



MY TOUR EC
Signature Travel Experiences

TERMS AND CONDITIONS

The terms and conditions detailed below apply to all services, cruises and programs booked through **MY TOUR EC**. Users of our services agree to these "Terms and Conditions" and any future changes that are posted on our website: **www.mytourec.com**, which will be effective at the time the services are provided. Any deposit or payment for **MY TOUR EC** services constitutes the joint acceptance by the client and the end user of the terms and conditions described herein. All users of **the MY TOUR EC services** are responsible for reading and understanding this section.

RESERVATIONS, DEPOSITS, PAYMENT AND CANCELLATION POLICIES

TOURIST SERVICES:

To confirm tour services, a deposit of 25% of the total non-refundable value is required. If the deposit is not received within 8 working days, the booking will be automatically cancelled. The final balance is required 65 days prior to commencing services.

CANCELLATION POLICY AND PENALTIES ON GROUND SERVICES:

- If the cancellation of services is received 15 days before the execution of services, the 25% cancellation penalty is applied, date changes are accepted up to 15 days before the execution of the services
- If the cancellation is received up to 7 days before, a 50% penalty charge applies.
- If the cancellation is received up to 48 hours before the service, a 100% penalty applies.

GALAPAGOS CANCELLATION POLICY:

- In case of cancellation of services more than 66 days before the start of the services, a 25% deposit will be applied as a cancellation fee.
- For cancellations received within 65 days prior to the start date of the services, a penalty of 100% of the total value will be charged.

CHARTER CONFIRMATION POLICIES:

- 25% of the total value to confirm the charter service.



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Av. Interoceánica y Siena.
Edificio Halcón. Of. 406
Cumbayá, Quito-Ecuador.



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- 35% second deposit, made 181 days prior to the date of the cruise or tourist services.
- 40% final deposit, made 91 days prior to the date of the cruise or tour.

GENERAL CANCELLATION POLICIES FOR INCENTIVE GROUPS:

Cancellation Deadlines and Penalties

- **More than 90 days before the trip:** Cancellation with a penalty of 25% of the total value of the program.
- **Between 89 and 60 days before the trip:** Penalty of 30% to 50% of the total cost.
- **Between 59 and 30 days before the trip:** Penalty of 50% to 75%.
- **Less than 29 days before the trip:** 100% penalty (no right to refund).

Deposits and Advance Payments

- An initial non-refundable deposit is required to guarantee the 25% reservation.
- Depending on the service program, payment of the total balance will be required between 45 days prior to the departure date.

Passenger Reduction

- Individual cancellations may be subject to the same penalty rules.

No Show (No Presentarse al Viaje)

- If a passenger or the entire group does not show up, the 100% penalty applies.

Date or Name Modifications

- Changes in passenger names may be allowed up to 45 days prior to the start of services at no cost.
- Date changes may incur additional costs or be subject to availability.
- For cancellations received within 65 days prior to the start date of the services, a penalty of 100% of the total value will be charged.

CHARTER CONFIRMATION POLICIES:

- 25% of the total value to confirm the charter service.
- 35% second deposit, made 181 days prior to the date of the cruise or tourist services.
- 40% final deposit, made 91 days prior to the date of the cruise or tour.

SPECIAL CANCELLATION POLICY:

- In case of cancellation due to force majeure, a charge of 20% will be applied, a credit note for 80% will be issued for future reservations.



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- In case of cancellation for medical reasons, an official medical certificate is required, and a credit note will be issued for 50% of the total value of the reservation. This credit note will be valid for a reservation valid for one year from the date of cancellation.
- These credit notes do not apply in high season.

AIRLINE TICKETS:

- Flight tickets will be processed only when the booking has been confirmed and will be issued by the operator upon receipt of full payment.
- Tickets will be issued 30 days prior to cruise departure and are non-refundable once issued.

NOTE:

- Services provided by third parties are subject to the policies and conditions set forth by each provider.
- No service will be refunded for cancellations due to delayed or missed flights. Cancellation penalties remain in the event of illness or natural disasters. We recommend getting travel insurance.
- Cruise and tour itineraries are subject to change without notice, due to seasonal changes, weather conditions, safety, or regulations of National Parks or other parks.
- In the event of cancellation, deposits made as part of a booking are non-refundable and non-transferable to another departure.

LIABILITY CLAUSE

MY TOUR EC acts solely as the client's agent for services related to transportation, accommodation or those not provided directly by **MY TOUR EC**, which are not under its control and therefore assumes no responsibility. As agents, all airline tickets, vouchers and changes issued by suppliers are subject to the terms and conditions under which such means of transportation, accommodation or other services are provided.

MY TOUR EC shall not be liable for injury, death, damage, loss, accidents, delays or irregularities which may be caused by defects in any vehicle provided by any other company or corporation or by acts of default, whether negligent or intentional, of any company or person engaged in the transportation of the passenger or in the making or failure to make any arrangements previously agreed, or for the negligent misconduct of any other party, company, or corporation. Likewise, **MY TOUR EC** is not responsible for the loss or theft of luggage while under the supervision of the airline or the hotel, as it is beyond the control, surveillance and direct supervision of the company.

MY TOUR EC shall not be responsible and shall not assume any liability for injury, loss or additional expense due to travel delays or interruptions, changes in schedules, damage or loss of luggage, acts of God, pandemics, illness, weather conditions, technical problems of any aircraft, vehicle, ship or other means of transport, strikes, war, terrorist activity, civil commotion or any cause beyond the control of **MY TOUR EC**. We suggest purchasing an international insurance policy.



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