

LONESOME GEORGE GALAPAGOS CATAMARAN - TERMS & CONDITIONS

PAYMENTS & CANCELLATIONS FOR INDIVIDUAL, GROUPS OR CHARTER TRAVELERS

- Prior to the confirmation of your booking, it is required to verify availability, rates and itineraries to avoid discrepancies.
- When you are ready to book or place your spaces on hold, a written confirmation via email or fax is required in order to process your request. Information required is, full names, full surname/s, passport number, passport copy, required route to the Galapagos, and any other dietary requirement, allergies, diseases etc.
- Any reservation we only be considered fully confirmed once the initial minimum deposit has been received and processed, and/or the inclusion of your final balance.
- All travelers boarding our vessels cruising the Galapagos are required to have their flights book with the BOAT OPERATOR, in order to guarantee the quality of services. Airfare rates are subject to change without prior notice by the airline. If tickets are issued elsewhere, a penalty fee of \$100 per person will apply.

PAYMENTS FOR INDEPENDENT TRAVELERS

- To ensure your space/s on board, all reservations must have a minimum deposit of 30% per person.
- Reservations 120 days prior to the start of services, are required with:
 - An initial deposit will have to be received within 8 days maximum after reservation
 - Final settlement will have to be paid 60 days prior to the start of services.
- Reservations 119 days prior to the start of services, are required with:
 - Initial deposit is immediately required
 - Final settlement will have to be paid 60 days prior to the start of services.
- Reservations from 59 days to 1 Day prior to the start of services, are required with:
 - Full immediate payment.

PAYMENTS FOR GROUPS (8 TRAVELERS OR MORE)

- To assure space, all reservations require a minimum deposit of:
 - 1st deposit 30% of the total cost of the tour
 - 2nd deposit 20% of the total cost of the tour
 - Final payment 50% of the total cost of the tour
- Reservations made max. 180 days before the departure of the tour:
 - A first deposit must be paid until 8 days after the date of the reservation.
 - A second deposit is required 120 days before the departure of the tour.
 - The balance is required 60 days before the departure of the tour.
- Reservations made 179 to 60 days before the departure of the tour:
 - A first deposit is required immediately.
 - A second deposit is required 120 days before the departure of the tour
 - The balance is required 60 days before the departure of the tour.
- Reservations made 59 days to 1 day before the departure of the tour:
 - Total payment is required immediately.

CANCELLATIONS FOR INDEPENDENT TRAVELERS

- Cancellations made 121 days or more before the cruise will be penalized with \$250 per person.
- Cancellations made 120 to 61 days before the cruise will be penalized with the total deposit.
- Cancellations made 60 days before the day of departure will be penalized with the complete amount of the tour.

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CANCELLATIONS FOR GROUPS (8 TRAVELERS OR MORE)

- Cancellations made 181 days or more before the cruise will be penalized with 10% of the price of the tour
- Cancellations made 180 to 120 days before the cruise will be penalized with 30% of the price of the tour.
- Cancellations made 119 to 60 days before the cruise will be penalized with 50% of the price of the tour.
- Cancellations made up to 59 days before the day of departure will not be refunded.

CANCELLATIONS DUE TO ILLNESS

- If a cancellation due to illness is made up to 61 days before the cruise, the deposit will be charged.
- If a cancellation due to illness is made 60 days to 1 day before departure, penalty of 100% will be charged. For this reason, we highly recommend to all passengers to obtain an insurance which will cover this unforeseeable situation.

CHILDREN'S CONDITIONS

- Children must be accompanied by an adult (parent). Up to two children (7 years old) may be accepted per adult. There are discounts for children in specific departures (ask to the operator). When a group of children is accompanied by adults, the charter fee will be applied. Children under 7 years are under their parents' responsibility. The BOAT OPERATOR and the vessel is not responsible for the personal security of children.

