

Terms and Conditions for CIG Tours

Welcome to CIG Tours (Cruise in Galapagos). These Terms and Conditions govern your relationship with CIG Tours and set forth the terms under which we offer our tour services. By booking a tour with us, you agree to be bound by these Terms and Conditions.

1. **Booking and Payment Terms**

1.1 **Booking Confirmation**: To secure a booking, a deposit is required.

1.2 **Methods of Payment**: We accept payment via credit card, bank transfer, or other payment methods as listed on our website. Transaction fees may apply depending on the payment method used.

1.3 **Pricing**: All prices are listed in US Dollars (USD) and are subject to change without notice prior to confirmation. Once confirmed, the price will not change unless there is a substantial increase in third-party costs (e.g., fuel surcharges or government taxes). In such cases, you will be notified, and the option to cancel with a full refund will be offered.

2. **Cancellations and Refunds**

At CIG Tours, we understand that plans can change, and we strive to offer flexible cancellation options depending on the type of tour you book. Below is a breakdown of our cancellation policy based on the specific type of tour:

2.1 **Standard Day Tours** (e.g., guided sightseeing, snorkeling, wildlife observation)

- **Cancellations made 48 hours or more before the tour departure**: You will receive a full refund, minus any non-refundable costs (such as park entry fees or third-party deposits).

- **Cancellations made less than 48 hours before the tour departure**: No refund will be issued.

2.2 **Luxury Yacht and Cruise Day Tours** (e.g., premium cruises, private yacht charters)

- **Cancellations made 30 days or more before the tour departure**: You will receive a full refund, minus any non-refundable costs (such as yacht deposits or exclusive permits).

- **Cancellations made between 15 to 29 days before the tour departure**: 50% of the total tour cost will be refunded.

- **Cancellations made less than 15 days before the tour departure**: No refund will be issued.

2.3 **Private and Custom Tours**

- For private or custom tours, specific cancellation policies will be provided at the time of booking based on the tour's unique arrangements. Please refer to your booking confirmation for detailed terms.

Important Notes:

- **Non-Refundable Costs**: Certain costs, such as permits, park entrance fees, and third-party services, may be non-refundable. These will be communicated to you during the booking process.

- **Changes and Modifications**: If you need to modify your booking, requests will be considered based on availability and may incur additional fees depending on the tour type and proximity to the departure date.

3. **Tour Inclusions and Exclusions**

3.1 ****Inclusions****: The tour price includes transportation as listed in the itinerary, accommodation, meals as specified, professional guide services, and excursions as outlined in the tour description.

3.2 ****Exclusions****: The following are not included unless otherwise stated:

- International or domestic flights
- Galapagos National Park entrance fees
- Personal expenses such as laundry, phone calls, or gratuities
- Travel insurance
- Additional excursions or services not listed in the itinerary

4. ****Changes to Itineraries****

4.1 ****Customer-Requested Changes****: If you wish to modify your itinerary after booking, requests will be considered subject to availability and may incur additional fees.

4.2 ****Changes by CIG Tours****: CIG Tours reserves the right to make minor changes to itineraries due to factors such as weather conditions, safety concerns, or logistical constraints. In the event of significant changes, such as a change in accommodation or excursions, we will notify you as soon as possible and offer alternative arrangements of equal or higher value.

5. ****Travel Documentation****

5.1 ****Passport and Visa Requirements****: It is your responsibility to ensure that you have a valid passport (with at least six months' validity) and any required visas for your destination.

5.2 ****Health and Vaccinations****: We recommend checking with your local health authorities for the required vaccinations and health precautions for traveling to the Galapagos Islands and other destinations. CIG Tours is not responsible for any travel disruptions due to improper documentation or health issues.

6. ****Travel Insurance****

6.1 ****Mandatory Insurance****: We strongly recommend that all customers purchase comprehensive travel insurance that covers trip cancellation, medical expenses, emergency evacuations, and lost baggage. CIG Tours is not liable for any costs arising from unforeseen events during your trip.

6.2 ****Proof of Insurance****: You may be required to provide proof of travel insurance before departure. Failure to do so may result in cancellation without refund.

7. ****Liability and Responsibility****

7.1 ****CIG Tours Liability****: While CIG Tours will make every effort to provide a safe and enjoyable experience, we cannot be held liable for events beyond our control, such as delays, personal injury, property damage, illness, or natural disasters. Our responsibility is limited to the services we provide directly.

7.2 ****Third-Party Services****: CIG Tours works with reputable third-party providers (such as yacht operators and hotels), but we cannot be held responsible for their acts or omissions.

7.3 ****Customer Responsibility****: Customers are responsible for their behavior during the tour. Any damage caused by a customer to property, vehicles, or equipment must be paid for by the customer.

8. **Force Majeure**

CIG Tours is not liable for any failure or delay in performing services due to causes beyond its reasonable control, including but not limited to natural disasters, war, terrorism, civil disturbances, government restrictions, or pandemics.

9. **Health and Safety**

9.1 **Customer Fitness**: Customers must inform CIG Tours of any medical conditions, disabilities, or other factors that may affect their ability to participate in the tour. We reserve the right to refuse service if it is deemed unsafe for the customer or the group.

9.2 **Adventure Activities**: Our tours may involve physical activities, such as hiking, snorkeling, or wildlife observation. Participation in such activities is voluntary, and customers must assume all risks associated with them.

10. **Complaints and Dispute Resolution**

10.1 **Complaints**: If you have a complaint during the tour, you must inform the tour leader or CIG Tours representative as soon as possible to allow us to address the issue. If the issue is not resolved during the tour, a formal complaint can be submitted within 14 days of the tour's completion.

10.2 **Dispute Resolution**: Any disputes arising from these Terms and Conditions will be governed by the laws of Ecuador, and the parties agree to submit to the jurisdiction of the courts of Ecuador.

11. **Privacy Policy**

CIG Tours respects your privacy and is committed to protecting your personal information. We collect and use your information in accordance with our Privacy Policy, which is available on our website.

12. **Amendments**

CIG Tours reserves the right to modify these Terms and Conditions at any time. Any changes will be posted on our website, and continued use of our services constitutes acceptance of the amended terms.

By booking with CIG Tours, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

If you have any questions, please contact us at info@cigtours.com or visit our website at www.cigtours.com.