



GENERAL TERMS AND CONDITIONS COMETA TRAVEL

CRUISES YACHT ANGELITO GALAPAGOS & SERVICES ON MAINLAND ECUADOR

Updated March 2018

AGENCIA DE VIAJES COMETA TRAVEL Cia. Ltda. is a travel agency and tour operator, legally established in Quito/ Ecuador and authorized by the Ecuadorian Ministry of Tourism with register nr. 1701503512. The Ecuadorian Internal Revenue Service (SRI) Nr. is RUC 1791849922001. COMETA TRAVEL is member of the National Association of Tour Operators OPTUR, so as of the Regional Tourism Chamber CAPTUR.

COMETA TRAVEL is the only Representative of the YACHT ANGELITO I.

By confirming a reservation, the client accepts this General Terms and Conditions.

RESERVATIONS

In order to confirm a reservation: Cometa Travel will confirm the reservation sending you an invoice and the booking form; the following personal information is required:

1. Last name(s), first name(s) (exactly as they appear on passport) and gender Citizenship and passport number
2. Date of birth
3. Name of the hotel where passengers will stay the night before cruise start (for a last minute contact if needed)
4. Dietary and medical information: dietary restriction, allergies, current medication, special medical and physical conditions.
5. Emergency contact information including name, relationship, and a phone number (par example a passenger's family member or friend)
6. Routes and dates for the Galapagos flights, ASAP possible, but not later than 45 days prior cruise start.
7. Preferred cabin/hotel accommodation: twin beds or matrimonial bed
8. Copy of your passport is required.

PAYMENTS

• For individual passengers FITS:

1. Your reservation will be confirmed upon reception of a 30% reservation deposit for cruises, tours or other bookings like hotels, lodges, excursions, etc. which must be paid no later than fifteen days (15 days) after receiving our invoice.

No reservation deposit is necessary for airfare tickets* and TCT cards*.

2. The balance of the invoice has to be paid at latest sixty days (60 days) prior to the departure date.

*** These prices are subject to change and must be confirmed before paying your balance.**

*** In the case of a late payment, the reservation may automatically be cancelled; cancellation fees could incur.**

• For Charters:

- **1st Payment:** a charter will only be confirmed after the reception of a deposit of 5% of the charter price, which must be paid no later than fifteen days (15 days) after the invoice was sent.
- **2nd Payment:** an additional deposit of 25% of the charter price to complete a reservation deposit of 30% has to be made no later than two hundred seventy days (270 days) prior to the cruise start.
- **3rd Payment:** a further deposit of 20% of the charter price is required at latest hundred eighty days (180 days) prior to cruise departure.
- **4th Payment:** the final deposit of 50% of the charter price, no later than ninety days (90 days prior cruise start).
- **5th Payment:** for all additional charges like airfare tickets*, TCT* and eventually other services, to be paid at latest sixty days (60 days) prior to the cruise/tour start.

*** These prices are subject to change and have to be confirmed before paying the balance.**

COMETA TRAVEL

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Payments can be done by wire transfer to our international account; any expenses for transferring funds have to be covered by the client. Online payments are not possible.

It's the client's responsibility to keep in mind payment due dates to avoid delays.

Please note that in the case of late payment(s), your reservation may automatically be cancelled.

CHILDREN: younger than 12 years old, are welcome on board and have a 20% discount of the rate; they have to be accompanied by an adult person who will have to sign a letter of responsibility release when the cruise confirmation is made. A scanned copy of child's passport is required.

CANCELLATION POLICY: in the case of a cancellation, notify us immediately in writing. The following cancellation costs would have to be applied:

FOR FITS (individual passengers):

| DAYS PRIOR CRUISE AND/OR TOUR START | CANCELLATION FEE |
|-------------------------------------|--------------------------|
| 61 days and more | 30% of cruise/tour price |
| 60 days or less | 100% of Invoice |

FOR CHARTERS:

| DAYS PRIOR CRUISE START | CANCELLATION FEE |
|---|----------------------|
| After 1 st reservation deposit | 5% of charter price |
| 270 - 181 days | 30% of charter price |
| 180 - 91 days | 50% of charter price |
| 90 days or less | 100% of Invoice |

*If tickets and TCT are still not issued, these values may be refunded in full.

*If a booking was confirmed without on time payment, the Invoice must be honored in case of a cancellation.

*For bookings of cruises on board of other yachts, the cancellation policy of the other ship operator would apply.

DOMESTIC FLIGHTS FOR GALAPAGOS CRUISES ON BOARD OF THE M/Y ANGELITO: The itineraries and sailing permits of the M/Y ANGELITO are based on specific flights from a local airline, actually AVIANCA* on Sundays and TAME* on Thursdays. Therefore, all passengers should arrive in Galapagos and fly back to the mainland using these same flights (*subject to change). COMETA TRAVEL is in charge of the reservations and the ticket purchasing for all Angelito's passengers.

In order to book the flights we need to know as soon as possible, but no later than forty-five days (45 days) prior to the cruise start, the exact dates and routes the passengers would like to fly on.

Changes in dates and/or routes might be possible later than forty-five days (45 days) prior departure, but will depend on the availability of the local airline company. If tickets have already been issued, an airline penalty may be applied for changes.

We recommend having a printed airfare ticket for the airline check in.

• COMETA TRAVEL/YACHT ANGELITO cannot be held responsible for delayed flights, or cancellations made by

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transportation companies, even if those affect the cruise's itinerary, neither for damaged or lost luggage caused by airlines.

