

PAYMENT, DEPOSITS, AND CANCELLATION POLICY

PAYMENT SCHEDULE

TO CONFIRM A RESERVATION WITH GREEN TROGON EXPEDITIONS, A NON-REFUNDABLE INITIAL DEPOSIT EQUIVALENT TO 20% OF THE TOTAL TRIP PRICE IS REQUIRED AT THE TIME OF BOOKING CONFIRMATION.

THE REMAINING BALANCE OF 80% MUST BE PAID NO LATER THAN 60 DAYS PRIOR TO THE OFFICIAL START DATE OF THE ITINERARY.

FAILURE TO COMPLETE PAYMENTS WITHIN THE ESTABLISHED DEADLINES MAY RESULT IN AUTOMATIC CANCELLATION OF THE RESERVATION AND THE APPLICATION OF THE CORRESPONDING CANCELLATION PENALTIES OUTLINED BELOW.

CANCELLATION POLICY

ALL CONFIRMED RESERVATIONS CANCELLED OR MODIFIED — INCLUDING REDUCTIONS IN TRIP DURATION OR PARTICIPANT NUMBERS — ARE SUBJECT TO THE FOLLOWING CANCELLATION CONDITIONS.

ALL CANCELLATIONS OR MODIFICATION REQUESTS MUST BE SUBMITTED IN WRITING BY THE PERSON RESPONSIBLE FOR THE BOOKING. NO REFUNDS WILL BE ISSUED FOR UNUSED SERVICES, ACCOMMODATIONS, ACTIVITIES, MEALS, TRANSPORTATION, OR ANY OTHER PORTION OF THE ITINERARY ONCE THE TRIP HAS COMMENCED.

CANCELLATION PENALTIES APPLY TO THE TOTAL TRIP PRICE AS FOLLOWS:

MORE THAN 70 DAYS PRIOR TO THE START OF THE ITINERARY: LOSS OF THE 20% INITIAL DEPOSIT (NON-REFUNDABLE).

BETWEEN 31 AND 70 DAYS PRIOR TO DEPARTURE: 60% OF THE TOTAL TRIP PRICE BECOMES NON-REFUNDABLE.

30 DAYS OR FEWER PRIOR TO DEPARTURE: 100% OF THE TOTAL TRIP PRICE BECOMES NON-REFUNDABLE.

GUESTS ARE SOLELY RESPONSIBLE FOR ARRANGING INTERNATIONAL FLIGHTS, TRAVEL DOCUMENTATION, PASSPORTS, AND ANY VISA REQUIREMENTS APPLICABLE TO THEIR NATIONALITY AND TRAVEL ROUTE.

WHILE GREEN TROGON EXPEDITIONS MAY PROVIDE LOGISTICAL RECOMMENDATIONS OR SUGGESTED FLIGHT OPTIONS, THE COMPANY SHALL NOT BE HELD RESPONSIBLE FOR LOSSES, DELAYS, MISSED CONNECTIONS, FLIGHT CANCELLATIONS, DENIED BOARDING, VISA ISSUES, SCHEDULE CHANGES, OR ANY COSTS ARISING FROM TRAVEL ARRANGEMENTS MADE INDEPENDENTLY BY GUESTS.

FORCE MAJEURE

GREEN TROGON EXPEDITIONS SHALL NOT BE HELD LIABLE FOR DELAYS, ALTERATIONS, INTERRUPTIONS, OR INABILITY TO PERFORM SERVICES RESULTING FROM CIRCUMSTANCES BEYOND REASONABLE CONTROL, INCLUDING BUT NOT LIMITED TO NATURAL DISASTERS, SEVERE WEATHER EVENTS, FLOODING, LANDSLIDES, EARTHQUAKES, VOLCANIC ACTIVITY, PANDEMICS, GOVERNMENT RESTRICTIONS, CIVIL UNREST, STRIKES, TRANSPORTATION DISRUPTIONS, BORDER CLOSURES, OR ANY OTHER FORCE MAJEURE EVENT.

IN THE EVENT THAT A CONFIRMED ITINERARY MUST BE CANCELLED OR MATERIALLY MODIFIED DUE TO A FORCE MAJEURE SITUATION, GREEN TROGON EXPEDITIONS WILL MAKE REASONABLE EFFORTS TO OFFER ONE OR MORE OF THE FOLLOWING ALTERNATIVES:

RESCHEDULING THE ITINERARY TO ALTERNATIVE DATES, SUBJECT TO AVAILABILITY.

ISSUING A TRAVEL CREDIT OF EQUIVALENT VALUE VALID FOR UP TO 24 MONTHS FROM THE ORIGINAL DEPARTURE DATE.

PROVIDING A PARTIAL REFUND AFTER DEDUCTION OF ALL NON-RECOVERABLE EXPENSES AND PAYMENTS ALREADY COMMITTED TO THIRD-PARTY SUPPLIERS ON BEHALF OF THE CLIENT.

GREEN TROGON EXPEDITIONS SHALL NOT BE OBLIGATED TO PROVIDE FULL CASH REFUNDS WHERE HOTELS, LODGES, TRANSPORTATION PROVIDERS, RESERVES, OR OTHER SUPPLIERS INVOLVED IN THE ITINERARY ENFORCE THEIR OWN NON-REFUNDABLE POLICIES OR CONTRACTUAL OBLIGATIONS.

DOCUMENTATION SUPPORTING THE NATURE OF THE FORCE MAJEURE EVENT MAY BE PROVIDED UPON REASONABLE REQUEST.

VARIATION OF RATES

IN ORDER TO MAINTAIN SERVICE QUALITY AND THE OPERATIONAL VIABILITY OF THE ITINERARY, GREEN TROGON EXPEDITIONS RESERVES THE RIGHT TO APPLY REASONABLE PRICE ADJUSTMENTS BETWEEN THE TIME OF DEPOSIT AND FINAL PAYMENT, SOLELY IN JUSTIFIED CIRCUMSTANCES, INCLUDING BUT NOT LIMITED TO:

SIGNIFICANT INCREASES IN FUEL OR LOGISTICAL COSTS.

MATERIAL CURRENCY EXCHANGE FLUCTUATIONS AFFECTING SERVICES CONTRACTED IN FOREIGN CURRENCIES.

PRICE CHANGES IMPOSED BY ESSENTIAL SUPPLIERS.

ADDITIONAL OR UNFORESEEN LOGISTICAL REQUIREMENTS NECESSARY TO OPERATE THE ITINERARY SAFELY.

ANY SUCH ADJUSTMENT WILL BE DULY COMMUNICATED TO AND JUSTIFIED FOR THE CLIENT AS SOON AS REASONABLY POSSIBLE.