

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

YACHANA LODGE POLICIES

1) ENTRANCE AND EXIT

Yachana tours start Tuesday thru Friday (4 days) and Friday thru Tuesday (5 days).

We operate in other days other than Tuesday and Friday and there are the following possibilities:

4 or more people:

The canoe is used with an overcharge of 135, 00 USD for the incoming group.

3 or less people:

They enter in truck with an overcharge of 75.00 USD for the incoming group. The van picks them at Coca and takes them to Aguasanta (community in front of Mondaña) where then a Yachana canoe transfers them to Yachana Lodge Check out time is at 2pm o'clock.

2) CHILDREN

Under 5 years of age: free of charge

Children between 6 and 12 years of age: 50% discount.

3) GRATUITIES

For each 15 pax, 1 tour gratuity (in Yachana services only).

4) LUGGAGE

"Yachana Lodge" luggage tags are handed at the airport for easy identification. The weight limit on luggage is according to the airline.

5) RESERVATIONS

Groups bigger than 4 pax: 1 month anticipation and as maximum with 2 weeks of anticipation

Tourists less than 4 up to 3 days before the trip date.

6) NO SHOW

Please inform Yachana at least with 2 days of anticipation.

In case of a serious event that prevents the tourist from traveling; this event must be proven to maintain a credit for a future occasion or of requesting a refund of up to 80% of the value of the tour.

7) CANCELATIONS

14 or more days notice of cancellation: 100% of the total deposit will be refunded*

7-13 days notice of cancellation: 80% of the total deposit will be refunded *

Less than 7 days notice of cancellation: full amount of deposit will be granted as a voucher to be redeemed for future use. No monetary refund will be given.*

* Does not include the air ticket

9) PAYMENT

Individuals: you charges 100% of the entirety of the tour with the invoice.

Groups: 40% advance is requested in the previous months to the tour.

The remaining balance is requested two weeks previous to the tour.