



Dagron Tours

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TERMS AND CONDITIONS

Hotels /lodges/resorts

GRADING

You have selected a tour in the least traveled South American destinations where hotel ratings are not similar to those international brands. Standards in class may vary from one hotel to another in different countries, or even in the same country. For example city hotels often have higher standards than an eco resort or lodge in the interior where the local fare ranges from rustic and basic to comfortable facilities.

EARLY ARRIVAL OR LATE DEPARTURE

Generally, in hotels/resorts/eco lodges, worldwide, rooms are available between approximately noon and 3 pm, and should be vacated between 10am and noon, irrespective of your arrival or departure times, unless we have stated otherwise. If you require a room earlier than the time specified (above), it is possible to reserve the room for an additional nightly rate. Guests will pay for this additional cost if applicable.

ROOM UPGRADE

It is possible to offer a room upgrade upon request at an additional cost which should be paid directly to Dagron Tours prior to occupying the selected room.

ALTERNATIVE ACCOMMODATION

Dagron Tours does not control the day to day management of hotels, resorts or lodges in any country, and therefore, may not be advised in time of any reserved accommodation been overbooked. In the (extremely rare) event of this happening prior to your departure or on arrival at the hotel/lodge/resort Dagron tours will endeavour to provide accommodation of at least the same/similar standard in the same or nearby area. If only accommodation of a lower standard is available we will refund the difference of the price between the

accommodation booked and that available. Dagon Tours reserves the right to offer similar accommodation if the listed hotel is unavailable at the time it is required.

ACCOMMODATIONS IN THE INTERIOR

Dagon Tours take care in selecting the most appropriate accommodations for your satisfaction- most of the lodges range from basic to comfortable eco lodges and river resorts. Standards vary in terms of facilities, however, service can be of very high quality.

WATER/ELECTRICITY SUPPLIES

It is rare to find disruptions in water supply in Georgetown Hotels, and where these occur, they do not last for long periods at a time. Hotels do everything possible to maintain full services. Some interior lodges do experience some disruptions in their electricity and water services. Limited rainfall can put further pressure on their provision. In addition, Interior lodges and River Resorts (with the exception of a few) often utilize generators to provide electricity for 3-6 hours. Few resort and lodges have resorted to Solar power.

DIET RESTRICTION AND MEALS

The client should ensure that dietary issues/restrictions are highlighted and the company is made aware of these issues prior to travel. This will be clearly stated in when booking a tour with us. Once prior notice is given, hotels lodges and resorts do comply with such issues. With regard to special requests, however, there are no guarantees that you will be able to get special international menus as the fare in interior lodges is more local. In addition, where camping and hiking is undertaken, your meals will be prepared over open fire and by local guides. As a general rule, most of the lodges/resorts provide meals harvested from their gardens and farms and, where possible, would extend themselves to preparing more international menus. The provision of any special request does not constitute a term of your contract with us.

GENERAL HEALTH REQUIREMENTS

Many of the tour packages offered by Dagon Tours are unsuitable for persons with serious disabilities or reduced mobility (including those confined to a wheelchair). Therefore, in the interest of safety and comfort, we will need notification of such disabilities, in order to make informed decisions about the tour as a whole. Alternatively, persons can have an able bodied carrier to assist.

AUTHORITY ON TOUR

Dagron Tours or its representatives make all final decisions on all matters which will likely endanger your safety, well being and enjoyment of the tour. Persons must at all times strictly comply with the laws, customs, and foreign exchange and drug regulations of all countries visited. Should the you fail to comply with the above or commit any illegal act when on tour or, if in the company's opinion, your behavior causes or is likely to cause danger, distress or annoyance to others we may terminate your travel arrangements without any liability on the company's part.

LOCAL CULTURE

Many of the areas to be visited are remote and cultures of the people most likely different to what you are accustomed to. These communities welcome visitors under the conditions that their customs, habits and rituals are respected at all times. Dagron Tours will endeavor to provide appropriate guidance to visitors as to correct behavior whilst in these communities. The company reserves the right to cancel a visitor's tour, at any time, should their behavior be inappropriate and offensive to the local communities.

