

## **Booking, Payment and Cancellation Policies (PINTA)**

### **1. Deposits or Prepayments**

The Boat Operator's Galápagos product M/V Santa Cruz requires a 15% non-refundable deposit in order to confirm any reservation. Full Payment is needed 60 days prior to the date our services are due to begin. For departures during peak season a non-refundable deposit of 25% is needed to confirm and the total payment 120 days prior to the date our services are due to begin

Deposits must be received in our bank accounts within the time limits established in these policies for reservations to be processed.

All services not owned by the Boat Operator will be subject to the policies and conditions established by each operator.

For all land services, flight tickets, and taxes, full pre-payment is needed 60 days prior to the date our services are due to begin.

Special conditions may apply for charters and groups, according to negotiations and agreements signed with the Boat Operator

### **2. Cancellation Charges**

The Boat Operator's Galápagos product M/V Santa Cruz for individuals (FIT's) cancellations, applies the following norms:

If cancellation is received between the date of booking until 61 days prior the date our services are due to begin, we will charge (15%) as a cancellation fee.

If cancellation is received between 60 and 0 days prior the date our services are due to begin, we will charge 100% as a cancellation fee.

For departure dates during peak season:

'- If cancellation is received between the date of booking until 121 days prior the date our services are due to begin, we will charge 25% as a cancellation fee.

'- If cancellation is received between 120 and 0 days prior the date our services are due to begin, we will charge 100% cancellation fee.

### Land Services:

On all cancellations for land services, flight tickets and taxes received between 30 and 0 days prior the date our services are due to begin, we will charge a US\$200 administrative fee per tour in addition to any cancellation fee generated directly by the supplier (airline, hotels or other).

### Third Party Products (Galápagos)

In this case, all services will be subject to the policies and conditions established by each operator.

Any exception to the policies outlined here (groups and charters) are subject to those policies indicated in the contract signed with the boat operator.

### Special Cancellation Policies

A guest can postpone their departure date by up to 90 days without incurring a cancellation fee and the same deposit will be applied for the new date.

If a guest cancels due to illness or death, a 50% cancellation fee only for this guest will apply, prior the presentation of documentation that certifies the illness or force majeure.

### Liability Clause

The Boat Operator and its agents act only as agents for passengers in all matters pertaining to transportation, accommodations or services not provided directly by The Boat Operator, which are not subject to its control and therefore assume no liability. As agents, all tickets, exchange orders or vouchers issued by independent suppliers are subject to any and all terms and conditions under which such means of transportation, accommodations or other services are offered or provided. The Boat Operator and its agents will not be liable for injury, death, damage, loss, accident, delay or irregularity which may be occasioned either by reason of defect in any vehicle furnished by any such other party, firm or corporation or through the acts of default, whether negligent or willful, of any company or person engaged in conveying the passenger or in carrying out or failing to carry out the arrangements previously agreed upon, nor for the negligent misconduct of any such other party, firm or corporation. In the same way The Boat Operator is not responsible for the loss, theft, or robbery of luggage while it is in charge of the airline or hotel, as is outside the control, surveillance and direct supervision of the company. The passenger contract in use by the airlines concerned, when issued, shall constitute the sole contract between the airline and the purchaser of these and/ or passenger. The Boat Operator will not be held responsible and will assume no liability for injuries, losses or additional expenses due to delays or interruption of travel, changes in schedules, damage or loss of baggage, acts of God, sickness, weather conditions, technical problems of any aircraft, vehicle, vessel or other means of conveyance, strikes, war, terrorist activity, civil commotion or any cause beyond the control of The Boat Operator. We suggest that you book an insurance policy with your Travel Agency.