

THE BOAT OPERATOR acts responsibly to provide the best professional services and high quality, taking care of each detail and with a personalized support for our clients.

THE BOAT OPERATOR acts responsible to protect the privacy of our clients. We do require personal information to complete the booking process; this personal information has to be shared with the service providers, airlines and other entities related to your booking, but at no time we will share or sold to any other part.

RESERVATIONS:

In order to confirm a reservation:

1. Please send an e-mail confirming the offered service, with the complete names of passengers and their passports numbers
2. Complete the booking form with the following information:
 - o Last name, first name (exactly as they appear on passport) and gender
 - o Citizenship and passport number
 - o Date of birth
 - o Name of the hotel where the passenger (s) will stay the night before cruise or tour start
 - o Medical information of passengers such as allergies, food restrictions or regular medication
 - o Contact information in case of an emergency (including name and a phone number)
 - o One scanned passport copy
 - o Routes and dates for the Galapagos flights, ASAP but not later than 45 days prior to the departure date

By confirming the reservation, the client accepts the General Terms and Conditions of THE BOAT

OPERATOR

PAYMENTS:

• **For individual passengers:**

1. Your reservation will be confirmed only after receipt of a deposit of 30% of the invoice, which must be paid no later than fifteen days (15 days) after receiving our invoice.
2. The outstanding balance is to pay at latest sixty days (60 days) prior to the departure. As soon as we receive the payment of the balance, we will send a confirmation and then the service vouchers ASAP.
 - **The fares for tickets and TCT and some other items are subject to change and must be confirmed before paying your balance.**

Payments can be done by wire transfer into our international account. Any expense for transferring funds has to be covered by the client. Online payments with credit cards are not possible.

It's the client's responsibility to keep in mind payment dates to avoid delays.

INVOICE: International Invoices are TAX free (12% IVA), but have to be supported with the copy of your passport.

CANCELLATION POLICY: in case of a cancellation, notify us immediately in writing. The following cancellation costs have to be applied:

FOR FITS (individual passengers):

DAYS PRIOR CRUISE START	CANCELLATION FEE
61 days and more	30% of cruise price
60 days or less	100% of Invoice
90 days or less	100% of Invoice

➤ **If tickets and TCT are still not issued, these amounts will be refunded in full.**

- If a booking was confirmed without payment, the Invoice must be honored in case the services are cancelled.
- **IMPORTANT:** these cancellation fees and payment schedules are for cruises on board of the M/Y ANGELITO. Cruises on board of other yachts and reservations of other services, hotels, lodges, etc. may have other payment schedules and cancellation fees.
- **DOMESTIC FLIGHTS TO THE GALAPAGOS ISLANDS:** The itineraries and sailing permits of the yachts are organized based on specific domestic flights. Therefore, all passengers should arrive in Galapagos using these same flights.
The YACHT ANGELITO'S itineraries are based on the flights of the local airline we operate with THE BOAT OPERATOR who is in charge of making reservations and ticket issuing for all Angelito's passengers.
In order to book the flights we need to know as soon as possible, but no later than forty-five days (45 days) prior to the cruise start, the exact dates and routes the passengers would like to fly.
Changes in dates and/or routes might be possible later than forty-five days (45 days) prior departure, but will depend on the availability of the local airline company. If tickets have already been issued, an airline penalty has to be applied for changes.

It is recommendable that you have the printed airfare ticket for the check in.
- If passengers do not reserve and issue the Galapagos tickets with us, THE BOAT OPERATOR/ YACHT ANGELITO cannot be held responsible if other flights cannot arrive to the Islands on time to begin the cruise.
No refund or partial refunds are possible for no shows due to any reason out of our control.
- Fares for domestic flights for aircraft fuel surcharges and new airport taxes are beyond our responsibility and subject to change at any time and without previous notice. For this reason please confirm the fares before final payment.
- **THE BOAT OPERATOR/YACHT ANGELITO cannot take in charge price increases beyond our control. If an increase in airline fare occurred, the difference will be invoiced, even if final payment is done and/or tickets have been issued.**
- **TRANSIT CONTROL CARDS "TCT":** THE BOAT OPERATOR is in charge of registering our Galapagos passengers. The cost of the TCT cards will be charged to your Invoice.
 - THE BOAT OPERATOR cannot register and/or purchase the TCT if the client does not provide the filled registration form, even if the TCT is paid.

