



## GENERAL CONDITIONS AND RESPONSIBILITIES

AVENTUR ECO TOURS Tour operator is not responsible for contingencies arising from strikes, weather conditions, delays, earthquakes, quarantine, as well as material, personal or moral damage, which might suffer loss by the passenger, damage or theft of baggage, or by accidents, illnesses or deaths.

AVENTUR ECO TOURS Tour Operator is not responsible for the consequences: war, strikes, thefts, epidemics, quarantine, weather, illnesses and health issues or other misfortune and circumstances beyond our control while the passenger is enjoying the services of our company.

AVENTUR ECO TOURS is not to be held responsible for customers' health insurance, vaccinations, required medication or other essential requirements for a stay in Colombia.

## NOTE

Prices shown are subject to change without notice, due to a change in the cost of any item.

## ENTRIES

The simple fact to register to attend any of these conditions of travel, means that nothing should be understood or imagined as if it is not included in the programs described, promoted and marketed by AVENTUR ECO TOURS Tour Operator

## DOCUMENTATION

All customers must carry the necessary personal documentation. The Operator assumes no responsibility for the information, withdrawal and refusal of visas or personal documentation.



## CANCELLATIONS AND PAYMENT

Till 4 weeks before the start of the contract the user can cancel the contract and requested services free of charge IF they have not made any payment yet. In case of payment there will be a 15% charge to cover administration / transaction fees.

The cancellation penalty for hotels and or any other service that have been booked through us is subject to the conditions of the cancelation policy of the hotel or other used company.

If these conditions foresee a cancellation fee, it will be charged in addition to the following cancellation fees. If the contract will be canceled between 4 to 2 weeks before the start of the contract, AVENTUR ECO TOURS charges a 25% cancellation fee if the contract does not have conditions that indicate otherwise. If the contract will be canceled within 2 weeks before the start of the contract the user will not receive any refund unless mentioned differently in the conditions of the tour.

AVENTUR ECO TOURS requires a 50% PAYMENT of the tour price until 30 days before the start of the contract and services if the contract does not have conditions that indicate otherwise. The full price of the booked tour must be paid until 14 days before the start of the tour and services booked unless mentioned differently in the conditions of the tour.

PAYMENTS can be realized via bank transfer or cash transfer (e.g. via Effecty, Western Union and similar). An additional fee for overseas bank transfers applies at 6%.

Customers must be aware of and agree to occurring PAYMENT FEES when making payments via bank transfers and cash transfers.



## INSURANCE

AVENTUR ECO TOURS' customers all underlie the responsibility to have an outdoors' / accidental INSURANCE through the insurance company Colasistencia – Asistencia al Viajero en Colombia - while enjoying our services. AVENTUR ECO TOURS will book the insurance for customers prior to any tour. The cost for the insurance is included in the tour price and there is no additional charge for the insurance.

Customers must agree to the terms and conditions of the insurance company. More information at <http://www.colasistencia.co/>.

The insurance company requires the customers' personal data to activate the insurance. AVENTUR ECO TOURS will therefore ask of certain personal data of the customer (full name and passport / ID number) prior to the start of the services to pass on to the insurance company in order to process the insurance.

All PERSONAL DATA will be kept under disclosure at AVENTUR ECO TOURS and will not be passed on to third parties other than the insurance company.

AVENTUR ECO TOURS Tour Operator reserves the right to change an itinerary and / or individual booking and reservations in hotels if necessary for passenger safety and proper operation of the tour due to unforeseen circumstances determined by the company.

AVENTUR ECO TOURS Tour Operator act only as agent / intermediary for the owners and operators of hotel accommodations, transportation companies, attractions and other service providers and the customer must accept their terms and conditions.



AVENTUR ECO TOURS Tour Operator reserves the right to change booked/published hotels of our programs to equal or better category if the circumstances so require.

## SERVICES

Additional terms and conditions may be applied to reservations, services and other sections of the Website, according to the specific service provider and you as the user agree to accept these terms.

AVENTUR ECO TOURS offer a 'digital photography service' to capture customers' best memories and as part of this take photographs of customers during our tours and services, unless the customer has stated otherwise. AVENTUR ECO TOURS sends these images via Dropbox, Microsoft OneDrive or a similar service provider to the email address provided by the customer after the tour. Unless stated otherwise by the customer, AVENTUR ECO TOURS may use these images for promotional use on their website and social media channels.

## COMPLAINTS

Complaints must be made in writing via e-mail to [info@aventurecotours.com](mailto:info@aventurecotours.com)

## CONCORDANCE

When applying for entry in any travel program, marketed by AVENTUR ECO TOURS Tour Operator, the client declares that he knows and approves all terms of these "General Conditions"



and conditions described in the prospectus or travel schedule in the project-specific travel plan. There cannot be made any speculative, false or fraudulent reservations. You as the client assume that you have sufficient legal age to use this medium and accept legal and financial obligations involved. You agree that you are aware of all the responsibilities arising from the use of the services of AVENTUR ECO TOURS Tour Operator caused by you or third parties.

AVENTUR ECO TOURS abides by the publication in its tourism products, the Law 679 of August 3, 2001 issued by the Congress, with provisions which are given to prevent and counter exploitation, pornography and sex tourism with minors. In accordance with the provisions of this act, all persons must prevent, block, tackle and denounce the exploitation, housing, use, publication, dissemination of images, texts, documents, audiovisual archives, use of global information networks, or establishment telematics links of any kind related to pornography or allusive to sex of children. Failure of the above, could lead to criminal liability and / or administrative action.

AVENTUR ECO TOURS Tour Operator, its suppliers and collaborators update periodically the information changes. As a condition to use this website and services, you warrant that you will not conduct any unlawful or prohibited activity of these terms, conditions and requirements listed above.

The information, products and other services published on this website may contain inaccuracies and typographical errors. This implied that all these terms apply to anyone who handles the website and receptive and books services of AVENTUR ECO TOURS Tour Operator Colombia contained therein or through our office, KM1 via Yopal - Aguazul, Yopal, Casanare, Colombia



## Contact

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