



## Delfin Amazon Cruises New Policies - **CHARTER 2023 - 2024**

### Terms & Conditions

#### **Itineraries:**

Our schedules of activities are subject to change due to weather and river conditions with passengers' best interest always in mind.

Arrival and departure times may also change due to changes made to the recommended flights by the airline.

#### **Medical and Health:**

Guests should be in good physical health in order to be able to make the most of this experience. Visiting the area involves the use of small, motorized skiffs and at it will include some possible wet landings. The daily excursions may include walking on irregular terrain and getting in and out of the skiffs occasionally requires some physical effort. Walking excursions may last up to two hours. Malaria pills and yellow fever vaccinations are not required for travelers coming into the region, follow your doctor's advice bearing in mind the strong side effects of malaria pills.

In case travelers has a medical emergency, Delfin Amazon Cruises will assist with their disembarkation and services in Iquitos. The trip is not refundable, that is why we strongly recommend to purchase a comprehensive travel insurance.

#### **Insurance:**

Travelers are strongly advised to purchase comprehensive travel insurance, ideally including trip cancellation, which would reimburse the cost of air tickets and other non-refundable trip payments. Delfin Amazon Cruises, the Delfin I, the Delfin II and Delfin III operator, assumes no liability for lost or stolen personal belongings or costs resulting from passenger evacuation in case of medical emergency. We recommend leaving jewelry and other valuables at home. The ship cannot be held liable for loss of money, jewelry, or other valuable items from the ship, or while on an excursion. Most travel insurance policies will cover incidents of loss of theft.

DAC does not include any cost of medical emergencies, including evacuation. We strongly recommend to purchase travel insurance, especially one that covers Trip interruption in case traveler is unable to embark due to Covid-19 test results.

#### **Vessel Replacement:**

Delfin Amazon Cruises reserves the right to substitute another vessel for Delfin I, Delfin II or Delfin III if considered necessary (i.e force majeure or mechanical failure). If the travelers do not take this option, Delfin Amazon Cruises reserves the right to cancel the trip upon a refund pro rata per cruise night not used or, as an alternative, will offer credit toward a future cruise on the Delfin I, Delfin II or Delfin III.

#### **The Pacaya Samiria National Reserve:**

The Pacaya Samiria National Reserve is a protected area and visitors are required to comply with certain rules and regulations. The naturalist guide will inform passengers of these rules.

**Dietary Needs:**

Delfin Amazon Cruises should be contacted at least 30 days prior to embarkation regarding travelers specific dietary needs. Every effort will be made to cater to your special dietary needs, and to accommodate special requests, subject to a given products availability in Peru.

**Traveler's Responsibilities:**

Travelers have responsibilities toward both their fellow passengers and the Delfin Amazon Cruises crew. Every passenger should review the conditions contained in the trip itinerary, follow normal social behavior with fellow passengers, observe all safety requirements on board and on excursions, and act in an appropriate and respectful manner toward the Delfin I, Delfin II and/or Delfin III crew's members and their fellow travelers. As in any private establishment, if at any point their behavior is disrupting the safety and tranquility of others, they may be asked to disembark during the program.

Smoke free environment. Out of respect to other passengers and safety of everyone, there is no smoking allowed on board, neither in rooms nor in our indoors & outdoors common areas. There will be a US\$500.00 fine for smoking.

**Luggage:**

Each passenger is allowed 23 kg. each (50lbs.) by the airlines policies, plus carry-on luggage, photo, video camera and binoculars. We strongly suggest light luggage or soft bags that can be properly store under the beds for making your stay more comfortable while you are cruising. There is storage for oversized luggage or items you do not want to carry during your stay on board at DAC'S Embarkation Port of Nauta.

**Transportation:**

The program includes transfer from/to the Iquitos Airport to/from the embarkation port, where the vessel will sail out from. This transfer is based around the recommended LATAM flights your Reservation Specialist will specifically indicate for each departure date.

Any additional services are not included, for example: transfers from hotel in Iquitos, city tour in case they arrive earlier than the recommended flight, or private transfer to the embarkation port in Nauta.

## Reservations and Booking Policies

**Reservation & Payment for CHARTERS**

Reservations made 181 days or more prior to departure:

- 6/7 NIGHTS: A deposit of USD\$ 40,000.00 is required to confirm the booking.
- 3/4 NIGHTS: A deposit of USD\$ 20,000.00 is required to confirm the booking.

Reservations made 180 days to 91 days prior to departure:

- A deposit of 50% of the rate is required to confirm the booking.
- The final balance is required 90 days before departure.

**Cancellation Policies for CHARTERS**

Cancellations made 181 days or more prior to departure:

- 6/7 NIGHTS: The deposit will be refunded, less a USD\$ 15,000.00 penalty.
- 3/4 NIGHTS: The deposit will be refunded, less a USD\$ 10,000.00 penalty.

Cancellations made 180 days 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 the cancellation policy.

**\*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 are looking forward to welcoming our passengers in the Upper Amazon of Peru where they will have a journey of a lifetime exploring a Natural Wonder of the World.

Sincerely,

**Delfin Amazon Cruises**