

1-LOST CITY TOURS CONTRACT. 2-GENERAL TOURS PAYMENT POLICIES AND INFO ABOUT CANCELLATIONS AND REIMBURSEMENTS. FIND BELOW DOCUMENT.

1-This is an adventure trek, made for people who enjoy challenges, the trek requires hikers on fit and very healthy conditions, who enjoy to be out of the comfort zone and enough intrepid to manage risky situations in the jungle.

- Teyuna (Lost City) is a sacred place for Native people, please remember to respect the past and the customs of the town: Respect the privacy of farmers and Indigenous people, don't get into their houses or take pictures without ask them first.

- This is a tropical jungle, so we recommend having the yellow fever vaccination.

- This experience is not recommended at all for women in pregnancy, people with heart, respiratory or digestive diseases. If we are not previously informed by travellers with one of these conditions, Expotur will not be responsible in case of any incident.

- A medical assistance card is included for any illness or accident contracted during the tour, this includes transport to clinic, medical attention and non-high cost medicines. If some of these incidents happen to you, it has to be reported to guides and staff at the office (both) before the trip ends otherwise the assistance won't be covered by the insurance company and Expotur. It is recommended you travel with a trustworthy insurance policy from your country.

- The water provided during the tour is filtered, you can either drink it, or buy water bottles at the camps.

- Make sure to have all your personal stuff with you. The company won't be responsible of forgotten belongings.

-Deposit garbage in the cans located at the camps.

- Take care and respect everything you find along the way, do not damage, or scratch any natural and cultural goods.

- Inside the park there is no signal for mobile phones.

- If the tour is cancelled by hikers the day before at non work time or the same day, we'll only refund 80% of the net rate, after starting the tour there will be no refund of the total price.

- There are not substitutions of days or services due to situations of force majeure, by chance or actions of third parties

-Please follow the guide's recommendation, there will be risky situations on the trail, it can be muddy, slippery, narrow and close to the river. Please take this into account if you suffer vertigo.

-Pack light, extra luggage can be stored in our office.

-We recommend to bring a padlock if you are going to store your luggage at our office, contrarily, we are not responsible of what is inside.

-When storing luggage in our office you must inform the sales advisor if you will pick it up at the office or if you need your luggage to be sent on the last day to the starting point by our vehicles (in cases where travelers need to be drop off at some point on the way back), if you change your decision during the tour about collecting it, we cannot assure to send your luggage because of radio communication issues, although the guide send the message it does not mean 100 % we receive it, if this happen you would have to return to the office to pick it up or assume the delivery cost.

IMPORTANT: EXPOTUR WILL GIVE YOU AN ENTRANCE TICKET (PASSPORT) FOR ACCESS TO THE ARCHEOLOGICAL LOST CITY PARK, YOU MUST KEEP IT SINCE IT IS REQUIRED TO GET INTO THE PARK, OTHERWISE YOU HAVE TO PAY ITS COST DIRECTLY AT THE CHECK POINT TO AUTHORITIES OF THE LOST CITY PARK . Once the ticket/passport is given to the client, Expotur will not be responsible for it, or the usage that the client may give it.

ADDITIONAL INFORMATION:

- Expotur provides logistic and guide services but camps and lodgings, restaurants, mules, Lost City are managed by independent rural and indigenous communities and organizations out of Expotur management. The service they offer is not responsibility of Expotur but we always suggest and demand them to offer a satisfactory service to our travellers.

- This is a tropical rainforest, expect to have heavy rains, muddy and slippery paths, humidity and heat; these conditions permit appearance of mosquitoes, sandflies and bedbugs at the camps, camps owners do their best to control them but it's not completely effective since using insecticides is prohibited since camps are close to the river therefore the water could be contaminated, wear long clothes mostly at night time and take good insect repellent.

- Although the entrance to the Lost City Park is paid to a governmental institute (included), this does not control the number of people doing this trek, it is expected to find many hikers during high season in the lost city and at the camps not only from Expotur but from the other tour companies. High season is the end of December to mid-January, the month of July and August.

-Take into account that the itineraries can vary due to effects of climatic changes and causes of force majeure. Expotur is not responsible for the modifications to the itinerary for these causes. Plan your activities (such as flights and hotel reservations) with enough time intervals considering that there may be setbacks.

2.Payment methods

You must pay a deposit to complete your booking, you can do it through our different payment platforms. You can find them in our official web sites e-commerce.

In case you want to pay in cash, it is possible to do it in our sale offices, our staff is willing to help you. We also accept payments by any Visa or MasterCard or American express debit/credit cards with 2% surcharge.

Payment policies

As we mentioned above, you must pay a deposit, which corresponds to a 7% of the total tour. The balance can be paid on the day of the tour. We recommend to do it at least one day in advance though, so the departure can be faster.

Cancellation policies – Right to retrace

You can cancel or postpone your tour, once it is confirmed, however there are some terms you must take into account: any cancellation or changes made at least the day before in working hours (until 5:00 PM local time) will have no penalty. On the other hand, changes made after this range of time, will cost a 20% of the total amount of the tour..

Reimbursements

You have no right to reimbursements once the tour has started, neither is applicable a reimbursement due to services that the traveler do not take. You will be able to get full reimbursement by cancelling tour at least the day before in working hours (until 5:00 PM local time)