

By making a booking / reservation you are confirming that you are in agreement with the following Booking Conditions.....

1. The rates provided for you are available ONLY through Alpaca Samka Ltd., and are subject to availability and we reserve the right to make changes when necessary and without warning.
2. Once you have advised us of payment and it has been processed, we will email your CONFIRMATION VOUCHER to you, which MUST BE retained for ticket purposes.

All transactional and charge information will be shown on your Receipt/Invoice.

Alpaca Samka Ltd. takes no responsibility if you lose the voucher(s).

3. Due to processing requirements, on occasion Alpaca Samka Ltd. is unable to confirm a reservation immediately. Below is the usual response time taken to confirm reservations when immediate confirmation is not available:

- * 1 day - when the reservation is made during our local working hours on a working day.
- * 1 to 2 days - when the reservation is made at a weekend or coincides with a South American public holiday.

Disclaimer: Whilst we endeavor to process your booking / reservation request within the time guidelines shown above, unfortunately at times we are unable to finalize your request within this limit. Circumstances that may cause delays in replying to you include international public holidays and time zone differences.

4. Cancellations: If you wish to cancel your booking after a voucher has been issued, a cancellation fee will apply, in accordance with our company policy. The cancellation fee varies according to the service specified in your booking as well as your check-in date.

Important note -The default currency to be used for cancellation fees will either be USD\$ or GBP£.

- * If you cancel after the voucher(s) has/have been issued, but NOT LESS THAN 30 (THIRTY) DAYS prior to the check-in date, NO nominal cancellation fee will apply.
- * If you cancel after the voucher(s) has/have been issued, but NOT LESS THAN 15 (FIFTEEN) DAYS prior to the check-in date, a nominal cancellation fee will apply, in accordance with our company policy. A cancellation fee will be charged on this occasion of 50% of the value of the service(s).
- * If you cancel after the voucher(s) has/have been issued, but NOT LESS THAN 7 (SEVEN) DAYS prior to the check-in date, or fail to arrive to take up the service(s) issued as indicated on the voucher(s), a 100% no-show cancellation fee will apply.

5. All cancellations must be made IN WRITING using one of the following methods:

- * Email to Customer Support: sales@alpacasamka.co.uk
- * Registered post to Alpaca Samka, The Red House, Pillows Green, Staunton, Gloucester, GL19 3NU

When you contact us, we require the following, so that we may efficiently process your request and reply to you:

- * Your Booking / Reservation ID Reference Number
- * Email Address used in the booking
- * Name and Surname used in the booking
- * Telephone contact number

A cancellation must be confirmed back to you by one of our consultants. If you have not received a confirmation of the cancellation within 24 hours after submission, it means we have not received it and you must re-submit it.

6. If you wish to amend your booking, a nominal amendment fee of GBP£25.00 will apply.

Please note: the fee will apply per each amended booking. For example, if you have made 2 bookings for 2 excursions / transfers in South America, and are making amendments to both, you will incur a fee of GBP£25.00 x 2 = GBP£ 50.00

Any amendment advised to us within 4 days of your arrival date or once you have arrived in South America, will be treated as a late amendment. Late amendments are subject to a fee of GBP£25.00. The late amendment fee will apply per each amended booking. For example, if you have made 2 bookings for 2 excursions / transfers in South America, and are making amendments to both, you will incur a fee of GBP£25.00 x 2 = GBP£ 50.00

If a Late Amendment Fee is applied, the nominal amendment fee will not be charged.

For shore excursions, should you require a change, a booking from one port location to another port location, you will NOT be charged an Amendment Fee. This will be considered as a cancellation of an existing booking, and a Cancellation Fee will apply.

In order for us to ensure accuracy, we will only accept amendments IN WRITING. We will not accept amendments over the phone, unless the matter is extremely urgent and circumstances dictate.

Amendments must be submitted by either:

- * Email to Customer Support: sales@alpacasamka.co.uk
- * Registered post to Alpaca Samka, The Red House, Pillows Green, Staunton, Gloucester, GL19 3NU

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Please try to give us as much notice as possible to allow for sufficient time to contact the local operators concerned and to be able to get a new voucher sent to you.

