



## Delfin Amazon Cruises Policies - FITS 2019 - 2020

### Terms & Conditions

#### **Itineraries:**

Our schedules of activities are subject to change due to weather and river conditions without prior notice.

#### **Medical and Health:**

Guests should be in good physical health in order to be able to make the most of this experience. Visiting the area involves the use of small motorized skiffs and at times may include some possible wet landings. The daily excursions may include walking on irregular terrain, and getting in and out of the skiffs occasionally requires some physical effort. Walking excursions may last up to two hours. Malaria and yellow fever vaccinations are not necessarily required for travelers coming into the region, but are highly recommended.

#### **Insurance:**

Travelers are strongly advised to purchase trip cancellation insurance, which will reimburse the cost of air tickets and other non-refundable trip payments. International medical, baggage loss and delay insurance are also recommended. Delfin Amazon Cruises, the Delfin I, the Delfin II and Delfin III operator, assumes no liability for lost or stolen personal belongings or costs resulting from passenger evacuation in case of medical emergency. We recommend leaving jewelry and other valuables at home. The ship cannot be held liable for loss of money, jewelry, or other valuable items from the ship, or while on an excursion. Most travel insurance policies will cover incidents of loss of theft.

#### **Vessel Replacement:**

Delfin Amazon Cruises reserves the right to substitute another vessel for Delfin I, Delfin II or Delfin III if considered necessary (i.e force majeure or mechanical failure). If the travelers do not take this option, Delfin Amazon Cruises reserves the right to cancel the trip upon a refund pro rata per cruise night not used or, as an alternative, will offer credit toward a future cruise on the Delfin I, Delfin II or Delfin III.

#### **The Pacaya Samiria National Reserve:**

The Pacaya Samiria National Reserve is a protected area and visitors are required to comply with certain rules and regulations. The naturalist guide will inform passengers of these rules.

#### **Dietary Needs:**

Delfin Amazon Cruises should be contacted at least 30 day prior to embarkation regarding travelers specific dietary needs. Every effort will be made to cater to your special dietary needs, and to accommodate special requests, subject to a given products availability in Peru.

#### **Traveler's Responsibilities:**

Travelers have responsibilities toward both their fellow passengers and the Delfin Amazon Cruises crew. Every passenger should review the conditions contained in the trip itinerary, follow normal social behavior patterns with fellow passengers, observe all safety requirements on board and on excursions, and act in an appropriate and respectful manner toward the Delfin I, Delfin II and/or Delfin III crew's members and their fellow travelers.

**Luggage:**

Each passenger is allowed 23 kg. each (50lbs.) by the airlines policies, plus carry-on luggage, photo, video camera and binoculars. We, at our VIP Lounge in the Port of Nauta have storage for oversized luggage or things you will not want to carry during your stay on board. We strongly suggest light luggage or soft bags that can be properly store under the beds for making your stay more comfortable while you are cruising.

**Transportation:**

The package includes transfer from/to the Iquitos Airport to/from the embarkation port, where the vessel will sail out from. This transfer is based around the recommended LATAM flights your Reservation Specialist will specifically indicate for each departure date.

Any additional services are not included. Here are some situations that might come up where we could assist the passenger for an additional fee:

- Supposing the passenger arrives earlier, and needs to be taken to Iquitos, have a city tour, or taken to a restaurant.
- Supposing the passenger arrives later, and needs private transportation to the port of Nauta and then private boat to catch the vessel.

## Reservations and Booking Policies

**Reservation & Payment for FITs**

Reservations made 91 days or more prior to departure:

- A deposit of USD\$ 500.00 per person is required to confirm the booking.
- 100% of final balance is required 90 days prior to departure.
- If the payment is not received on time, the space (s) will be automatically released.

Reservations made 90 days or less prior to departure:

- A full, non-refundable payment is required to confirm the booking.

**Cancellation Policy for FITs**

Cancellations made 151 days or more prior departure:

- The deposit will be refunded, less a USD\$ 200.00 service charge per person.

Cancellations made 150 to 91 days prior to departure:

- All deposits are non-refundable.

Cancellations made 90 days or less prior to departure:

- Full payment will be applied as the cancellation policy.