

# MILLENNIUM - TERMS AND CONDITIONS

## Booking, Payment, & Cancellation Policies

### FOR INDEPENDENT TRAVELERS

#### Booking Policies

- All bookings must be requested in written and confirmed to the boat operator; we grant a time limit in order to confirm or release the spaces.
- Once the time limit has expired the booking is automatically canceled.

#### Payment Policies

- We require a 20% deposit within 8 days after the reservation has been confirmed in order to guarantee the booking, in case we don't receive it, the reservation will be canceled automatically. The final payment is required 60 days before the cruise departure date.

#### Cancellation Policies

- All cancellations must be done in written and Cancellation fees will be charged as follows:
- Between the day of confirmation and 61 days prior to the cruise date, a handling fee of US\$150 per booking will be applied.
- Between 60 and 40 days prior to the departure date, the 20% deposit will be charged as cancellation fee.
- Within 39 days of the operation cruise date, we will charge the full amount of the cruise rate but in case we resell the space you will receive 90% reimbursement.

#### REMARKS

In order to issue the final confirmation THE BOAT OPERATOR also requires:

Passengers complete names  
Gender  
Passport numbers (& passport copy in case of children)  
Passport copy of one of the participants in order to issue the invoice  
Nationality  
Date of birth  
Dietary or medical restrictions  
Marital Status (Required by the Galapagos immigration services)

- Copy of bank transaction must be sent via fax or mail, if no news is received during the granted time limit date, spaces will be automatically released and penalties applied.
- Any expenses for transferring the funds must be covered by the client and included in payments made.
- No refund will be supplied for cancellation due to canceled, missed or delayed flights. The Boat Operator highly recommends our passengers to contract their own trip cancellation/interrupt insurance to protect themselves and have coverage for medical evacuation as well.

The Boat Operator reserves the right to change these terms and conditions in the future.