

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 client.
- 2 Once the reservation is confirmed, the client has a time limit of 8 days to send a deposit of 30% 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:
 - Reservations cancelled between the day of the reservation and 120 days prior to the cruise start date incur in a penalty of USD \$150 for each passenger.
 - Reservations cancelled between 119 and 91 days prior to the cruise start date incur in a penalty of 30% of the net value of the charter.
 - Reservations cancelled between 90 and 60 days prior to the cruise start date incur in a penalty of 50% of the net value of the charter.
 - 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 a 10% of the net value of the charter 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.

Address
Moreno Bellido E6-167 y
Avenida Amazonas
PBX (593 2) 3237 330 / FAX ext. 24
International Phone:
001 954 636 2822
P.O.Box:
17210088

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 8 days to make a 30% 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. If the reservation is made between 119 and 60 days prior to the cruise start date the deposit will be needed as soon as possible to secure the space.
- 3 Andando Tours requires the full payment of the cruise value 60 days prior to the cruise start date.
- 4 Reservations cancelled between the confirmation and 121 days prior to the cruise start date entail a USD \$250 cancellation fee for each passenger.
- 5 Reservations cancelled between 120 and 61 days prior to the cruise start date incur in a penalty of 30% of the net value of the cruise.
- 6 If the reservation is cancelled between 60 days and the cruise departure date the full value of the cruise will be required as cancellation fee.

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