

## I RESERVATION DIRECTIVES

All services must be booked written at least 72 hours in advance (except short-term bookings).

## II PAYMENT TERMS

The full amount of the booked services must be transferred in advance to the bank account mentioned below. Please send the confirmation of the payment to the e-mail: [info@fincapalmonte.com](mailto:info@fincapalmonte.com).

### Payment methods

- Deposit or bank transfer

#### Account:

- Recipient: Alexander Guevara Soria
- Bank: Banco Pichincha
- Bank account number: 472 909 87 00
- BIC/SWIFT: PICHECEQ

\* For bank transfers from abroad, we will charge USD 10 (incl. VAT) for the bank fees.

- Cash (snacks, not included drinks and recently booked hikes or programs)

## III CANCELLATION TERMS

All cancellations (accommodation, meals, tours or programs) must be made by an e-mail.

- Cancellation up to 30 days in advance: 100% refund of the paid amount
- Cancellation from 29 to 15 days in advance: 50% refund of the paid amount
- Cancellation from 14 to 0 days in advance: 0% refund of the paid amount

\*If you have to leave earlier, there will be no refund.

\*In the case of a cancellation, any fees and taxes (depending on the amount and country) will be charged from your refunded amount.

Should your booked hikes not take place due to weather conditions, the full amount of the booked service will be refunded to you in cash. The rest of the program can be done in a normal way.