
ITINERARY

The itineraries are planned with great care, although, for operational reasons, it may be necessary to change the sequence of activities in the itinerary or the specified route. We reserve the right to modify any tour or package, if necessary, for the best fulfillment of the services.

BAGGAGE

Baggage transportation is limited to 23 Kg per passenger for all the flights and local land carriers if there is no other indication. The owners have the responsibility of their baggage (loss/damage), unless the baggage has an own insurance.

RESPONSIBILITY

The Company is not responsible for itinerary changes or loss of services not provided due to uncontrolled and reasonable factors such as airline or bus schedule changes or cancellations, weather, strikes, and government regulations. In such cases, The Company will attempt its best efforts in providing reasonable, alternative arrangements. Additional costs may apply.

The Company is not responsible for loss, damage or injury related to services or accommodations provided by the railroads, bus companies, tour companies, tour employees, boat companies, airlines and or hotels. All of the above are subject to local laws of the country where the services are provided.

The Company will not be liable for any illness, pregnancy or physical or mental incapacity, which may put in danger the health or integrity of any passenger or third parties during the carrying out of the contracted tour or that may imply any limitation or impediment for our company to provide such tourist services. Thus, our company will not recognise any claim or refund due to any such abovementioned concept, including such cases where under normal conditions no such problem would arise. Furthermore, we request to be informed regarding any such limitation prior to the contracting of our services, in order to recommend services that will take into account any such existing impediments.

INSURANCE

We strongly recommend travel insurances that covers accidents, medical expenses and emergency repatriation, including rescue and air ambulance. We also recommend that it covers cancellations and loss/damage of luggage.

CANCELLATIONS*

All cancellations have to be done emailed to our office.

- up to 45 days before the beginning of the tour, we will refund 50% of the amount paid
- from 44 to 15 days before the beginning of the service, we will refund 25% of the amount paid
- within 14 days before the beginning of the service, there will be no refund of the amount paid

(*) **NOTICE:** Some hotels/ jungle lodges have more rigorous cancellation policies. Therefore, these providers keep the right to impose a penalty on said reservations.

COMPLAINTS OF PASSENGERS

If passengers have any complaints to be submitted during the development of one of our tours, they are obliged to make it known to the group leader or to the guide of the group, who will look for an immediate solution.