

## PAYMENT POLICIES

- On all **Finch Bay Galapagos Hotel** products (accommodation and packages) Individuals (FIT's) and Groups, a US\$ 200.00 non-refundable deposit per guest is needed for us to confirm any reservation. Full Payment is needed **60** days prior to the date our services are scheduled to begin.
- On all **Finch Bay Galapagos Hotel** special packages (that involves third party suppliers such as Island 2 Island Hopping and other special programs) for Individuals (FIT's) and Groups, a US\$ 500.00 non-refundable deposit per guest is needed for us to confirm any reservation. And full payment is needed at least **90** days prior to the date the services are scheduled to begin.
- Full pre-payment is required for us to reconfirm any reservation / provide services.

## CANCELLATION POLICIES

*Prior to acknowledging a cancellation request, we encourage our guests to reutilize / reschedule the booking for another date within 1 (one) year.*

- If cancellation is received between the dates of booking until **61 days** before the date our services are due to begin, we will charge **15%** of the total amount or minimum US\$ 200 per guest as cancellation fees. This deposit cannot be transferred to another booking.
- If cancellation is received between **60** and **0 days** before our services are due to begin, full payment is non-refundable (100% cancellation fees).

*For cancellations during peak season (December 15<sup>th</sup> to January 10<sup>th</sup>):*

- If cancellation is received between the dates of booking until **121 days** before the date our services are due to begin, we will charge **15%** of the total amount or minimum US\$ 200 per guest as cancellation fees. This deposit cannot be transferred to another booking.
- If cancellation is received between **120** and **91 days** before the date our services are due to begin, we will charge **25%** of total amount or minimum US\$ 200 per guest as cancellation fees. This deposit cannot be transferred to another booking.
- If cancellation is received between **90** and **0 days** before our services are due to begin, full payment is non-refundable (100% cancellation fees).

*Land tours & Yacht tours:*

- On all Groups and/or Individuals cancellations for land services / daily yacht tours received between **60** and **31 days** before the date our services are due to begin a US\$ 100 per guest cancellation fee per guest will be charged.
- On all Groups and/or Individuals cancellations for land services / daily yacht tours received between **30** and **0 days** before the date our services are due to begin, full payment is non-refundable (100% cancellation fees).

*For cancellations of special packages (in example Island 2 Island Hopping and others) the following policies will apply:*

- If cancellation is received between the date of booking until **120 days** before the date our services are due to begin, we will charge **15%** of the total reservation amount or minimum US\$ 500 per person as cancellation fees. This deposit cannot be transferred to another booking.
- If cancellation is received between **119** and **90 days** before the date our services are due to begin, we will charge **25%** of the total reservation amount or minimum US\$ 500 per person as cancellation fees. This deposit cannot be transferred to another booking.
- If cancellation is received between **89** and **0 days** before our services are due to begin, full payment is non-refundable (100% cancellation fees).