IMPORTANT INFORMATION FOR OUR PASSENGERS:

- **RESERVATION OF OTHER CRUISES IN GALAPAGOS:** other yachts in Galapagos may have other payment and cancellation policy as THE BOAT OPERATOR'S.
- **VISAS:** Tourists do not need a visa to enter Ecuador. Upon arrival you will automatically receive a visa from Ecuadorian authorities. The passport needs to be valid for at least **6 months** after the arrival date in Ecuador.
- **ACCURATE PERSONAL INFORMATION:** Please provide us with the correct passenger information, especially name and passport number. Tickets and TCT are issued based on this information. Should there be any changes, THE BOAT OPERATOR must be informed immediately.
 - Important: If tickets and TCT are issued before changes are notified, the passenger has to bring some copies of the previous passport.
 - THE BOAT OPERATOR cannot be held responsible if the airline company and/or Ecuadorian or Galapagos authorities do not accept documents with the wrong personal information.
- **DISABILITIES AND HEALTH PROBLEMS:** passengers are responsible for selecting a cruise and services that are suitable for their condition. Any medical, physical or other special condition that might impact your own and/or the travel experience of the other passengers of group must be informed. The National Park guide has the authority to decide if your condition permits the participation on an excursion or not, depending of the difficulty of the hike and your abilities.
 - THE BOAT OPERATOR/YACHT ANGELITO cannot be held responsible for consequences or expenses caused by disability or health problem, whether these have been reported or not. Any reimbursements for unused services can be made.

- **TRAVEL INSURANCE:** Personal insurance is not included in our cruises and tours. It is the passenger's responsibility and highly recommended, to purchase a traveler's insurance before arriving in Ecuador and have valid travel insurance up to the end of the tour. We strongly recommend that travelers obtain insurance for trip delay, trip cancellation and/or interruption, baggage, medical and accident insurance, sickness and emergency medical evacuation.
- **DELAYED ARRIVING AND NO SHOW:** We highly recommend that passengers for Galapagos cruises arrive in Ecuador at least 2 nights before cruise starts to avoid problems caused by potential flight delays or lost connections.
 - **THE BOAT OPERATOR/YACHT ANGELITO** are not to be held responsible if passengers do not arrive on time to take the Galapagos flight and/or to begin the cruise or any other tour and domestic flight. No refund or partial refunds are possible for no shows due to any reason out of our control.
 - We also recommend allowing enough time for the connection for international flights if you would like to depart the same day as the cruise ends.
 - We recommend being at airport two hours (2 hours) or more before flight departure to allow enough time to for the special controls and procedures for Galapagos passengers.
- **PRICES SUBJECT TO CHANGES:** Fuel surcharges, air fare tickets, National Park entrance fees, Transit Control Cards TCT and Ecuadorian fees or tax regulations may change at any time without previous notice.
 - These items have to be confirmed before final or balance payments.
 - **THE BOAT OPERATOR/YACHT ANGELITO cannot be held responsible for price increases beyond our control, even if final payment has already be done, so any difference will be invoiced to the passenger.**
- **CHANGES ITINERARIES:** The tour operator(s) and/or the captains of the boat(s) and/or the reserve the right to make changes or cancel any part of the itinerary or programs without giving previous notice due to unforeseen circumstances such as new National Park rules, public authority decisions, weather or natural disasters, social and political conditions and instability, and/or *force majeure* or any other extreme circumstances.

These decisions will be made to avoid problems, respecting the safety of the passengers, and offering the best possible alternative or adjustments.

 - No refund or partial refunds are possible for changes on the itineraries or for unused services out of our control.