



## **GENERAL CONDITION OF THE LAND**

### **TRANSPORTATION SERVICE-TOURS**

The company constantly updates the travel service descriptions, but do not guarantee that the itineraries are the same in each place and date of visits.

Please note that this is a shared service, so you are requested to be ready at your Hotel one hour before departure (specified in the same tour), so that the Local Tour Operator will pick you up, only in cases where apply departure from your Hotel. Otherwise you must be in the meeting place indicated by the Tour Operator and that is clearly described in the chosen tour. It also applies to private services.

The tours are, with estimated times and coordinated by the driver or guide, who will give the indications of the case during the tour. If you do not respect these indications, the return to your place of origin or point of departure will be under your responsibility. There will be no refunds or extra payments for any expenses incurred by the customer.

On waterfalls or lakes, if you decide to take a bath, you must bring extra clothing to change, as the operator will not allow access to the transport unit with wet clothes.

It is not allowed to consume food and drink inside the transport units.

For cancellations of the service, apply the ones specified in our page in each tour.

The company Tour Operator and Syctravel.com, are not responsible, and there will be no reimbursement for special situations where the service could not be carried out, such as adverse weather conditions, roadblocks, demonstrations, or any other special situation outside of, our operational control. In case of not being able to reach the destination point, due to the situations mentioned above, the Tour Operator will only be limited to returning the passengers to the original point of departure.

The client has, with traveler's insurance of wide coverage, in the services that clearly describe it at the time of choosing.

The Tour Operator is not responsible for objects forgotten during the tours or in the same transport units.

In the tour services, NO GUIDES ARE INCLUDED, the driver will give the corresponding explanations in our language, Spanish. If you need guidance in your native language, you must request it as an extra service and the cost must be paid separately, not included in the cost of the tour.

In the visit to indigenous communities, it is totally prohibited to take photographs inside and outside the temples or churches, if this is done, it will be at your own risk. It is very important to respect the indications of the guide / driver, so as not to incur any misuse of the customs and practices of the indigenous communities visited or archaeological sites, in which, for conservation and respect to the ruins there are restrictions that will be previously announced.

Syctravel.com, refuses any responsibility regarding the service provided by the Tour Operator, in any destination, in any of its parts or items, as it is a reservation service and act only as an intermediary or facilitator of the client. Any claim must be submitted directly to the Tour Operator no later than three days after having performed the service.

We wish you a happy journey and a happy stay at the destination.