



MONSERRAT BOOKING AND CANCELLATION POLICIES 2009

BOOKING POLICIES:

All space requests and reservations must be sent in writing to: info@vianatura.com for local Ecuadorian operators or sales@vianatura.com for international tour operators and travel agencies.

To confirm any reservation for the Monserrat a deposit of 20% (no refundable) per passenger is required. Only when the deposit is received, the booking is re-confirmed.

If no deposit is received within 8 business days of the booking, the reservation request will be cancelled automatically.

Final payment (balance) must be done 60 days prior departure of the cruise.

Any adjustment to the above arrangements can be confirmed only by the Reservations Department and must be in writing to be valid.

- **Monserrat Booking and Cancellation Policies are subject to change without prior notice. All confirmed bookings as well as new ones will be readjusted accordingly.**

CANCELLATION POLICIES:

Monserrat Yacht (2009):

For Individual Passengers:

- Cancellations made with more than 120 days before the cruise date will be retained 20% of the cost of the cruise.
- Cancellations made between 119 to 60 days before the cruise date will be retained 30% of the cost of the cruise.
- Cancellation made between 59 to 30 days before the cruise date will be retained 50% of the cost of the cruise.
- Cancellation with less than 29 days before the cruise will be charged 100%.

For Charters:

- Cancellations made with more than 120 days before the cruise date will be retained 20% of the cost of the cruise.
- Cancellations made between 119 to 90 days before the cruise date will be retained 30% of the cost of the cruise.
- Cancellation made between 89 to 45 days before the cruise date will be retained 50% of the cost of the cruise.
- Cancellation with less than 44 days before the cruise will be charged 100%.

Any changes to the above arrangements are not valid unless confirmed in writing by the reservation department.

All cancellations must be send in writing to info@vianatura.com or sales@vianatura.com.

PRINCIPAL: Av. República del Salvador E9-10 y Shyris, Edif. Onix, Piso 10 Of. 10 A

Tel: (593) 2 469847 - 469846 – 2253402 Fax: 2 253443

Quito- Ecuador.

WEB SITE: www.vianatura.com **E-MAIL:** info@vianatura.com



ADDITIONAL INFORMATION AND CONDITIONS

PASSENGER INFORMATION:

Montserrat Cruise requires this information:

- 1.- Full names of all passengers as they appear on the passport, passport number, expiration, nationality and date of birth.
- 2.- Hotel contact in Ecuador prior of the cruise, or name of tour operator in Ecuador if this is not Montserrat Cruise.
- 3.- Any special dietary request, allergies or medical conditions.

All this information would be received no less than 30 days prior to the departure, except for last minute bookings.

PREVENTION OF MISCONNECTING FLIGHTS:

We recommend that all passengers traveling to Galapagos arrive to Ecuador two days prior to their cruise to avoid for potential flight delays and misconnection. Montserrat Cruise is not responsible, if passengers do not arrive on time to take flight to Galapagos.

FLIGHTS TO GALAPAGOS:

Flights to Galapagos for Montserrat Cruise's passengers are serviced by AEROGAL Airlines from Quito and Guayaquil to Galapagos. Reservations and tickets for confirmed passengers traveling on the Montserrat Cruise will only be issued by Via Natura.

On the day of departure, please be at the airport in Quito or Guayaquil two hours prior to departure for check in. Please meet the Via Natura representative at the Aerogal Airline ticket counter. He or she will provide you with boarding pass and return flight coupon.

We suggest you avoid making international connections the same day as the flight may be delayed or changed to an alternative flight.

Flight schedules can always change and delays can arise. Via Natura - Montserrat Cruise are not responsible for them.

MONSERRAT CABIN DETAILS:

LOWER DECK

Cabins 1 & 2 have one matrimonial double bed.
Cabins 3 & 4 have two twin lower beds.

UPPER DECK

Cabins 5, 6, 7 & 8 have two twin lower beds

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RATES INCLUDE:

Cabin accommodation, all meals, guide services, shore excursions, transfers in the Islands between the Airport and the boat.