- COMETA TRAVEL/YACHT ANGELITO cannot be held responsible if other flights cannot arrive to the Islands on time to begin the cruise if passengers do not purchase the Galapagos tickets with us. No refunds or partial refunds are possible for no shows due to any reason out of our control.
- The check-out time is the same for all passengers and organized based on our flight's departure; it's not possible to remain on board if the flight back to Mainland has a later departure.
- Fares for domestic flights are beyond our responsibility and subject to change at any time and without previous notice; please confirm the rates before ordering the final payment.
- COMETA TRAVEL/YACHT ANGELITO cannot take in charge price increases beyond our control; if an increase in airline fare or fuel surcharge occurred, the difference will be invoiced.

TRANSIT CONTROL CARDS "TCT": COMETA TRAVEL takes care of the registration for all YACHT ANGELITO'S passengers. Additionally, for passengers **flying from airport Quito**, we pre-issue the TCT cards to avoid long queuing at the special counter prior airline check-in. The cost of the TCT cards will be charged to your Invoice.

- COMETA TRAVEL cannot register and/or purchase the TCT if passengers do not provide the required personal information completing the booking form, even if the TCT is already paid.

IMPORTANT PERSONAL INFORMATION

VISAS: Tourists do not need a visa to enter Ecuador; upon arrival, they will automatically receive a visa from Ecuadorian authorities. **IMPORTANT: The passport needs to be valid for at least 6 months when arriving in Ecuador.**

ACCURATE PERSONAL INFORMATION: Please provide us with the correct information, especially name and passport number. Tickets and TCT are issued based on this information and any change after purchasing may charge fees.

- Important: If you receive a new passport after the purchasing of tickets and TCT, a copy of the previous passport is obligatory.
- COMETA TRAVEL cannot be held responsible if the airline company and/or Ecuadorian or Galapagos authorities do not accept documents because of wrong personal information.

DISABILITIES AND HEALTH PROBLEMS: Passengers are responsible for selecting a cruise and services that are suitable for their condition. **Any physical disability or health problem that might require special attention has to be reported in writing.** Passengers recognize and accept that during Galapagos cruises, basic medical facilities and personnel may be as long as 24 hours away, and for more specialized attention possibly up to 48 hours and/or probably only in Quito or Guayaquil.

- Transportation from Galapagos to Ecuador's mainland is only available with the regular commercial flights, scheduled in the morning and at mid-day. Your travel insurance should include emergency medical evacuation by special air transport.
- COMETA TRAVEL/YACHT ANGELITO cannot be held responsible for passenger sickness, accidents, consequences caused by disability or health problem, whether these have been reported or not, neither for delayed medical attention.
- COMETA TRAVEL/YACHT ANGELITO will offer the necessary efforts to give solutions, affecting the other participants as less as possible and taking into consideration the complex situation in Galapagos and other remote environments in Ecuador.
- COMETA TRAVEL/YACHT ANGELITO cannot be held responsible for any additional expenses for transportation,

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medical assistance, personal assistance, etc. The purchasing of an adequate travel insurance that covers such circumstances is highly recommended.

- No reimbursements for unused services can be made under any circumstances, not for the affected passenger and neither for the other participants which itinerary or cruise could be affected.

TRAVEL INSURANCE: No personal travel insurance is included in our cruises and tours; it's the passenger's obligation to have valid travel insurance up to the end of the tour. We strongly recommend that clients acquire an insurance that includes trip delay or cancellation, lost luggage, health and accidents, and emergency medical evacuation and repatriation.

DELAYED ARRIVING AND NO SHOW: Due to the fix itineraries of Galapagos cruises, we highly recommend that passengers arrive in Ecuador at least 2 nights before cruise start to avoid problems caused by potential flight delays or lost connections.

- COMETA TRAVEL/YACHT ANGELITO are not to be held responsible if passengers do not arrive on time to begin the cruise or any other tour or domestic flight. No refund or partial refunds are possible for no shows due to any reason.
- We also recommend allowing enough time for the connection for international flights if you would like to fly out of Ecuador the same day as the cruise or tour end.
- For flights to the Galapagos Islands, it's necessary to be at the airport two hours (2 hours) before scheduled departure to allow enough time for the special controls and procedures for Galapagos passengers.

PRICES SUBJECT TO CHANGES: Fuel surcharges, air fare tickets, National Park entrance fees, Transit Control Cards TCT and Ecuadorian fees or tax regulations may change at any time without previous notice.

- These items have to be confirmed before final or balance payments.
- **COMETA TRAVEL/YACHT ANGELITO cannot be held responsible for price increases beyond our control, even if final payment has already been done; any additional costs due to unforeseen increases will have to be invoiced.**

CHANGES ITINERARIES: The captain of the boat and/or the tour operator reserve the right to make changes or cancel any part of the itinerary or programs without giving previous notice due to unforeseen circumstances such as new National Park rules, public authority decisions, weather or natural disasters, social and political conditions or instability, and/or force majeure or any other extreme circumstances. These decisions will be made to avoid problems and/or risks, respecting the safety of the clients and offering the best possible alternative or adjustments.

- No refund or partial refunds are possible for changes in the itineraries or for unused services out of our control.
- The purchasing of an adequate travel insurance that also covers such circumstances is recommended.

If you have any questions or need further information, please feel free to contact us at any time.

Kind regards,

COMETA TRAVEL

YACHT ANGELITO'S REPRESENTATIVE

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