



## Booking, Payment and Cancellation Policies for Individual Guests at Finch Bay Eco Hotel 2010

Last updated: May 2010

### Bookings and Payment Policies for Guests 2010

#### 1. Deposits or Prepayments

##### Hotel Reservations

Guests pay a deposit equivalent to one night's accommodation to secure their reservations for dates more than 30 days in advance. For dates under 30 days, we ask for the reservation value to be paid in full. Customers who pay their one-night deposits will then be asked to make full payment 30 days in advance. This is due to the high demand and limited spaces that we have at our hotel.

Payments on our internet site are managed through Metropolitan Touring's Quito offices, the company that owns and operates the hotel in Puerto Ayora.

##### Finch Bay Package Reservations

Guests pay a US\$400 deposit to secure their reservations if booking more than 60 days in advance. Full payment is then needed 60 days prior to the date our services are scheduled to begin, or if booking is being made under 60 days from the date our services are scheduled to begin.

#### 2. Payment information

Payments must be made in the following order of preference.

##### A. Wire transfers.

In US Dollars to: CITIBANK

NEW YORK, NY  
 U.S.A.  
 ABA # 021000089  
 Account Name:  
**EMPRESA TURISTICA INTERNACIONAL C.A**  
 Account # 36875706

In Euros to: CITIBANK

CITIGROUP CENTRE / CANARY WHARF-33,LONDON, UNITED KINGDOM  
 SWIFT CODE: CITIGB2L  
 FOR BENEFIT OF: CITIBANK ECUADOR  
 ACCOUNT: 8571031  
 FOR BENEFIT OF: **EMPRESA TURISTICA INTERNACIONAL CA**  
 BENEFICIARY ACCT: 0148597022

Once you have made the wire transfer, please send us a copy of the payment confirmation issued by the bank, via fax or e-mail, accompanied by the detail of your dates and name(s).

This information helps us process your reservation faster.

##### B. Credit card payments

Before taking your payment, we request that you fill out a "Signature on File" form which our Sales Manager will email you as an attachment. This form authorizes Metropolitan Touring to charge our services to your Visa, Master Card or American Express credit card. Please print it and fax the filled out version to us, or scan the filled out version to us and send it via email.

##### C. Check/cheque payments

Payments can be made by check/cheque, provided they are received at least **60** days before your reservation.

Checks/cheques should be payable to **Empresa Turística Internacional** and posted to:

Financial Department  
Metropolitan Touring Building  
Av. De Las Palmeras N45-74 y De Las Orquídeas  
Quito-Ecuador

## Cancellation Charges

### Hotel reservations

If cancellation occurs 60 or more days before the reservation date, we will refund you all deposits, but will charge a US\$50 handling fee. If cancellation occurs between 59 and 30 before the reservation date, you will forfeit the one-night deposit that you paid. If cancellation occurs between 29 and 0 days before the reservation date, full payment is not refundable.

### Finch Bay Package Reservations

If cancellation occurs 121 or more days before the date our services are scheduled to begin, we will refund you all deposits, but will charge a US\$50 handling fee. - If cancellation is received between 120 and 61 days prior to the date our services are due to begin, the US\$400 deposit per guest will be forfeited. - If cancellation is received between 60 and 0 days before our services are due to begin, full payment is not refundable.

## Suggested Gratuities

Based on current market practices, our recommended gratuities are the following:

**PER/GUEST - PER/DAY**

	<b>CREW</b>	<b>GUIDE</b>	<b>BARMAN</b>
FINCH BAY HOTEL	USD\$ 6.00	USD\$ 7.00	At guest's discretion

## Liability Clause

The tour operator and its agents act only as agents for passengers in all matters pertaining to transportation, accommodations or other services not provided directly by Metropolitan Touring. As agents, all tickets, exchange orders or vouchers are issued by them subject to any and all terms and conditions under which such means of transportation, accommodations or other services are offered or provided. The booking agent, airlines involved and general agent will not be liable for any vehicle furnished by any such other party, firm or corporation in carrying out or failing to carry out arrangements previously agreed upon, nor for the negligent misconduct of any such other party, firm or corporation in providing or failing to provide, are not to be held responsible for any act, omission or event during the time passengers are not on board their conveyance. The passenger contract in use by the airlines concerned, when issued, shall constitute the sole contract between booking agent, airline general agent and the purchaser of these and/ or passenger. We suggest that you book an insurance policy with your Travel Agency.

For more information please visit:

[www.finchbayhotel.com](http://www.finchbayhotel.com)  
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