delays that result out of wrong, erratic, or dishonest information provided by a client about him or herself or a particular situation.

8) DATA PRIVACY

Athletes' Journey will at no point disclose or share client information to third party other than those required for providing the goods and services of a specific tour package, such as the airline, the hotel, and the race organizer.