

TREKANA BOOKING CONDITIONS AND CANCELATION POLICIES

BOOKING CONDITIONS

*Regular & Private Departure Programs: To confirm a reservation, the Tour Operator must pay a 50% non-refundable deposit to guarantee the booking, which have to be paid 60 days before departure. 30 days before the start of the trip, the services must be paid in full. TREKANA may also request accommodation prepayments if required.

*Domestic Air tickets: On request, TREKANA Adventures will hold a reservation for a domestic flight for a limited period defined by the airline in each case. To confirm a reservation the Tour Operator must make full payment of the airfares, taxes, and ticket handling fees before issuing the tickets. TREKANA Adventures will send a written confirmation of the booking by e-mail and PDF copy of the air tickets.

*TREKANA Adventures will require the following information from the participants: Full name, Passport number, Date of Birth, Nationality and Country of Residence, Dietary restrictions, Medical information and Arrival & Departure information. From 65 years old onwards, participants will be requested to fill a medical report. This information is mandatory and must be sent by the Tour Operator 45 days before the trip starts.

CANCELATION POLICIES

Once the Client confirms a Reservation to TREKANA on a Private Departure Trip the following penalties for further cancellations will apply:

Date of Cancellation	Amount to pay
60 or more days prior to departure day	Non refundable deposit of 50% of the value of the trip.
29-20 days prior to departure day	50% of the value of the trip
19-10 days prior to departure day	70% of the value of the trip.
9-0 days prior to departure:	100% of the value of the trip.

If it becomes necessary for the client to cancel the trip, the money, minus the cancellation fees charged by TREKANA, will be refunded depending on the cancellation date. Any additional non-refundable cancellation fees and payments already paid advanced to airlines, hotels and other local suppliers will be forfeited.