



## GENERAL TERMS OF SALE CTO STATISTICAL PUBLICATIONS

### 1.1. Definitions

The term "statistical publication" refers to statistical products available from the Caribbean Tourism Organization including both subscriptions and one-time purchases.

### 1.2. About Digital Products

The CTO reserves the right to modify the content, type and availability of any statistical product at any time.

### 1.3. Processing, Payment and Delivery

Payment for statistical publications can be made with CTO via credit card. We reserve the right to reject any order or purchase at any time. Please contact Paula Harris ([paulah@caribtourism.com](mailto:paulah@caribtourism.com)) to purchase statistical publications.

Unless specified otherwise in the Cancellation and Refund Policy, all charges are nonrefundable.

The statistical product will be delivered via electronic means to the email address submitted at the time of purchase. CTO is not responsible and will not be held liable for the non-receipt of the statistical product due to errors in emails submitted by the purchaser. The purchaser assumes full responsibility for submitting his/her correct email address.

### 1.4. Pricing

When you purchase a statistical product, the price will be made clear during the order process. You agree to pay the price that is stated at the time of your order, as well as any applicable taxes. You also agree to the billing frequency you choose at the time of your order.

All prices are in United States Dollars, unless otherwise stated.



The CTO reserves the right to change prices and fees at any time. We will notify you in advance if the regular rate of a product changes from what was stated at the time of your order. You will have the opportunity to accept the new price or cancel your subscription or purchase from that point forward.

Applicable taxes may vary. We are not able to notify you in advance of changes in applicable taxes.

If a stated price is determined by us in our sole discretion to be in error, we are not under any obligation to offer you the product at that price. We will notify you of the error and give you the opportunity to cancel your order and obtain a refund if payment has already been made.

If you believe someone else has used your account or you are being charged for a product you do not have, please contact us at [paulah@caribtourism.com](mailto:paulah@caribtourism.com) or call Sharon Coward at 246-427-5242.

## **1.5. Billing**

### *1.5.1. Billing of Subscriptions*

We will charge or debit your payment method at the beginning of your subscription. Billing will continue according to the cycle stated at the time of your order.

All CTO Statistical publications' subscriptions are renewed automatically. When we renew your subscription, we will use the payment method currently associated with your account.

You will not be notified in advance of impending renewals. Please see our Cancellation and Refund policy below for information about canceling.

### *1.5.2. Billing of One-Time Purchases*

When you make a one-time purchase of a standalone product, you will be charged at the time of purchase.

## **1.6. Third Parties**

If you have purchased your product through a third party, these Terms of Sale may not apply to you. We are not liable to you for any claims related to purchases made through third parties. Please contact the third party directly.



## **2. CANCELLATION AND REFUND POLICY**

### **2.1. Cancellation and Refunds of Digital Subscriptions**

You can change or cancel your subscription at any time by calling CTO at 246-427-5242 or send an email to [paulah@caribtourism.com](mailto:paulah@caribtourism.com) with the subject line: CANCELLATION OF SUBSCRIPTION.

#### *Annual Subscription*

If you cancel an annual subscription within the first 11 months of your subscription year, your access and other benefits will end immediately and you will receive a refund prorated to the day.

If you cancel in the final 30 days of your subscription year, the cancellation will not take effect until the end of your current billing period. Your access and privileges will continue to the end of the current billing period, and you will not receive a refund.

We reserve the right to issue refunds or credits at our sole discretion. If we issue a refund or credit, we are under no obligation to issue the same or similar refund in the future.

#### *Changes to Content or Access*

We reserve the right to make changes to our digital products at any time. If we temporarily reduce or eliminate the charge for content or access that you are currently paying for under different terms, you will not receive a refund.

#### *Cancellations by Us*

We reserve the right to end the publication of our products at any time and will notify subscribers in advance of such action once feasibly possible. If any or all of our digital products are temporarily unavailable, you will not receive a refund. We reserve the right to issue refunds or credits at our sole discretion. If we issue a refund or credit, we are under no obligation to issue the same or similar refund in the future.

### **2.2. Changing Your Subscription**

When you change your subscription, you will receive a pro-rated credit toward your new subscription.

### **2.3. Cancellation and Refunds of One-Time Purchases**

Since the product is delivered digitally, one-time purchases cannot be canceled or refunded.