



Galapagos Holidays

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GALAPAGOS HOLIDAYS TERMS & CONDITIONS

1. Booking

A reservation is not guaranteed by Galapagos Holidays until deposit is received, along with the Passenger Reservation form appropriately completed.

2. Deposits & Payments

A non-refundable deposit of US\$ 500 per person or 10% of the total cost of the tour – which ever is higher, is required to guarantee the space. Balance is due 70 days prior to departure. Antarctica cruises, some Galapagos cruises and jungle tours require a greater deposit. Airfares will be quoted at the time of booking and are not guaranteed unless tickets are issued.

3. Cancellation Penalties

- 71 days or more before departure: Cruises, Rainforest Tours and Airfares: 100% non-refundable
- 70 – 30 days before departure: Transfers & tours: 100% non-refundable; Hotels: 75% refundable
- 30 days before departure: 100% non-refundable
- Deposits, most airline tickets, and hotels that require full payment are non-refundable

4. Changes to a reservation

A US\$100 fee will be assessed by Galapagos Holidays for changes to a trip or air booking plus any additional fees that may be charged by our suppliers. Additional services requested to Galapagos Holidays after balance was received will be subject to this fee. Changes to departure date, itinerary or passenger name are considered a cancellation and a new booking. Galapagos Holidays is not responsible for additional expenses that may occur as a result of hotel or airline tickets cancellation fees, visa fees, vaccinations, purchases of clothing or equipment for the cancelled program or other expenses.

5. What is Included in the Cost of the Tour

Transfers, hotels, sightseeing and tours, fees, and meals, as indicated on the Galapagos Holidays invoice, day-by-day itinerary and vouchers. Galapagos Holidays reserves the right to substitute hotels of the same category as possible, if necessary.

6. What is Not Included in the Cost of the Tour

Items not mentioned in the invoice, day-by-day itinerary or vouchers, such as airport taxes, some entrance fees, passport and visa expenses; laundry, wine, liquor, gratuities and all items of a personal nature; excess baggage charges; health, accident, baggage, and trip cancellation insurance and emergency evacuation.

7. Gratuities

Gratuities are not included in the cost quoted for a tour. On cruises, gratuities will vary from boat to boat, length of the cruise and how well the service is enjoyed. Galapagos Holidays pre-departure information will offer guidelines in this sensitive matter.

8. Pricing and Changes

Tour prices are quoted in US dollars, the currency Galapagos Holidays must pay its suppliers in South America. Galapagos Holidays reserves the right to increase the cost of the tour if the suppliers increase rates unexpectedly. The resulting extra-cost must be paid by the traveler, or he has the option to withdraw partially or the entirely from the tour and obtain full refund if the increase is over 9% of the initial price.

9. Travel Insurance

Galapagos Holidays strongly recommends that travellers purchase travel insurance. Otherwise, travellers must sign an insurance waiver and return it to us at the time of making a deposit, or send us a fax or e-mail indicating that acceptance is declined.

10. Medical Evacuation Insurance

Antarctica cruises require medical evacuation insurance. It is the responsibility of the traveller to carry proper medical insurance. Galapagos Holidays will not be responsible for refunds of items not covered by or denied by the insurance policy purchased, nor is responsible or liable for loss, damage or theft of personal luggage and belongings, or personal injury, accident or illness.

11. Health & Inoculations

It is the responsibility of the traveller to consult with their personal physician and/or local public health authority, the Canadian Government (<http://www.catsa-acsta.gc.ca/english/travel>), Centers for Disease Control & Prevention (CDC), in Atlanta at (404-322-4559 or <http://www.state.gov/travelandbusiness> ahead of time regarding Immunization requirements by each of the countries they intend to visit. Travellers must carry proof of inoculation where required.

12. Altitude and Rough Terrains

Some itineraries include walking on rough terrain or travelling in areas of high altitude and extreme temperature fluctuation. Travellers must discuss with their personal physician prior to signing for the tour if this kind of activity is something they can undertake.

