

PAYMENT AND CANCELLATION POLICIES FOR GALAPAGOS

Reservations, payment and cancellation policies for charter cruises

- 1 A charter cruise reservation is valid only when Andando Tours returns a written confirmation to the charter client.
- 2 Once the reservation is confirmed, the client has a time limit of 15 days to send a deposit of 10% of the charter net value to Andando Tours to hold and guarantee the reservation. Our reservations system automatically eliminates all reservations that don't have a deposit registered after the time limit specified above.
- 3 Andando Tours requires full payment of the net value of the charter 60 days prior to the cruise start date.
- 4 Our cancellation policies are regulated by the following timeline:
 - Anytime between the day of the reservation and 120 days prior to the cruise start date the client may choose to change the reservation status of the cruise from charter cruise to a FITs (Foreign Individual Travelers) cruise, keeping all confirmed passengers for that departure without incurring in any penalty.
 - Reservations cancelled between 120 and 60 days prior to the cruise start date incurs in a penalty of 10% of the net value of the charter that will be deducted from the deposit made.
 - Reservations cancelled between 59 days and the cruise start date incurs in a penalty of a 100% of the net value of the cruise. However, if Andando Tours is able to sell some or all of the cancelled spaces, the client agency will be reimbursed for the equivalent amount, less the 10% deposit kept back as cancellation fee.

IMPORTANT NOTICE: Cancellations of charter cruises during Christmas (24 / 25 of December) and New Year (31 of December / 01 of January) will incur a 10% charge of the net value of the charter regardless of whether the cancellation was made 120 days or more, prior to the cruise start date. For cancellations made with less than 120 days prior to the date of the cruise Andando Tours will apply the same policies as stated above.

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info@andandotours.com
www.andandotours.com

Quito - Ecuador

Exclusive representatives of:





Reservations, payment and cancellation policies for individual travelers

- 1 An individual traveler reservation is valid only when Andando Tours returns a written confirmation to the client confirming the availability
- 2 Once the reservation is confirmed, the client has a limit of 5 business days to make a 10% deposit of the value of the cruise to Andando Tours to hold and guarantee the reservation. Our reservation system automatically eliminates all unguaranteed reservations after the time limit specified above.
- 3 Andando Tours requires the full payment of the cruise value 30 days prior to the cruise start date.
- 4 Reservations cancelled between 90 and 61 days prior to the cruise start date entail a \$150 US Dollars cancellation fee for each passenger.
- 5 Reservations cancelled between 60 and 31 days prior to the cruise start date entail the 10% deposit as a cancellation fee for each passenger.
- 6 If the reservation is cancelled between 30 days and the cruise departure date the full value of the cruise will be required as cancellation fee.

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PAYMENT AND CANCELLATION POLICIES FOR MAINLAND SERVICES

Payment:

- A 10% deposit is required upon confirmation
- 30 days prior to the day of the trip, full payment is required

Cancellations:

- 60 to 31 days prior to the day of the trip no charges will be applied
- 30 to 16 days prior to the day of the trip we will charge a 10% cancellation fee
- 15 to 09 days prior to the day of the trip we will charge a 50% cancellation fee
- Up from 08 days prior to the day of the trip a full cancellation fee will be applied

**Please note that if you have a reservation at the Plaza Grande Hotel the cancellation has to be 31 days or more prior to the day of arrival, otherwise a full cancellation fee will be charged.

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