



## POLICIES RESERVATION

- **Method of payment:** A payment of 100% of the reservation is required with 2 days advance notice or credit card information to confirm your reservation (card number and expiration date. We only accept Visa and Master Card  
For groups of 10 and more it's required a payment of 100% 1 week in advance.
- **Notice of Cancellation:** It's required 1 day notice in order to apply for an 80% refund. Cancellation received with less than 1 week will have a complete charge of the rate.  
For a group of 10 people or more cancellations must be received with 3 days notice for 80% refund of the payment of the reservation. Cancellations received less than 3 days will be charged full fare.
- **Tardiness:** your reservation will be considered a "No Show" if you have not arrived at our office at the starting time of the tour. Customers should arrive 15 minutes before the tour schedule.
- **Cancelation due to bad weather:** We reserve the right to cancel a tour with short notice due to an act of nature, such as heavy rain and strong winds. If we cancel the tour, customers will be refunded or scheduled at a later date with a credit note.
- **Refunds:** For customers who live outside of the country the refund will be applied: by check or deposited to the customer's bank account.
- **Credit note:** The credit note will only be valid for 3 months.

*Deposit can be made to our current account of Banco General*

**Aventuras del Istmo, S.A. 03-3001-024658-3**

*Please send a copy of the deposit slip by fax at 720-2564 o by email to [info@boquetetreetrek.com](mailto:info@boquetetreetrek.com)*