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13. Acceptance of Individuals with Special Needs

Galapagos Holidays will make reasonable efforts to accommodate special needs; however, travellers should be aware that facilities outside Canada and the U.S for disabled individuals are limited. Galapagos Holidays must be informed of any physical disabilities or limitations of the person ahead of time to help determine the appropriateness of the itinerary selected. Notwithstanding the foregoing, Galapagos Holidays does not accept responsibility if a person is found at the start of the tour to be in ill health, poor mental condition, or has a physical infirmity that may impede the operation of the trip or infringes in the welfare and enjoyment of other passengers and must be refused acceptance in the tour. Refund of unused services for this reason will not be the responsibility of Galapagos Holidays.

14. Passport & Visas

Except for Brazil, Canadian and U. S. citizens require only valid passport to visit South American countries for a maximum 90-day stay, and passports must be valid for at least six months beyond the date of expected departure from the country. Brazil requires that travellers apply for a visitor's visa directly at their consulates.

15. Reservations Requirements

Galapagos Holidays requires the completed Passenger Reservation Form in advance to proceed to make reservations on cruises or train tickets, as well as to issue airline tickets. Galapagos Holidays needs to know in advance the diet requirements, type of hotel accommodation and airline seating preference of the traveller to provide these services in proper order.

16. Limit of Responsibility by Galapagos Holidays

Galapagos Holidays purchases transportation, hotel accommodations, and other services from various independent suppliers that are not subject to our direct control. Galapagos Holidays cannot, therefore, be liable for any personal injury or property damage, or any other special or consequential damages that may occur due to (a) intentional, wrongful, negligent, or arbitrary acts or omissions on the part of a supplier, its employees and others not under the direct control of Galapagos Holidays, or (b) defects or failures of any aircraft, vessel, automotive vehicle or other equipment or instrumentality under the control of independent suppliers. In addition, Galapagos Holidays cannot be liable for delays in departure or interruption of trip arrangements caused by weather conditions, technical problems of any aircraft, vessel, automotive vehicle or other equipment or instrumentality, strikes, war, terrorist activity, civil commotion, sickness or any causes beyond the control of Galapagos Holidays. Should an additional overnight be required due to any of these causes, the hotel, meals and associated costs will be the traveller's responsibility. In no event will Galapagos Holidays be responsible for incidental, consequential or special damage or loss suffered by any person. In issuing tickets and coupons for transportation of the purchaser by any means, and making arrangements for hotel or other accommodation, Galapagos Holidays is not acting as principal but only as agent for the companies, corporations or persons providing or offering the means of transportation and accommodation.

17. Airlines Clause

Airlines concerned are not to be held responsible for any act, omission, or event during the time passengers are not aboard their aircraft. The passenger ticket is the sole contract between the airline carrier and the purchaser of the ticket and/or passenger.

18. Luggage

Most international airlines allow two checked pieces of luggage. On Galapagos cruises, baggage allowance is 20kg/44lbs. On rainforest packages, it is 12.7kg/28lbs and for domestic air travel within Argentina, 15 to 20kg or 33 to 44lbs. In addition, 1 carry-on piece with a maximum weight of 10kg and measuring 55cm x 40cm x 23cm or 21.5" x 15.5" x 9", as well as a camera bag are permitted on all flights. Final documents specify restrictions applicable to a specific itinerary. Travelers will be responsible for overweight charges imposed by an airline or air charter company. Carrier liability for members' baggage is clearly stated on the passenger contract included on all tickets or can be found on file for inspection at the offices or website of the carrier. Liability for checked and unchecked baggage shall in no event exceed the actual loss.

Airline tickets and fares

Airfares are subject to change per the prevailing IATA tariffs and are further subject to change upon the devaluation of currency and/or fuel cost increases. Galapagos Holidays does not assume responsibility for cancellation fees of airfares due to itinerary or departure changes or cancellations. Most airline tickets are non-refundable after the ticket has been issued. At check-in counters for international flights, airline passengers are required to show valid passports, and may be asked to show electronic tickets receipt for ongoing travel. Passengers holding tickets with flight coupons must present these at the time of checking in for flights. Failure to present these results in denied boarding by the airline concerned.

Unused Services

Extra changes required after departure will be at the traveller's own expense. No refund will be made for unused service, such as transfers, sightseeing, meals or airfares after commencement of travel.

Galapagos Holidays abides by the terms of the Travel Industry Compensation of Ontario T.I.C.O. – Licences #2332897