



## **CENTINELA EXPLORA EVT**

Mail: [info@centinelaexplora.com](mailto:info@centinelaexplora.com)

[www.centinelaexplora.com](http://www.centinelaexplora.com)

Legajo: 18.189

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### **GENERAL TERMS AND CONDITIONS OF THE GENERAL SERVICES OF CENTINELA EXPLORA**

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We ask you to read carefully and contact us if you have any concerns. We are at your disposal to advise you and provide you with the necessary information.

**A) Contract:** A reservation is accepted and becomes effective from the date on which Centinela Explora receives the initial deposit from the Client. It is at that moment that a binding contract between Centinela Explora and the Client begins to exist. By depositing and providing personal information, the Client accepts our Terms and Conditions. The contract is between Centinela Explora and the Client, who will be all the people whose names appear on the reservation form. The person signing the booking form warrants that he/she has full authority on behalf of any other person whose name appears therein and confirms that all such persons are aware of this and accept these conditions.

**B) Payment:** To secure a reservation with Centinela Explora, the Client must deposit 50% of the total amount. The balance of any sum owed must be paid to Centinela Explora a minimum of 60 days prior to departure. If the amount owed is not settled within that period, Centinela Explora will proceed to consider the reservation as a cancellation by the Client. For reservations made less than 60 days prior to departure date, full payment of all amounts will be required immediately. Payment can be made by transferring the total amount of the invoice to one of our accounts or by credit card. All costs associated with transfers or surcharges for payment by credit card must be assumed by the Client.

**C) Alterations and Cancellations by the Client:** Any alteration of the original reservation must be confirmed by the person signing the reservation form. Any costs or charges arising therefrom for Centinela Explora or its suppliers will be charged to the Client. While efforts will be made to accommodate modifications and additional orders, availability cannot be guaranteed. The Client may cancel the reservation at any time as long as said cancellation is communicated to Centinela Explora in writing. Cancellation charges will be applied according to the following retention regime, calculated from the day the written notification is received by Centinela Explora. In addition to the charges below, airlines may impose 100% cancellation fees.



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| Days prior to departure from receipt of written notification | Cancellation fee as a percentage of the value of the contracted trip |
|--|--|
| 30 days or more  | 30%  |
| 29-21 days   | 40%  |
| 20-15 days   | 60%  |
| 14-9 days  | 75%  |
| 8 days or less   | 100%   |

*In the event of cancellation of a part of the reservation, additional charges may be generated for the remaining part (e.g., single occupancy charges). – Please note that different cancellation policies apply for Christmas, New Year and Special Dates.*

**D) Alterations and Cancellations by Centinela Explora:** Although Centinela Explora will use its best efforts to operate all tours in the advertised manner, by entering into this contract the Client accepts that it may be necessary or advisable to vary or modify an itinerary, or its content due to prevailing local conditions. Centinela Explora reserves the right to cancel or change at any time any of the services or prices that make up the tour (including flights, accommodation or other services) and to replace them with alternative arrangements of comparable monetary value without any compensation and accepts no responsibility for loss of enjoyment as a result of these changes. If a significant change is known to us, it will be communicated to the Client at the time of booking. If a major change becomes necessary after the reservation, Centinela Explora will inform the Client as soon as possible. When a major change is made, the Client will have the option to accept said change, purchase any other available tour, or cancel the tour and obtain a full refund as long as the change is not due to force majeure. “Force majeure” refers to cases of war, threats of war, riots, civil strife, industrial disputes, terrorist activities, natural or nuclear disasters, fires or adverse weather conditions, transportation technical or maintenance problems, changes resulting from cancellations or airline flight rescheduling, alteration of airline or aircraft type or other similar events that are not within the control of Centinela Explora. Centinela Explora is not responsible for any charge in the event of a change – beyond its control – in the departure time or date of a tour, flight, or any other means of transportation.



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**E) Passport, Visa and Vaccination:** It is the Client's responsibility to possess a valid passport, visa permits, vaccinations and preventive medicine that may be required for the duration of the trip. Information on these matters will be given out of good will but without responsibility on the part of Centinela Explora.

**F) Illness or disability:** Anyone suffering from an illness or disability or undergoing treatment for any medical or physical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of medication or other treatment that may be necessary during the trip. Failure to make such a declaration will constitute a violation of the conditions of the reservation and will result in the exclusion of the people involved from the tour, in which case any amount paid will be forfeited.

**G) Medical insurance:** Centinela Explora does not include this service in the published prices. However, Centinela Explora recommends purchasing it and can offer alternatives according to the type of trip and conditions of each Client.

**H) Complaints:** If the Client has a complaint about any of the contents or arrangements of the trip, he/she must let the tour coordinator or another representative of Centinela Explora know at the same time, so that they can use their best efforts to rectify the situation. Only if Centinela Explora is warned of the problems can there be an opportunity to solve them. Failure to claim at the same time will result in the loss or at least reduction of the Client's ability to claim compensation from Centinela Explora. If the problem remains unresolved, a written claim must be addressed to Centinela Explora within 28 days of the end of the trip.

**I) Air reservations:** Centinela Explora will make its best efforts to ensure that all flight prices are correct at the time they are budgeted. Airlines reserve the right to modify or withdraw fares without prior notice. Once a deposit is paid on an airfare, it is guaranteed that a reservation will be held for the Customer, it does not guarantee the fare. The fare can only be guaranteed when the air reservation has been fully paid and the ticket has been issued. Air reservations cannot be transferred. The flight times will appear on the ticket. The Client must carefully check the air ticket. Centinela Explora will do everything possible to notify the Client as soon as possible if there is any flight alteration.

Airline details are also subject to change. Such alterations do not constitute a significant modification to the travel arrangements and therefore will not give rise to cancellations without payment of the resulting normal charges. Centinela Explora will not be responsible for any delay in flights, whether due to adverse weather conditions, due to the action of air traffic controllers, airport authorities or governments, due to the rescheduling of airline flight schedules, mechanical problems, strikes, industrial actions or measures or any other reason.



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**J) Our responsibility:** Centinela Explora accepts responsibility for ensuring that the trip the Client books with them is provided as described in the final version of the travel program that the Client will receive upon arrival and that the services are within the reasonable standards. Centinela Explora acts solely in its capacity as agent under legal conditions which, while contemplating every possible precaution, do not hold it responsible for injury, illness, damage, loss, additional expenses, accidental delays or other irregularities that may be caused either by actions deliberate or negligent acts or omissions made by companies or individuals providing or engaged in transportation, accommodation or other services related to the performance of the trip, or due to natural disasters, social unrest or other causes.

**K) Terms and Conditions of the Website:** The intellectual works contained in this Website, including design, text and images, are the property of Centinela Explora EVT or its licensors, unless expressly stated otherwise. Global intellectual property laws and treaty clauses protect all content on this website. In accordance with these terms, you and other users of the website are prohibited from:

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