CHANGES IN TOUR ITINERARY/PROGRAMME OR LODGING

Many eco lodges and ranches are found in remote areas of the Guyanas. By nature they are perfect places to observe wildlife in their natural environment. It should be noted, that conditions are not always perfect. The ever changing weather pattern, bad road conditions, or rough terrain may cause disruptions making it necessary to make changes to the accommodation, causing some changes to the routing or order of our advertised itinerary. In the event of rough road conditions, bad weather or other elements beyond our control, we may have to alter some aspects of the tour. Times of some activities may need to be changed or even canceled due to the conditions. If an activity is canceled it will be replaced with an alternative activity that is more appropriate for the conditions. Advance notice will be given for any changes where possible, although at times changes may be made whilst the tour is in progress.

FORCE MAJEUR

Dagron Tours is not liable for any cancellations or changes made to your holiday package if it is a result of unavoidable, unusual or unforeseeable situations outside our control. Conditions such as unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by an airline or main charterer, the changes of the airline or aircraft type, war or threat of war, civil strife, industrial disputes, natural disaster, bad weather, epidemic or terrorist activity.

INTERNATIONAL/LOCAL FLIGHT DELAYS

Dagron Tours is not responsible for any flight delays or loss of connecting flights for international , regional or local travels, but will do our best to assist you with alternative arrangements if possible once we have been contacted. Dagron Tours will not be liable in any way for expenses incurred for alternative flights or transfer options, canceled hotel due to no show, or any other problems associated with cancellation of flights. We can assist in re-booking hotels/lodges/ services, however, at the discretion of the suppliers of these services. Should any delay in flights or otherwise occur we urge you to contact us at our emergence number provided when the tour is confirmed.

WILDLIFE SIGHTINGS IN THE JUNGLE

Dagron Tours offer tours to known wildlife habitats. However, we cannot guarantee any sightings and cannot be held responsible if no sighting is made due to the wildlife itself, weather, or any other elements beyond our control.

Booking & paying and Cancellations:

PAYMENT

All rates are quoted in US dollars, unless otherwise stated. Rates are correct at the time of publishing, but are subject to change without notice. Due to fluctuating world fuel prices internal airfares cannot be guaranteed and rate is therefore subject to change. Every effort will be made to maintain quoted rate once payments are made well in advance and if the increases are minimal. A deposit of 50% is required to confirm any booking and balance of payment is due 60 days prior to commencement of trip. Group deposits will be expected to be paid in FULL in advance of any trip to be undertaken with Dagron Tours. Failure to do so will result in cancellation or postponement,

CANCELLATION BY THE CLIENT

Any cancellation by the client must be in writing and acknowledged by Dagron Tours. The date on which the correspondence is received will determine the loss of any monies applicable:

Terms of cancellation are as follows:

- **60 to 90 days prior to arrival - 5% administration fee.**
- **30 to 60 days prior to arrival - 20%.**
- **2 to 30 days prior to arrival - 50%.**

- **2 days prior to arrival or no show - 100%.**

PASSPORTS/VISAS/HEALTH

The client must be in possession of a valid passport (valid 6 months past the return date), visa (where necessary), permits and certificates including vaccinations certificates (yellow fever or other), insurance policies required for the journey - the client accepts responsibility of obtaining these. Any information or advice given by Dagrón Tours on visas, vaccinations, clothing, special equipment, baggage, climate, etc. is given in good faith but without responsibility on the part of the company.

TRAVEL INSURANCE

It is the client's responsibility to obtain adequate personal travel insurance. This insurance should, as a minimum, cover personal accident, medical expenses and repatriation expenses. It is recommended that the coverage extends to include loss of effects, curtailment, cancellation and all other expenses which might arise as a result of loss, damage, injury, delay or inconvenience occurring to the client.

LOST ITEMS

If you lose any personal items whilst on holiday, please obtain a written report from a local representative, or police, to help with any insurance claim upon your return.

ACCEPTANCE OF RISK & RESPONSIBILITY

Often our tours cover difficult terrain in the interior. We and/or our representatives will take every precaution to ensure your comfort and safety as these trips do have some elements of risk. By taking part in this tour you acknowledge that there are indeed risks and that you are fully aware of the conditions of travel, accommodation and activities offered. You accept that Dagrón Tours, its staff and sub-contractors cannot be held liable for any accident, illness or similar occurrence. You hereby accept all such risk and release the company from all claims and causes of action arising from any injuries or damages resulting from these inherent risks.

SEVERABILITY

In the event that any term or condition contained herein is unenforceable or void by operation of law or as being against public policy or for any other reason, then such term or condition shall be deemed to be

severed from this Agreement or amend accordingly only to such extent necessary to allow all remaining terms and conditions to survive and continue as binding.

Payment for a tour is taken as acknowledgement and acceptance of all of the above terms and conditions.