

AMAZON RIVER LODGE

HELICONIA

by TERRAVERDE *Hotels*



PAYMENT POLICY AND CANCELATIONS

COMMERCIAL OFFICE

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PAYMENT POLICY

FIT (1-9 passengers):

For FIT total payment has to be completed 15 days before the program starts.

Groups (more than 10 passengers):

For groups we ask for a prepayment of 50%, 45 days before their arrival. They also have to send the rooming list. The balance has to be paid 30 days before the arrival of the group.

CANCELATION PENALTIES

FIT:

- 15 days before the passenger's arrival: no cancellation fee.
- From 14 to 5 days before the passenger's arrival: 30% for administrative costs will be charged.
- Less than 5 days: 100% is not refunded.

Groups:

- 45 days before passengers' arrival: no cancellation fee.
- From 44 to 15 days before passengers' arrival: 50% for administrative expenses will be charged.
- Less than 15 days: 100% is not refunded.

VARIATION IN ITINERARIES

- Because Heliconia Lodge takes the necessary preventive measures, it will not assume responsibility or expenses due to damage or loss caused by nature and reserves itself the right to change or void any tour (if necessary) in protection of our guests security.
- The itinerary of our programs in our Lodge may vary depending on weather conditions, the season of the year that regulates the level of rivers and wild life cycles, with the purpose of protecting their natural habitat. The itineraries may also vary due to changes in local flight schedules.

SPECIAL RATES FOR TRAVEL INSPECTION OF TRAVEL AGENTS

The requests must be sent via e-mail by the Head of the Area to info@amazonrex.com

The rate that will provide will depend on the occupation and season.