

### **Conditions of travel**

#### **Itineraries:**

All Experience Mex-ECO Tours itineraries are designed to best suit the needs of our clients, and are updated according to client suggestions. Changes may be made during your tour without prior notice, due to unexpected events, such as traffic or weather conditions.

#### **Minimum number of clients per tour:**

Each tour has a minimum number of clients required before the tour can be confirmed. If the minimum is not reached within 5 days of the tour departure date for tours which **DO NOT INCLUDE FLIGHTS**, then the tour may be cancelled. If the minimum is not reached within 2 weeks of the tour departure date for tours which **DO INCLUDE FLIGHTS**, then the tour may be cancelled. In the event of cancellation for this reason, a full refund will be given.

#### **Travel Insurance:**

**Travel insurance is NOT included** in the fee you pay to Experience Mex-ECO Tours for your tour. We recommend that all clients have their own travel/health insurance cover, valid during the dates of your tour, a copy of which must be provided to Experience Mex-ECO Tours before the tour initiates, and a personal copy should be taken on the tour. For clients who possess health insurance within Mexico (e.g. IMSS), then we recommend that you carry your inscription card at all times throughout the tour.

For clients who do not possess travel/health insurance, Experience Mex-ECO Tours takes no responsibility for medical costs incurred prior to, throughout, or upon return from one of our tours. Each client who travels with Experience Mex-ECO Tours without travel/health insurance is required to sign our waiver form to acknowledge these terms.

Clients with existing medical conditions which could cause concern, require special attention or result in the inability to take part in certain aspects of the tour, must notify Experience Mex-ECO staff in writing/via e-mail prior to the departure date of the tour in question.

**Liability:** Experience Mex-ECO Tours makes every effort to safeguard clients, but cannot be held liable for any damage, injury, or loss. Experience Mex-ECO Tours assumes no responsibility for any act of negligence or omission whatsoever by any business whose services are used as part of our tours, such as hotels and restaurants.

### **Payment**

A 25% deposit is required in order to reserve a place on one of Experience Mex-ECO Tours' trips.

Full payment must be made by 2 weeks before departure date **for tours which DO NOT include flights**.

Full payment must be made by 4 weeks before departure date for **tours which DO include flights**.

Failure to pay the full amount within the timescales mentioned above may result in the loss of your 25% deposit and your place may be given to someone else. Reservations may be made after the timescales mentioned above, depending on availability of places for the tour in question and flights (where applicable).

### **Payment Methods**

Upon request of payment for a tour the following payment methods are available to you:

- Cash payments in our Melaque or Bucerías offices (in MXN, USD or CAD).
- Cash deposit or bank transfer (including online transfers) to our Mexican bank account.
- Credit/debit card in our Melaque or Bucerías offices (incurs 2.5% fee, charged to client).  
**\*Please note that we cannot take card payments via phone or internet.**
- Paypal payments (incurs 4.5% fee, charged to client).

Payments in USD or CAD for tours priced in MXN will be charged at the exchange rate given by our bank on the date of payment.

### **Cancellation Policy**

**For tours which DO NOT INCLUDE FLIGHTS**, no refund will be given for cancellations made on behalf of the client within 1 week or less of the tour departure date. The 25% deposit will be retained for cancellations made between 1 and 2 weeks before tour departure date. A full refund will be given for cancellations made more than 2 weeks before tour departure date.

**For tours that DO INCLUDE FLIGHTS**, no refund will be given for cancellations made on behalf of the client within 2 weeks or less of tour departure date. The 25% deposit will be retained for cancellations made between 2 and 4 weeks before tour departure date\*. A full refund will be given for cancellations more than 4 weeks before tour departure date\*\*.

*\*In the event of flights having already been purchased at this time, the average cost per flight ticket for the tour in question will be deducted from the total cost of the tour, and the remaining amount will be refunded (only when this amount is less than the 75% that would otherwise be refunded).*

*\*\* In the event of flights having already been purchased at this time, the average cost per flight ticket for the tour in question will be deducted from the total cost of the tour, and the remaining amount will be refunded.*

Date: \_\_\_\_\_

Tour/date: \_\_\_\_\_

Client name(s): \_\_\_\_\_

Signature(s): \_\_\_\_\_

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