

# COST AND CANCELLATION POLICIES

## Land Costs

Your trip includes airport transfers, accommodation and meals (as specified on your itinerary), a trip leader, guides, porters (where needed), drivers and cooks. Please see your itinerary for what equipment and gear is supplied and what you are expected to bring. Items that are typically not included in your trip price are International airfare, charter flights or internal airfare, park fees, trip insurance of any kind, gratuities, excess baggage charges, airport taxes (if any), immunizations, and items of a personal nature (sodas, alcoholic beverages, laundry, phone calls, room service, mini bar etc.).

## Additional Charges

- **Single Supplement**  
All prices are based on double occupancy. If you are traveling alone a Single Supplement surcharge will be applied to the total cost of your trip if we are unable to match you with a roommate of the same gender (when available). This charge depends on your itinerary and number of nights spent in hotels or lodges. We will not know if this charge will apply until 30 days prior to the departure date. You may also, of course, request to room alone and elect to pay the Single Supplement if available.
- **Extra Accommodation**  
If you fly in early or stay late, we are happy to book you extra nights at available hotels. This is not included in the trip cost.
- **Trip Extensions**  
We are delighted to arrange extensions to your Bio Bio tour. Depending on the destination, this may be a week at the beach, an extra hiking tour or a few days touring a city.
- **Airport Transfers**  
We can arrange special airport pick-ups / drop-offs if you arrange a trip extension or if you arrive early or stay late. As you are not traveling with the group, this is NOT included in the trip cost.

## Payments

- \$1,000 deposit due at the time of booking -
- Trip Balance in full, due 90 days prior your departure date -

*(A 3% credit card processing fee will be charged to all balances.  
To avoid this fee, you have the option to send in a check.  
No credit card fee will be applied to your \$1,000 deposit.)*

## Cancellation Policy

Non-refundable booking fee = \$500 per person retained  
Notice given 4 months or less, prior to departure = \$1,000 deposit retained, per person  
Notice given less than 90 days prior to departure = No Refund

***If Bio Bio Expeditions cancels a trip due to not meeting our minimum numbers or as a result of a travel ban, travelers may transfer all monies remitted to Bio Bio Expeditions to a new departure of the same itinerary.***

## **Travel Insurance**

Bio Bio Expeditions recommends that you purchase a travel protection plan to help protect you and your travel investment against the unexpected. For your convenience, we offer travel protection through Travelex Insurance Services. For more information on the available plans or to enroll, click [here](#) or contact Travelex Insurance Services at 800-228-9792 and reference location number 05-8655. Travelex Insurance Services, Inc CA Agency License #0D10209. Travel Insurance is underwritten by, Berkshire Hathaway Specialty Insurance Company, NAIC #22276. 55Y

## **LIABILITY POLICY**

Bio Bio Expeditions World Wide, its owners, agents, outfitters, and employees give notice that they act only as agents for the said company and assume no responsibility for injury, loss or damage to person or personal property resulting from the expedition or connected activities other than through gross negligence on behalf of Bio Bio Expeditions World Wide, its owners, agents, outfitters and employees. On advancement of deposit, the depositor agrees to be bound to aforementioned terms and conditions. (Indemnity form)

Bio Bio Expeditions Inc. shall not be liable for: (a) expenses such as additional hotel nights and meals not specified in the individual trip itineraries that may be required either en route, prior to, or following a trip, when caused by individual clients' travel arrangements, by airline scheduling or airline schedule changes, canceled flights, missed flight connections, or by other factors not under Bio Bio Expeditions control; (b) expenses incurred in recovering luggage lost by airlines, belongings left behind on a trip, or in shipping purchases or other goods home from abroad; (c) bodily injury or property damage for any reason, including but not limited to acts of God, weather, quarantines, strikes, civil disturbance, theft, default, detention, annoyance, changes in government regulations, terrorism, war, or failure of conveyance to arrive or depart as scheduled, etc., over which it has no control.

Bio Bio Expeditions Inc. reserves the right to take photographic or film records of any of our trips, and may use any such records for promotional and/or commercial purposes.

### **Cost of Delays**

The cost of delays is not included if any trip is delayed due to bad weather, trail conditions, river levels, road conditions, transportation delays, government intervention, sickness or other contingency for which Bio Bio Expeditions or its agents cannot make provision.

### **Cost Increases**

Trip Costs and/or Land Costs are subject to increase without prior notice, even after you have signed up on the trip. We often publish our prices more than a year in advance. Between that time and the time of the trip's actual departure, we are occasionally faced with significant cost increases that we cannot absorb, i.e. international currency fluctuations, fuel surcharges, or increases in cost of services. We regret this situation, and we do everything we can to avoid raising prices, but sometimes it is unavoidable. We will do our best to limit such increases and will notify you at least two months before departure.

### **Flexibility of Itinerary**

The itinerary as stated for each tour must be taken only as an indication of what each group may accomplish, and the client acknowledges that the nature of this type of travel requires significant flexibility and should allow for changes. As such, the stated itinerary is not a contractual obligation on the part of the company. The client understands that the amenities, type of transport, route, schedule, and itineraries may change without prior notice due to local circumstances or events. Events causing these changes may include mechanical breakdown, flight cancellations, illness, strikes, political disputes, weather, border crossing problems, and other unforeseeable factors.

Bio Bio Expeditions Inc. reserves the right to substitute both trip leaders and hotels from those listed on our itinerary without notice.

### **Trip Cancellations**

Bio Bio Expeditions reserves the right to cancel trips that are below the trip minimum (usually 6 persons). All trip members will be notified a minimum of 30 days before the trip departs and will receive a full refund. In the event of trip cancellation, Bio Bio Expeditions is not responsible for additional expenses incurred by trip members (e.g. nonrefundable "advance purchase" air tickets, medical expenses, and passport and visa fees).