

# Terms & Conditions

## How to Book

Call us at 1-866-3MANACA (1-866-362-6222) to reserve a space on a trip. Paying a deposit using Visa, MasterCard, American Express, Diners Club, or certified check can make the reservation. Personal checks are also welcome, however, we must wait 10 business days for the check to clear before we will reserve the space. Payments should be made payable to Manaca, Inc. All dollar amounts referred to in the Terms and Conditions are US dollars.

## Payment Information

Each traveler is required to pay a \$350.00 deposit at the time of booking, plus any additional fees applicable for private or custom itineraries or special tours. Final payment is due 75 days prior to departure. All tours must be booked in their entirety. There will be no refund for unused services.

## Single Travelers

Accommodations on group tours are based on double occupancy. If you prefer single accommodations, you are required to pay a Single Supplement, which is listed in each itinerary if applicable. If you are traveling alone and wish to travel on shared basis, we will assign you a roommate of the same gender, if one is available. If for any reason including cancellation or incompatibility, you have to be assigned a single room at any time, you will be requested to pay the Single Supplement.

## Included in Tour Price

Although each tour itinerary varies, the following are generally included in the land price. Please call one of our specialists for details, or refer to the detailed tour itinerary.

**Accommodations** – The accommodations for each trip are specified on each tour itinerary. The accommodations in the tour itinerary to the extent they refer to hotels, resorts, ecolodges and camping sites are based on two people sharing a room with private facilities where available. A Single Supplement price is shown on each tour itinerary where applicable. Manaca reserves the right to substitute any accommodations as necessary. Service charges and taxes are normally included for all accommodations.

**Meals** – Meals are included as indicated on each itinerary, [B]–Breakfast, [L]–Lunch, [D]–Dinner.

**Transfers** – All transfers between airports, rail stations and hotels that are provided are specified in the itinerary. Travelers arriving or departing on flights other than those used by the group or specified in the itinerary are responsible for their own transfers. Land prices also generally include domestic airfare or other means of domestic transportation such as rail. Please consult the tour itinerary for specific details.

**Activities and Excursions** – The itinerary incorporates the comprehensive activities and excursions and associated entrance fees that are included. The itinerary for the comprehensive activities and excursions indicates where English-speaking guides are included.

**Transportation** – As specified in each itinerary, the most modern, comfortable and appropriate transportation equipment available.

## Not Included in Tour Price

Prices for all tours are land only and include only the items listed in the itinerary. Therefore the prices do not include international airfare (and in some cases inter-island airfare). Also not included are passport and visa fees, baggage, travel and medical insurance, excess

baggage charges, airport taxes, beverages and meals not indicated on the tour itinerary, gratuities (for waiters, drivers and guides), laundry service, room service, items of a personal nature, and anything else listed as excluded on each tour itinerary. Tours do not include insurance of any kind, including tour and baggage insurance or medical insurance. We recommend you purchase additional insurance to protect yourself, including travel protection insurance in the event of unexpected cancellation.

## Travel Documents

A passport valid for at least six months beyond your departure date is required for all international travel originating from the United States. In some cases, you may need a visa for travel to certain countries. We do not provide services to obtain this documentation. We recommend you directly contact the embassy or consulate for the country you plan to visit. As the visa application process can take several weeks, if you need a visa we recommend that you apply as soon as possible. You also may need to travel with health and immunization records. We also recommend that you make copies of your passport, airline tickets, health and immunization records and travel itinerary, and leave one copy with your emergency contact person and store an extra copy in your baggage.

## Medical & Health Information

Our tours are designed with all age groups in mind. However, there may be activities that are deemed to be physically challenging for some passengers. All passengers are responsible for disclosing any pertinent medical information when reserving a space for any tour. Please consult with one of our reservations representatives about the level of difficulty for any of our tours.

Manaca, Inc. assumes no liability regarding provision of medical care. The level of medical care necessary, immunizations and other medical services can drastically vary in any country at any time. We strongly recommend you consult your physician, a travel clinic, or public health services for the most current information on the particular country or countries that are included in the tour.

## Transfers

You may transfer to another tour without penalty up to 90 days prior to the departure date. If you transfer from one tour to another within 89 days or less of departure, however, you are subject to the usual cancellation fees (appropriate to the date you notify us in writing of your wish to transfer). No transfers are allowed on private tours, donors or services tours, only cancellation penalties apply.

## Cancellations and Refunds

All cancellation or refund requests must be made in writing and the following charges will apply (all dates are from departure date):

From time of reservation until:

60 days prior to departure	\$250.00*
59-15 days prior to departure	50% of tour cost
14 days or less prior to departure	100% of tour cost

\*Some tours may include additional special arrangements or services that are also nonrefundable.

## Canceled Tours

Manaca, Inc. reserves the right to cancel or withdraw any tour prior to its departure and in such cases all payments made to date to Manaca, Inc. will be fully refunded. In these cases, however, Manaca, Inc. is not responsible

for additional expenses incurred by travelers relating to the tour. (i.e. nonrefundable airfare, passport or visa fees, immunizations, clothing, equipment or other medical expenses).

## Delays and Price Increases

If a tour is delayed due to inclement weather, trail or road conditions, transportation delays, government intervention or illness, the cost of such delays is not included in the tour price. Please note, as we establish our prices well in advance, there may be an occasion where the price increase is too significant for us to absorb (i.e. international currency fluctuations, tariff rate increases, or increases in cost of overseas services). In these instances, Manaca, Inc. reserves the right to increase the price of the tour, even after reservations have been made, based on price increases associated with delays, inclement weather, trail or road conditions, transportation delays, government intervention or illness, or other unforeseen circumstances. We will make every effort to limit these instances, and inform you in advance of any price increases.

## Photography

Manaca, Inc. reserves the right to take photographs and videos during the operation of any tour or part thereof for use for promotional material. Tour participants agree to allow their image to be used in photographs and videos for promotional purposes. Tour participants who do not wish to be photographed and videoed must identify themselves to the guide or tour leader at the commencement of the tour.

## Limitation of Liability

Manaca, Inc. and its associates purchase transportation, hotel accommodations and other travel related services for its tours from independent suppliers that are not subject to its control. Manaca, Inc. is not liable for any loss, injury, damage or death to person or property arising from the negligent or willful act or failure to act of any person or entity, including independent suppliers, that provide goods or services on the tour or otherwise for the action or inaction of any other third party.

Furthermore, Manaca, Inc. is not responsible for acts of God, equipment failures, vehicle accidents, illness from food or otherwise, detention, assaults, theft or criminal activity, annoyance, delays, quarantine, strikes, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, terrorism, government restriction or regulations, and discrepancies or changes in transit or hotel services due to an act or omission by any third party or due to factors over which it has no control. Airlines and ground transportation companies are not to be held liable for any act, omission or event during the time travelers are not on board or in conveyance.

Manaca, Inc. reserves the right to make reasonable changes in the tour itinerary where deemed advisable for the comfort, safety and well being of the travelers. Manaca, Inc. reserves the right to substitute accommodations, change the order of sites to be visited, and change modes of transportation. Please note that modes of transportation, accommodations and general conditions can vary widely, especially when traveling internationally. Although we will make every effort to ensure that you enjoy your tour, we cannot guarantee your personal satisfaction.

We will keep you informed of any necessary changes in a timely manner. Upon payment of the deposit to Manaca, Inc., the depositor agrees to be bound by the terms and conditions set forth herein.