

## GENERAL AND PARTICULAR SALES CONDITIONS

### **Registration and payment**

Registration will be confirmed by a deposit representing 30% of total benefits.

You will be asked to provide us with information about each participant : Name , First Name , Date of Birth , Nationality, Passport Number , as well as international flight plan.

The balance of benefits must be paid 45 days prior to commencement of services.

### **Means of Payment**

We offer payment by credit card at no extra charge : secure online via the website -Explorer Trekking payment agency network belongs AventurEcuador.

Payment shall be made in Euros. The estimate will be calculated at the exchange rate of the day and possibly reassessed at the time of payment of the balance of the file.

You can also pay by bank transfer in euros to an account in France or in USD \$ on a local account in Ecuador ( interbank transfer fee charged to the sender). Details will be given on the invoice.

### **Cancellation fees**

If you must cancel your trip , the amount paid will be refunded subject to the following deductions , depending on the date of withdrawal :

- More than 120 days / the total amount paid will be refunded (less administrative and bank charges)
- From 90 to 119 days / 70 % of the deposit will be retained (anticipated some providers payments)
- From 46 to 89 days / 100% of the deposit will be retained
- From 30 to 45 days / 60% of the total file will be retained.
- Less than 30 days before arrival: 100% of the total file will be retained.

We are not able to offer you a cancellation insurance, such a contract does not exist in Ecuador. However, you can check with your insurer.

### **Insurance**

By agreeing to travel with AventurEcuador , we ask you to take out compulsory insurance and Repatriation Assistance ( you get insurance , in fact, if you pay your ticket with your Visa card and in the first 90 days the trip - you can learn about it from your bank )

It is strongly advised to take out multi-risk guarantee: rescue, repatriation , medical expenses, theft of luggage ...

### **Accommodation**

The hotel infrastructure in Ecuador remains inferior to that which can be found in Western Europe. However, we regularly work with accommodation in all categories , well known and with whom we maintain a relationship of trust. AventurEcuador can not be held responsible if problems (theft among others ) occurred in accommodation (hotels , hostels, hosterias , lodge) we reserve.

### **Baggage**

Your luggage remain permanently at your own risk.

### **International Flights and Climate**

If your trip is changed due to a disruption of air traffic or weather reasons, we can not be held responsible. The resulting costs remain your responsibility.

### **Force majeure**

If external events came disrupt the normal functioning of the country (eg political and social unrest , natural disasters ...), AventurEcuador reserves the right to cancel a trip or change its content. If canceled , it will be retained by the corresponding deposit prepayment benefits already booked. In case of change of the route , a new estimate will be made.