

GALAPAGOS ISLANDS.COM REFUND AND CANCELLATION POLICY

Refunds and Replacement Policy: On the very rare occasion Galapagos Islands.com deems it necessary to cancel a cruise and is not able to arrive at any suitable substitution options, it reserves the right to cancel the cruise in total and offer affected passengers either of the following options:

- A refund of the full amount Galapagos Islands.com was paid for the tour/service, including the refund of any unused services such as airfare between mainland Ecuador and the Galapagos.
- A replacement trip to be offered at a later date in accommodations of equal or greater value and replacement of any unused services such as hotels and excursions.

Furthermore, at times Galapagos Islands.com may deem it necessary to alter the itineraries of its vessels or mainland tours, due to mechanical failure or breakdown, the discretion of the Galapagos National Park, the forces of nature, civil disturbance and other reasons, both within and beyond its control, in which case Galapagos Islands.com may seek to offer its passengers substitute excursions of similar or equal value and/or refunds, but is under no obligation to do so if subject to the conditions stipulated below in the 'Inability to Perform' clause.

The cost of intervening hotels, meals and transportation associated with substitutions is subject to Galapagos Islands.com limits. Expense beyond the stated limits and/or any items not expressly covered in the limits, such as use of additional hotel services, are the sole responsibility of the passenger and not Galapagos Islands.com.

When offered by Galapagos Islands.com, any refunds, substitutions or replacements will encompass the full extent of the offer with the understanding that by accepting any such offer the affected passenger waives any further right to substitution, refund or additional compensation of any kind and may be asked to sign an agreement to this effect at the time substitution is made.

In all the above mentioned cases in which Galapagos Islands.com pays a refund, either in total or pro rata, its responsibility will be limited to tours, or parts of tours, purchased from Galapagos Islands.com and also be limited to the amount it was paid. Just as Galapagos Islands.com runs business risks associated with operating its vessels and may find itself in the position of having to pay net refunds for the reasons mentioned, in purchasing tour products from Galapagos Islands.com, its tour sellers assume the risk of bearing the responsibility for refunding the cost of commissions and any additional mark-ups they may have charged to their customers (in excess of the net costs paid to Galapagos Islands.com) when the payment of such refunds become necessary for the above mentioned reasons. Accordingly, Galapagos Islands.com is not responsible for any loss related to marketing costs of its tour sellers.

If a passenger requests a cash refund due to an incident, problem, malfunction, etc. for which Galapagos Islands.com accepts responsibility, any such refund must be approved by Galapagos Islands.com's finance department. Once the refund has been approved, payment will typically be sent in no less than 1 week from the time of complaint. In cases where Galapagos Islands.com's tour sellers are involved, Galapagos Islands.com will seek to resolve the issue via the tour seller in the form of a trade credit to the tour company, who can then pay the passenger in cash.

Inability to Perform: We will endeavor to guarantee tours as far in advance as possible; however, some tours (especially land-based tours) cannot be guaranteed until 45-60 days prior to departure. Should the passenger's program be cancelled due to lack of enrolment, you will be contacted as soon as possible after Galapagos Islands.com is notified of the cancellation. The program can be re-booked with no charge.

Galapagos Islands.com shall not be liable for debacle or inability to perform its cruises of the Galapagos Islands and tours of mainland Ecuador and Peru by reasons of strikes or industrial action, mechanical breakdown, fire, explosion, collision or damage to the hull or accommodations and fittings of its vessels, war, riot, acts of terrorism, civil commission, inability to obtain supplies and other circumstances beyond its control, including answering any distress call or any action necessary to save or preserve life at sea.

Galapagos Islands.com may, due to circumstances of force majeure, or unexpected events, vary the time of day of its departures of its vessels and tours, or alter its tour programs and itineraries without advance notice for the above mentioned reason including changing weather and the forces of nature, wildlife nesting habits, the vessel's safety, the safety of its passengers and crew, the discretion of the Galapagos National Park and technical reasons.

Under the aforementioned conditions Galapagos Islands.com is under no obligation whatsoever to provide substitution, replacement of services or refunds to any of its passengers so affected.

Cancellation Policies: All cancellations must be done in writing. If a cancellation is received more than 121 days prior to tour departure date a penalty of 10% of the payment will be retained as cancellation fee. If a cancellation is received between 120 days and 61 days prior to tour departure date, 20% of the payment will be forfeited. For a cancellation received less than 60 days prior to boat departure full tour cost will be retained. In case of charters, where we are able to resell the date as a charter at equal or greater than the cancelled charter price we will refund (after the cruise date) full charter rate. The 10% of the payment will be retained as service fee. These are standard policies; however, under some circumstances, specific hotels, cruises and other services may have different cancellation policies. In such cases, your trip advisor will be in communication with you regarding these variations.

No refund will be provided for cancellation due to cancelled, delayed or missed flights. Galapagos Islands.com strongly recommends passengers obtain trip cancellation/ interruption insurance to better protect themselves; such insurance should also have coverage for medical evacuation.

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