



BOOKING CONDITIONS DURING COVID-19 PANDEMIC

Time goes by and we continue to endure the difficulties of the COVID-19 pandemic around the world.

As we get more and more eager to promote and resume our tours on mainland Ecuador and the Galapagos Islands, we reach out to you in the hope that you are all coping well in these hard times.

Keeping in mind that making a commitment to book a tour under such uncertain conditions might be a problem for most travelers, we have come up with revised flexible booking and cancellation policies to be applicable to all new bookings received during the remainder of 2020 and first months of 2021 for as long as the COVID-19 emergency lasts.

During this period of time, we will require a 20% of the total cost of the tour at the time of booking. The balance payment will be required 45 days prior to the start of the tour.

If the trip needs to be cancelled due to COVID-19 related reasons, all money paid in advance will be used to postpone the trip to any future date without any penalty or additional fees. In the event that postponing the trip will not be an option, payment received to book the tour in advance would be refundable less 10% of the money paid to us which will be forfeited only if the cancellation is received until 31 days prior to the departure. If the cancellation is received 30 days or less before the trip there will be no refund.

Furthermore, in the remote event that any of our guests got infected with Covid-19 or is epidemiologically linked to a Covid -19 case during their stay with us, Enchanted Expeditions, M/Y Beluga, M/Y Cachalote Explorer, & Enchanted Galapagos Lodge will not be held liable for extra costs incurred for quarantining, medical expenses, or any other expense incurred as a result of a Covid -19 infection. In this respect, none of the aforementioned businesses will be held liable for the general health of our guests, short term, long term, or death, in reference to medical emergencies or Covid-19 infection.

Additionally, please note that all visitors to the Galapagos must have their own private insurance coverage to include travel related problems, personal accidents, medical emergencies, COVID19 medical treatment and international repatriation.

We sincerely hope that these new flexible policies and conditions will be an incentive for clients to confirm their travel plans.

Best wishes to you all,

Enchanted Expeditions