

Payment & Cancellation policies son aceptados al momento de seleccionar modo de pago con checkbox I agree y registrar este dato

PASSENGERS UNABLE TO LEAVE KAPAWI DUE TO WEATHER-RELATED CANCELLATIONS

1. If the passenger is unable to leave the lodge due to weather-related cancellations, CEKSA S.A. will fully cover lodging and meals as well as guided programs during the extra day (s) the guest remains in the Kapawi Lodge. Kapawi will NOT cover any expenses of bar and/or boutique in the Kapawi Lodge, neither hotels, tourism programs, sea cruises, lodges or similar facilities, events, air or bus tickets, nor penalties due to full or partial cancellations of this services.

PASSENGERS UNABLE TO DEPARTURE TO KAPAWI DUE TO WEATHER-RELATED CANCELLATIONS

2. If the passenger can not enter to Kapawi, and stays one night in Quito, a one night refund will be made. This refund will be done over the travel agency that registered the reservation. Direct refunds to passengers are not possible unless the passenger has purchased the excursion directly to Kapawi. If the passenger accepts the refund he/she automatically agrees to make his/her own arrangements while in Quito, including lodging, food or transfers. Kapawi will provide free assistance for reservations if needed.

or:

3. He/she has the option of accepting the services of Kapawi, which will accommodate the passenger in a four-star hotel, while providing menu meals. In this case, the passenger agrees to resign the refund offered in paragraph (2.) Kapawi will not cover drinks (unless included in the set menu), telephone calls, tipping or any other expenses besides the ones offered in this paragraph.

PASSENGERS WHO DEPARTURES QUITO TO KAPAWI OR KAPAWI TO QUITO, BUT DUE TO WEATHER-RELATED REASONS HAS TO LAND ON AN ALTERNATE AIRPORT.

4. If the passenger flying out of Kapawi has to land on an alternate airport, Kapawi will fully cover lodging and meals according on the policy described in paragraph (1.). Kapawi will decide if the way back to Quito is by plane or overland. Kapawi will not transport passengers to other cities.

5. If the passenger, on its way from Quito to Kapawi, has to stay in the town that harbors the alternate airport, Kapawi will offer the best available programs, snacks or meals (excluding alcoholic drinks), depending upon the length of the delay

6. If the passenger, on its way to Kapawi, has to overnight in the town that harbors the alternate airport, Kapawi will cover lodging and meals in the best available hotel in town (which may be basic in some cases). 50% of one night refund will be provided, based on the paid rate, over the travel agency that registered the reservation. Direct refunds to passengers are not possible unless the passenger has purchased the excursion

directly to Kapawi. In that case, please seek assistance from one of our representatives for further details.

IF THE PASSENGER, DUE TO WEATHER-RELATED REASONS, IS UNABLE TO TRAVEL TO KAPAWI AFTER ONE OVERNIGHT IN QUITO OR IN AN ALTERNATE AIRPORT AS DESCRIBED ABOVE.

7. If the passenger can not departure by 14h00 to Kapawi after having spent one night in Quito or in an alternate town, then the following options will be offered:

To accept a 100% refund of the excursion, less the amount already refund according to paragraph (2.) or one night less, if expenses according to paragraph (3.) or (6.) have been incurred.

To resign the offer described above and accept the next excursion available. By accepting this option the passenger accepts to take care of his/her own lodging, food, transportation etc. Kapawi will provide free assistance on reservations if needed.

RESPONSIBILITIES

1. The liability of Kapawi. (the owner and operator of the Kapawi Ecological Reserve) and its sales agents is limited to the terms and conditions of the transportation and accommodations contract as set forth in the boarding documents given to all passengers. A sample is available on request. Passengers are urged to read these conditions and to note that acceptance of the transportation contract represents acceptance of the conditions therein.

2. Kapawi. expressly disclaims any responsibility for personal injury or property damage arising out of the act of negligence of any person or company, other than itself, rendering any service.

3. Kapawi. shall not be responsible for any damage or inconvenience caused by late air, car, train, or motor coach arrivals, cancellations or delays in departure or in return, nor for any loss or damage to baggage or any other article belonging to the passenger, occurring other than by reason of negligence on the part of Kapawi. In the event of loss, damage or delay to the passenger's baggage, personal effects, or property arising from or caused by reason of any act of God or public enemies, arrest, restraints of princes, rulers of people, piracy, war, revolution, extortion, terrorist actions, or threats, hijacking, bombing, threatened or actual rebellion, insurrection, civil strife, fire, explosion, stranding, grounding, perils of the rivers, canals, theft, accident to or from machinery, boilers, or latent defects even though existing at departure or commencement of journeys, barratry, desertion or revolt of staff, strike, lockout, stoppage of labor from whatever cause, or for any reason, or labor disturbance, whether or not such strike, lockout, stoppage of labor, or labor disturbance results from a dispute between the Carrier and its employees or between other parties, whether or not the fault of the carrier, or from losses of any kind beyond the Carrier's control, whether or not like or similar character to the foregoing, Kapawi. is not obligated to substitute another jungle lodge for any excursion and reserves the right to alter the advertised itinerary of the excursions, to delay any excursion or substitute or cancel scheduled days of arrival or departure.