RATES DO NOT INCLUDE:

Airfare to Galapagos

Galapagos fee USD 100.00 (Subject to change)

Galapagos Control Transit Card USD 10.00 (Subject to change)

Snorkel equipment.

Wet suits.

Alcoholic and non – alcoholic beverages, gratuities to guides and crew, purchases on board, travel insurance.

SNORKELING EQUIPMENT:

Masks, fins and snorkels in average sizes are available on board with extra cost per cruise length. There is no guarantee there will be enough equipment and in all sizes.

NIGHTS	USD
7	USD 25.00
4	USD 20.00
3	USD 15.00

Passengers will give a credit card voucher or in cash the amount of USD 60.00 as a guarantee for the equipment.

Prices subject to change without prior notice.

Monserrat can provide wet suits for passengers. However, there is no guarantee there will be enough equipment and in all sizes.

NIGHTS	USD
7	USD 35.00
4	USD 25.00
3	USD 20.00

Passengers will give a credit card voucher or in cash the amount of USD 150.00 as a guarantee for the equipment.

Prices subject to change without prior notice.

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RATES:

NATURALIST CRUISE

FIT'S

NIGHTS	LOWER DECK	UPPER DECK
7	USD 2.700	USD 2.900
4	USD 1.800	USD 2.000

CHARTER

NIGHTS	CHARTER
7	USD 40.500
4	USD 28.500

Prices subject to change without prior notice.

* Please add fuel surcharge according to the cruise length.

* SINGLE SUPPLEMENT IF NOT SHARING: 70%

* CHILD DISCOUNT: 25% (Child must be under 12 years)

All rates are subject to change. In case of increase in fuel prices, a fuel surcharge will apply.

FUEL SURCHARGE:

Add net fuel surcharge per pax according to the service (fit's or charter) cruise length.

FIT'S (NET PER PAX, ADULT OR CHILD)

NIGHTS	USD
7	168.00
4	96.00

CHARTER (NET PER CHARTER)

NIGHTS	USD
7	2000.00
4	1400.00

Prices subject to change without prior notice.

All rates are subject to change. In case of another increase in fuel prices, an extra fuel surcharge can apply.

PURCHASES ON BOARD:

Every passenger can open a tab at the bar and boutique, which are paid the last day of the cruise. No consumption can be made without registering it on the bar tab with the BARMAN.

We accept cash (US Dollars).

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**ITINERARY:**

Passengers will be advised that the first and last days of the cruise are considered transportation days and no island visits are guaranteed.

Itinerary is subject to change without prior notice due to weather, logistical, government or operational reasons.

TRAVEL INSURANCE:

We recommend that passengers purchase a comprehensive travel insurance policy to protect themselves from any potential loss before and during your trip. Insurance is optional and recommended to protect against losses due to trip cancellation and interruption, travel and baggage delay, emergency assistance, medical expenses and evacuation.

Monserrat Cruise will not be responsible for any financial disappointment caused by reasons beyond our control and no refunds or partial refunds will be given for late cancellations or no shows due to any reason.

CHILD DISCOUNTS:

We allow only one child discount per every adult fare paid. Monserrat Cruise may limit the number of child discounts permitted on any departure.

Child discounts are applied to cabins on the lower deck

No child discounts are permitted on cruises that fall over the Christmas and New Year's holidays.

Children under 7 years of age are not accepted unless the parents or legal guardians sign a hold harmless release.

WIRE TRANSFER INFORMATION:

Account Name: Viajes Via Natura Vinatura Cia. Ltda
Account Number: 004102363
Bank Information: International Finance Bank
Address: 888 Brickell Ave. Miami, Florida 33131
ABA Routing Number: 067011692

OR in ECUADOR TO:

Account Name: Viajes Via Natura Vinatura Cia. Ltda
Account Number: 6084277018
Bank Information: Banco M&M Jaramillo Arteaga
Saving Account

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