



**ULTREIA
Y SUSEIA**

Payment Policy

The balance of your tour payment is due 60 days prior to the departure date. If the tour you select begins within 60 days of booking, final payment is due at that time. Failure to receive the remainder of your trip balance by the due date will be considered a cancellation.

Cancellation Refund Policies

All cancellations must be made in writing. Cancellation fees are according to the following table:

Cancellations received 121 or more days prior to trip start: 25 0€

Cancellations received 120 – 61 days prior to trip start: 5 00€

Cancellations received 60 – 31 days prior to trip start: 50% of trip price

Cancellations received 30 days or less prior to trip start: 100% of trip price

No refunds will be issued due to the late arrival / early departure / unused portion of a tour. If we are notified of tour date changes 5 months prior to the start of your originally scheduled tour, you can apply your tour deposit to another tour date without penalty. This tour date can be up to 1 calendar year in advance and is subject to availability. Otherwise, the above Cancellation Fees will be applied.

Waiver of Claims

The customer agrees to release Ultreia y Suseia, Lda., its directors, employees, agents, representatives, collaborators, and independent contractors (all denominated Ultreia y Suseia, Lda. terms, Conditions and Cancellation Policy 'Agents') from and against all claims, actions, causes of action, costs, expenses and demands of any nature or kind whatsoever in respect to death, injury, loss or damage to him/her, wheresoever and howsoever caused arising out of, or in connection with my taking part in the Activity provided by Ultreia y Suseia, Lda. or while traveling to and from the activity notwithstanding that the same may have been contributed to or occasioned by any act including, without limitation, negligence of Ultreia y Suseia, Lda. and/or any one or more of its 'agents'.

Ultreia y Suseia

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Ultreia y Suseia reserves the right to change, modify, or cancel a tour prior to departure for any reason, including lack of participants (minimum 6 participants) or acts of nature and/or circumstances beyond our control. In this case, any payments received will be refunded in full and this will constitute full settlement. Ultreia y Suseia is not responsible for any additional expenses due to a canceled tour, such as the purchase of non-refundable airline tickets.

Ultreia y Suseia reserves the right to accept, refuse, or decline any tour member's participation at any time for any reason. In such a case, Ultreia y Suseia liability is limited to the actual cost of the unused services.

We strongly suggest the purchase of travel and trip cancellation / interruption insurance, as we cannot make exceptions to our cancellation policy.

Not included in our guided Tours

- International & Regional/Domestic Air
- Destination Arrival and Departure Taxes
- Travel insurance and health insurance
- Passport or Visa Fees
- Tours, meals and other services indicated as on your own or not specified in the itinerary
- Personal items and services such as souvenirs, alcoholic drinks, laundry, phone calls, etc.

Thank you for your reservation with Ultreia y Suseia!

We look forward to traveling with you!

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