



## **Delfin Amazon Cruises Temporary Booking & Cancellation Policies**

**June 2020**

Dear friends,

We hope we find you healthy and well during this new reality we are all living in. Guest satisfaction remains as our outmost priority, we understand traveler's passion for discovering new destinations, and we are grateful for travelers trusting us for their upcoming journey in Peru. We also understand your concern for your safety, this is why we would like to share with you our Temporary New Commercial Policies to give you flexibility given the current situation.

### **These are our Original Booking & Cancellation Policies**

**Reservations made 91 days or more before departure:** A deposit of USD 500.00 per person is required to confirm the booking. The final balance is required 90 days prior to the departure day. If the payment is not received on time, the space(s) will be automatically released.

**Reservations made 90 days or less prior to departure:** A full, non-refundable payment is required to confirm the booking.

**Cancellations made 151 days or more before departure:** The deposit will be refunded, less a USD 200.00 service charge per person.

**Cancellations made 150 to 91 days prior to departure:** All deposits are non-refundable.

**Cancellations made 90 days or less prior to departure:** Full payment will be applied as a cancellation penalty.

### **These are our New Temporary Booking & Cancellation Policies**

#### **For New Bookings**

- New bookings will allow a one-time rescheduling within the year of booking date, not the departure date.
- The penalty fee will be waived for the deposit of US\$500.00, which would be fully refundable.
- In case the rescheduling happens after paying the balance at the 90 days mark, then the paid amount is still not refundable, but may be used to choose a new date.

- In case the new chosen date is in 2021, then the rate difference is waived.
- Eligibility only for new customers that have booked between March 16, 2020 and July 31, 2020.

**For current bookings**

- We are offering you a one-time departure date change. Final travel date should be by December 15<sup>th</sup> 2021.
- Payment of the balance will be rescheduled based on the new travel date, our Reservations agent will assist you with defining the new date.
- Difference in yearly Rates are waived.
- Given the current financial crisis we are going through as part of the Tourism industry along with the rest of the world, there are no reimbursements.

**\*These Temporary Commercial Policies are subject to change, the timing might be extended or reduced at any time. Please check our website for any updates, under the Rates & Policies section or contact our Sales or Reservations staff.**

We very much appreciate your trust during this challenging times. Rest assured that our passengers health and safety remain as our main priority here at Delfin Amazon Cruises. We are looking forward to welcoming our passengers in the Upper Amazon of Peru as soon as international and domestic flying resumes. They will have a journey of a lifetime exploring a Natural Wonder of the World.

Sincerely,

**Delfin Amazon Cruises Family**