An amendment must be confirmed back to you by one of our consultants. If you have not received a confirmation of the amendment within 24 hours after submission, it means we have not received it and you must resubmit it.

Important Note:

If you require us to correspond with an email address that is not the one used in the original booking or the one via which the amendment was sent, please include the new details with the amendments required.

Whilst we will endeavor to assist, we cannot guarantee we will be able to meet any amendment requests.

7. The client must submit a valid email address on the Reservation Form. This email address will be used for all future correspondence relating to your booking. All care must be taken by the client to ensure that the information provided in the reservation form is correct. It is the client's responsibility to advise Alpaca Samka Ltd if an error in the email address was submitted on the Reservation Form or any other correspondence. Alpaca Samka Ltd. takes no responsibility for any incorrect information submitted.

8. Alpaca Samka Ltd. intends to provide you with all the services that you request from us. In rare cases, when we are not able to honour your reservation due to overbooking or any other circumstances, we will endeavor to offer you an alternative of comparable price and standards. If this occurs, we will contact you via e-mail or phone and request your authorization to proceed with this new booking. If you decline the alternative, and you were already charged for the original booking, a full refund will be given to you as soon as possible.

9. Whilst every effort is made to ensure your requested shore excursion, day excursion or transfer is available, all additional requests (special bilingual services, etc.) are subject to availability and cannot be guaranteed by Alpaca Samka Ltd.

10. Disclaimer: Alpaca Samka Ltd. makes its best efforts to ensure that all the information that appears on its website is accurate. However, Alpaca Samka Ltd. does not accept liability for any errors and/or omissions and reserves the right to change the information published at any time and without notice.

11. Complaints: In the case of any problem or complaint, it is imperative that the client informs Alpaca Samka Ltd. at the earliest opportunity in order that we have the chance to rectify the situation as quickly and efficiently as possible. Any complaint, which cannot be resolved locally, must be notified in writing to Alpaca Samka Ltd. within 3 (THREE) DAYS of the end of the service provided. A copy of the complaint must be also be submitted to, and signed by the guide or driver. If a client fails to follow this procedure this may hinder the ability of Alpaca Samka Ltd. to rectify the complaint and reduce or forfeit any claim the client may have.

12. Excursion Information: Alpaca Samka Ltd. has inspected the majority of its featured trips and every effort has been made to describe these as accurately as possible. However, Alpaca Samka Ltd. cannot accept responsibility for third party facilities, trip timings, and items subject to local conditions (e.g. cloud covering mountain views) which are temporarily not available, are under renovation or not suited to individual tastes and preferences. Redecoration and maintenance is necessary to the upkeep of any public establishment and may take place without prior warning, whilst the operator supplier will endeavor to

keep inconvenience to a minimum. Alpaca Samka Ltd. cannot accept responsibility for any disturbance or inconvenience to the client beyond their control, nor for accidents in a public establishment or any loss caused by public establishment management or staff.

13. Alpaca Samka Ltd. does not accept liability for any indirect or consequential loss arising out of the use of, or connected with, its website or for any products or services purchased from its website.

14. Alpaca Samka Ltd. makes no warranty or representation about the suitability of any product or service purchased by the customer. Where permitted by law, the liability of Alpaca Samka Ltd. shall not exceed the price of the product or service purchased by the Customer.

15. Insurance: We consider adequate travel insurance to be essential. Please read your policy details carefully and take them with you on holiday. It is your responsibility to ensure that you have adequate insurance cover for your particular needs. We are not in a position to check alternative insurance policies.

16. Force majeure: Except where otherwise expressly stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance is prevented or affected by, or you otherwise suffer any damage or loss as a result of, "force majeure". In these Booking Conditions, "force majeure" means any event which we or the local supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

17. Special requests and medical problems: If you have any special request, you must advise us at the time of booking. Although we will endeavor to pass any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be met unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed onto the supplier or the inclusion of the request on your Booking Confirmation and Invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfillment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

18. Booking Condition amendments: Alpaca Samka Ltd. reserves the right to amend the above booking conditions as and when required without any due notice.