

KAPAWI ECO LODGE - TERMS AND CONDITIONS

NOTICES, CANCELLATIONS AND PAYMENTS POLICIES FOR INDIVIDUALS & GROUPS

All reservations require a minimum deposit of US\$200 to confirm.

Reservations made 90 days or more prior to the excursion departure date

- The deposit must be received within 10 days after date of request.
- The total payment must be received 60 days prior to the excursion departure date.

Reservations made between 65 and 89 days prior to the excursion departure date

- The deposit must be received within 5 days after date of request.
- The total payment must be received 60 days prior to the excursion departure date.

Reservations made between 65 and 89 days prior to the excursion departure date

- The deposit must be received within 5 days after date of request.

Cancellations and penalties

- Cancellations 90 days or more prior to the excursion departure date receive a refund of the entire amount.
- Cancellations 89 to 60 days prior to the departing date will be subject to a USD \$200 per passenger service charge.
- Cancellations 59 to 30 days prior to the excursion departure date will have 50% of the total excursion rate refunded.
- Cancellations 29 days prior to the excursion departure date, no refund is available, of the trip nor transportation.

Notes for Individuals and Groups

- Cancellations for medical reasons or due to death of an immediate family member, which are received between 29 - 0 days prior to the excursion departure date, are subject to a 50% forfeiture of the excursion rate and 100% of the total transportation rate.
- Kapawi accepts changes on the excursion's departure date or passenger's names 30 days before the excursion starts, only if the reservation has been fully paid. In order to reconfirm the new excursion departure; this confirmation must be done 90 days after the original excursion's date. For changes of excursions dates between 29 to 0 days the passenger has to pay the update transportation rate again.
- If due payment is not received at our office or our bank account on the specified dates by the above policies, Kapawi is entitled to cancel the reservation, and will not be held responsible for the passenger's canceled tour.

IMPORTANT: Kapawi holds the right to require payment in full for any excursion that is requested when the lodge is already at a high occupancy.

SPECIAL LANGUAGE JUNGLE & BIRDING GUIDES: The following conditions are to confirm a Tour Guide in a specific language or a naturalist bilingual guide specialist in birding programs.

Language Guide:

- At the lodge our naturalist guides are Spanish and English speaking, if you required a different language, you must specify this when you confirm your reservation. We can provide a translator for groups with less than 10 passengers at an additional cost of US\$ 200.00 per day per reservation (not per passenger), this extra charge is required to be paid in full with the price schedule of the excursion.
- Groups of 10 or more passengers, we will guarantee a bilingual guide.

Birding Specialist Guides:

- At the lodge we have Achuar guides that are birding specialists. These guides are not always available so we need to know in advance if you would like a birding guide for your excursion at Kapawi. This information is required at the time of the confirmation of your program. Our bird specialists are
 - Spanish; if you require an English bird specialist same rates and conditions apply as listed above. For groups less than 10 passengers could confirm a birding specialists guide per US\$ 200.00 per day (not per passenger).

IMPORTANT:

- This alternative is not available once the passenger has arrived at Kapawi, you must request this special service to our reservation department, and the additional cost will be billed with your excursion package.