



Terms and Conditions

Full-day or half-day excursions in regular service

The places to be visited are subject to change on the same day of the excursion in case of adverse weather conditions.

The ending time of this activity may be modified due to weather conditions, so we recommend **not purchasing tickets to leave the area until at least three hours after the scheduled return time**, or planning your departure for the day after the tour ends.

Excursions will not be available on December 25th and January 1st.

Cancellations made **at least 48 hours in advance** will receive a 100% refund, depending on the payment method used. Please check the specific conditions of each product in case you need to cancel within less than 48 hours.

If the passenger does not show up at the scheduled time for the excursion, no refund will be issued.

Cancellation due to weather conditions: a full refund will be issued if the company cancels before the service begins.

Once the activity has started, no refunds will be given, as these situations are considered beyond the company's control.

If compensation is offered for any special situation, it will be agreed upon with the participants and determined based on the course of the travel program.

Important: no excursion includes accident insurance.