

## 1. GENERAL TERMS & CONDITIONS

Terms and conditions described here are applicable to all the services, including cruises, flights, accommodation, transportation and programs contracted with GUIDE2GALAPAGOS, herein after called G2G. These terms and conditions apply to any service(s) or third party service(s) sold by G2G. The client(s) of G2G services is (are) deemed to have read and understood these policies and agree(s) to be bound by these terms and conditions - no signature(s) is (are) necessary.

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## 2. RESPONSIBILITIES OF THE CLIENT(S) OF G2G SERVICES

1. The client(s) of G2G services has/have the responsibility to select a trip appropriate to their abilities and interests - G2G will not pay for any expenses incurred for medical or unforeseen reasons. The client(s) of G2G service(s) is/are held responsible for being in sufficient good health to undertake the trip. G2G and its affiliates take no responsibility for incidental costs for special arrangements or problems incurred by passengers unable to participate in the planned activities.
  2. No refund will be forthcoming for missed sightseeing, meals, and early/late departures and disliked visits.
  3. Any complaint(s) the passenger(s) have regarding Galapagos cruises must be brought directly to the attention of the specific Galapagos yacht operator directly in Galapagos. Requests for refunds must be handled directly in Galapagos with the specific yacht operator prior to departing the Galapagos Islands. G2G will act as an intermediary to assist the client(s) in receiving an official response from the yacht operator in question but is not responsible for the yacht operator's final decision(s) on the complaints and/or claims.
  4. Any complaints or claims on non-Galapagos tours must be brought to the attention of G2G in writing within 48-hours of the incident. G2G will act as an intermediary to assist the client(s) in receiving an official response from third party providers but is not responsible for the services or the decisions on the complaints and/or claims of the third party provider.
  5. G2G strongly recommends that all the passengers using G2G services have travel insurance for trip delay, trip cancellation, baggage, accident and sickness before coming to Ecuador - this type of insurance is not included on G2G tours, cruises and other third party services.
  6. The client(s) must be available to be contacted by a G2G Representative once in Ecuador (i.e., by means email or telephone) in the case of emergency. The client(s) must provide G2G with local contact details in the case that G2G needs to communicate with the client(s) for last minute changes or alterations in travel arrangements (within 24 to 48 hours prior to the scheduled activity).
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## 3. G2G RESERVED RIGHTS

1. Third party services, including but not restricted to Galapagos yacht operators, reserve the right to alter or change their itineraries without prior notice where deemed necessary, including but not restricted to substitution with comparable hotel, yacht, vessel or vehicle, guide, attractions or sightseeing. Extra costs due to unexpected changes in your itinerary for reasons beyond our control are the responsibility of the client(s);
  2. G2G will not be held responsible for missed or delayed tours if the client(s) do not provide G2G with a means of communicating with the client(s) at least 24 hours prior to the scheduled commencement of services (in the case that G2G needs to communicate with the client(s) regarding last minute changes in travel arrangements);
  3. G2G reserves the right to change prices without prior notice in the event of any price increases beyond the control of G2G including but not restricted to the price of the fuel and/or fluctuations on Government taxes;
  4. G2G will not be held responsible for client(s) that do not check-in at the designated time for flights (90 minutes prior to flight departure);
  5. G2G will not be held responsible for client(s) that do not follow the instructions for the specific tour(s), including but not limited to appropriate required documentation(s), pick up times & locations;
  6. For client(s) picking up travel documents from the TAME CARGO office of the Guayaquil airport, G2G will not be held responsible for missed flights or tours if the client(s) do not present themselves at the TAME CARGO office of the Guayaquil airport least 120 minutes prior to flight departure.
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## 4. RESERVATIONS AND PAYMENTS

