

Terms and Conditions

1. BOOKINGS

VOYPARAGUATE operates sales offices in Guatemala City. The mentioned office handles all bookings and communication.

Bookings are immediately passed on to responsible quotation rep in Guatemala City.

2. PAYMENT

The invoiced tour price is payable at the Time Limit Date specified in the Booking Confirmation prior to arrival of the customer (start of journey) or as agreed upon prior to booking. Payment shall be made in US, into the account of the responsible sales office. Any banking and credit card fees for remittances worldwide paid into the account of VOYPARAGUATE shall be borne by the client.

3. SERVICES AND MODIFICATION OF SERVICES

The scope of contractual services rendered by VOYPARAGUATE is as set out in the valid confidential tariff and the specifications in the relevant tour confirmation. Any amendments to and modifications of contractual services only apply when confirmed in writing by VOYPARAGUATE.

4. CANCELLATION

In case of cancellation fees will be charged as follow: The amount of cancellation fees depends on the day of receipt of the written cancellation at the responsible sales office.

- **36+ days before arrival date - no cancellation fee**
- **15 - 35 days before arrival date - 15% of tour price**
- **7 to 14 days before arrival date - 25% of tour price**
- **1 to 6 days before arrival date - 75% of tour price**
- **No show fee - 100% of tour price**

VOYPARAGUATE may claim losses exceeding the flat rate cancellation fee, whenever proof of such loss can be provided.

You are of course entitled to furnish proof to VOYPARAGUATE that no loss has yet occurred or that it is considerably lower than the charged of the flat rate. VOYPARAGUATE is entitled to pass on additional costs to the client if charged for by service providers (e.g. fees for unoccupied beds / seats).

5. WARRANTY

VOYPARAGUATE is not liable for any injury, loss or damage the traveler suffers during in connection with the journey, nor for itinerary modifications due to circumstances beyond

VOYPARAGUATE'S control.

6. VALIDITY, GENERAL CONDITIONS

The stated prices apply according to validity mentioned in the quotation. If passport, visa, customs, health or currency provisions of individual countries are not met by the passenger, thus preventing him to participate in the journey, VOYPARAGUATE may charge the corresponding cancellation fees to the customer (organizer).

VOYPARAGUATE does not accept to arrange for visas and/or similar documents; it does not act on behalf of the organizer (agency).

Any risk in connection with the issuing refusal of such documents shall be borne by the organizer alone.

Should any clause or provision of this tourist travel contract become void or unenforceable, the validity of the remaining contract shall not be affected or impaired thereby.

Place of jurisdiction for actions brought against VOYPARAGUATE shall be its responsible operation office.

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