1. All reservations must be made in writing to G2G by filling out the booking form at [www.guidetogalapagos.com/bookingform.html](http://www.guidetogalapagos.com/bookingform.html).
2. **All services are booked and confirmed only upon receipt of at least a 30% deposit payment (for reservations made more than 60 days prior to the commencement of services).** This deposit payment must be received within five (5) days of confirming the arrangements in writing (or by the timelimit specified to ensure your reservations are secured). There shall be no binding contract until the deposit payment has been received by G2G. Failure to remit your deposit payment on time will result in an automatic change of status of any confirmed space to a provisional basis and the possible inability to reinstate your reservation. When G2G receives your deposit payment, this payment is deemed to constitute acceptance by the client(s) of all G2G terms and conditions, including but not limited to the cancellations policies and terms.
3. **Any reservation made within sixty (60) to thirty-one (31) days of commencement of services will be accepted provided space(s) is(are) available, and payment in full is received within five (5) days by wire transfer or by credit card through PayPal. Payment for reservations less than thirty (30) days in advance must be made in full within five (5) days by bank wire transfer or by credit card through PayPal.** We do not accept payment by check(s) for reservations made less than sixty (60) days prior to commencement of our services.
4. For reservations made more than sixty one (61) days prior to the commencement of our services, the total balance is due no later than sixty (60) days prior to commencement of the program. If the balance has not been received by that date, your reservation will be cancelled, and the client(s) is (are) not entitled to any refunds. Payments made by check must be received at least ninety (90) days prior to the commencement of our services.
5. G2G will not provide tickets, coupons, vouchers or documents until full payment has been received and in the case of checks, until the check has been cashed.
6. G2G will not accept responsibility for wire transfer and/or courier charges or errors.
7. For child discounts, the client(s) must provide G2G with a copy of the child's passport. Failure to do so will not entitle the client(s) to the respective child discounts.

8. Service voucher(s) and/or airline ticket (or electronic tickets) are provided to the client(s) at least 72 to 24 hours prior to the commencement of the service(s). Clients are responsible to either pick-up their travel documents directly from the G2G office (Monday to Friday from 09h00 to 18h30) at least 24 hours prior to the commencement of services or arrange directly with a G2G representative to have the travel documents delivered to a designated hotel in Quito (or in the case of client(s) departing from Guayaquil, from the TAME CARGO office at least 120 minutes prior to the flight departure). For passengers picking up their documents in the TAME CARGO office of the Guayaquil airport, a tracking (*guia*) number will be provided to the client(s). TAME CARGO office hours are: Monday to Friday from 05h00 to 20h00, Saturdays from 05h00 to 18h00 and Sundays/holidays from 07h00 to 18h00).

### **PASSENGER'S PERSONAL INFORMATION**

To issue final confirmation of services, G2G requires:

- ✓ Passengers complete names (as they appear in the passengers' passport)
- ✓ Passport number & passport copy in case of children
- ✓ Dietary requirements. G2G will do its best effort to satisfy dietary needs, but in certain cases this may not be possible.
- ✓ Nationality
- ✓ Date of birth (please use dd/mm/yyyy)
- ✓ Language spoken and mother language
- ✓ In special cases (i.e., scuba diving, climbing) G2G will need further information such as: height, weight, physical condition, etc.
- ✓ Local (Ecuador) contact information (i.e., telephone number of hotel) in the case that an G2G representative needs to communicate with the client(s) to notify of a change.

## **5. CANCELLATIONS AND REFUNDS**

1. Any cancellation of a booking must be received by G2G in writing and shall only be effective upon its acknowledged receipt by G2G. If written notification is received at least ninety (90) days prior to departure, your deposit will be refunded, minus a US \$100 service charge per person. If your cancellation is made 89 to 60 days prior to departure, 50% of your payment will be refunded, minus a US \$100 service charge per person. If your cancellation is made 59 days or less prior to departure, full payment is forfeited.
2. If you are a "no show," your reservation will be deemed as cancelled without having given G2G any notice, and the provision 1 above shall apply.
3. Any request to amend or change a booking once it has been confirmed is subject to space availability. If G2G is able to modify your reservation, an administrative fee of \$50 per change will be assessed. This fee(s) will be added to your final invoice.
4. No refunds are given:
  - a. for lost travel time or substitution of facilities;
  - b. for itineraries amended after departure;
  - c. for circumstances arising beyond G2G's control, necessitating alternative arrangements being made to ensure the safety and/or further participation and enjoyment of your program;
  - d. if you do not arrive for any accommodation, service, sightseeing or trip segment without notifying G2G;
  - e. if you leave your program after it has begun, or miss any scheduled sightseeing, activities, meals or accommodations;
  - f. if you suffer loss of services or inconvenience as a result of travelling without the correct documentation, including passports, visas and inoculations certificates.

These policies do not apply to bookings made on the following yachts: Alta, Eclipse, Evolution; Lammer Law; Parranda; Galapagos Legend; Galapagos Explorer II; Xpedition; Coral I and II; Diamante; Guantanamera; Seaman & Seaman II

*Note: please ask us directly for cancellation policies on these yachts.*

## **6. PAYMENT OPTIONS**



### **1. WESTERN UNION**

Fill out a Quick Pay form from Western Union with the following required information:

- ✓ Receiver name: Robin George Slater Thomson
- ✓ Receiver location: Quito, Ecuador

You will then need to provide G2G with the **confirmation/tracking code** provided by Western Union, along with the **name, city/country** of the individual who made the transaction, and the **exact amount sent**.

**2. PAYMENT BY BANK (WIRE) TRANSFER**

Your bank will be able to help you transfer funds from your account directly to ours, the details of which follow. Please make sure that the details are copied exactly as one small error, can slow down the process or send your funds to the wrong account.

BANK:	BANCO PICHINCHA CA
BANK ADDRESS:	AV.ORELLANA Y 9 DE OCTUBRE QUITO, ECUADOR
BANK TEL:	+ (593) 2 - 2221-640
BANK FAX:	+ (593) 2 - 2508-230
SWIFT:	PICHECEQ
ABA:	067011692
ACCOUNT HOLDER:	SANGAY TOURING CIA LTDA
ACCOUNT NUMBER:	3019161904

Due to new US regulations, you must include our office address and your address in the wire transfer request form. Our office address is:

Sangay Touring / Guide2Galapagos  
Luis Cordero E4-358 y Amazonas; Edif. FLOPEC (p.b.)  
Quito, Ecuador, South America  
+ (593-2) 2550-180 / 2550-176

Please Email a copy of your wire transfer form or fax it to *Sangay Touring / Guide2Galapagos* at: + (593-2)-2560-426

Please make sure that all bank charges are covered (including a \$10 fee we are charged for receiving your wire transfer) so that we receive the full amount of your tour and / or cruise and / or tickets.

If you have any questions, please call **Robin Slater** at + (593-2)-2550-180 to ensure that your wire transfer details are correctly filled out.

**3. PAYMENT BY U.S. CHECK**



If you prefer to pay by check, we do require that the check be in US funds from a bank in the U.S. The check should be made out to "SANGAY TOURING". **Do not send** the check by registered or regular mail. Please use a reliable courier such as UPS, TNT, DHL or FedEx. Please do not endorse the back of the check and make sure that the check written out correctly and signed. Please send the check to:

Robin Slater  
SANGAY TOURING / GUIDE2GALAPAGOS  
Luis Cordero E4-358 y Amazonas; Edif. FLOPEC (p.b.)  
Quito, Ecuador



We always confirm receipt of checks and wire transfers.

Balance payments by check must be received 30 days prior to the deadlines stipulated above - the check must be received no later than 90 days prior to your cruise.

**4. PAYPAL (CREDIT CARD PAYMENTS)**



We accept credit card payment, via PayPal's online, secure credit card payment system ([www.paypal.com](http://www.paypal.com)). If you do not have a PayPal account you can set one up free (but will initially be limited by the amount that can be transacted – approximately US \$500.00). You can apply for extended use (which requires 3 to 4 banking days) to allow for payment(s) of greater amounts. All credit card payments are subject to a 4.0% surcharge.

Thank you



**Robin Slater**

General Manager/ GUIDE2GALAPAGOS  
President / SANGAY TOURING  
Luis Cordero E4-358 y Amazonas (Edif. FLOPEC; p.b.)  
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Emergency: + (5939) 9734-268 (locally dialed as: 099-734-268)