



Ecuador Wonders Terms and Conditions

Booking & Payment Conditions

- Ecuador Wonders will confirm and secure the requested services once the applicable payment conditions have been fulfilled.
- All payments must be received, credited, and cleared within the deadlines specified in the applicable Ecuador Wonders booking and cancellation policies.
- All payments must be made in US dollars (USD). Any bank charges, transfer fees, or other costs associated with the payment are the responsibility of the client.
- Written confirmation is required for any booking confirmation, modification, rescheduling, or cancellation. Clients must obtain written confirmation from Ecuador Wonders acknowledging receipt of their request.
- Ecuador Wonders will advise the client of any applicable penalties or charges in accordance with the relevant booking and cancellation policies.
- Availability is managed through our booking system. Reservations or spaces may be automatically released if the required payment is not received within the applicable deadline.
- In cases where availability is limited, priority will be given on a first-paid, first-served basis.
- The client is responsible for reviewing and verifying all information included in the invoice issued by Ecuador Wonders and ensuring that payment is made according to the stated conditions. Once a deposit or full payment has been received, Ecuador Wonders cannot be held responsible for discrepancies that were not reported prior to payment, and any resulting claims or refund requests may not be accepted.
- Once full payment has been received and credited to the Ecuador Wonders bank account, a service voucher will be issued to the client.

Payment Policies

The following payment terms apply to confirm and secure reservations:

FIT (Free Independent Travelers):

- At the time of booking, a 20% deposit of the total tour price, calculated net of applicable commissions, is required.
- The remaining 80% balance must be received no later than 70 calendar days prior to the departure date.

Private Charters:

- At the time of booking, a 30% deposit of the total charter price, calculated net of applicable commissions, is required.
- The remaining 70% balance must be received no later than 100 calendar days prior to the departure date.

FIT & Private Charters – Christmas and New Year Cruise Dates:

- At the time of booking, a 30% deposit of the total tour price, calculated net of applicable commissions, is required.
- The remaining 70% balance must be received no later than 131 calendar days prior to the departure date.

All payments must be made in United States Dollars (USD). Any bank charges, wire transfer fees, or other expenses related to the transfer of funds are the responsibility of the client and must be included in the amount transferred.

All payments must be received, credited, and cleared in the Ecuador Wonders bank account by the applicable due date. If payment is not received by the specified deadline, Ecuador Wonders reserves the



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right to release the reservation and/or retain any deposits paid, in accordance with the applicable cancellation policies.

Cruise rates are generally based on double occupancy, with two passengers sharing a cabin. Guests who prefer to occupy a cabin individually may do so by paying the applicable single supplement.

Ecuador Wonders reserves the right to restrict or refuse name changes after a reservation has been confirmed. Name changes, when permitted, may be subject to additional charges or specific conditions.

These payment terms represent our standard policies. However, certain hotels, cruises, tours, and other services may have different booking and payment conditions. In such cases, the applicable terms will be communicated by your Ecuador Wonders account manager at the time of booking.

Passenger Information Required for Final Confirmation

To issue the final confirmation, Ecuador Wonders requires the following information for all passengers no later than 60 days prior to departure, or at the time of booking for last-minute reservations:

- Full passenger name(s) as shown on the passport
- Passport number(s)
- Passport copy for children, when applicable
- Nationality
- Date of birth
- Marital status

Cancellation Policies

The following cancellation policies apply to reservations made through Ecuador Wonders. Specific services, cruises, hotels, and other travel products may be subject to different cancellation conditions, which will be communicated at the time of booking.

FIT Reservations

For individual reservations (FITs), the following standard cancellation fees apply:

- From the booking date until 61 days prior to the service start date: a 20% cancellation fee will apply. The amount paid as a cancellation fee is non-refundable and cannot be transferred to another booking or departure.
- From 60 to 0 days prior to the service start date: a 100% cancellation fee will apply.

Peak Season

For departures during Peak Season, the following cancellation conditions apply:

- From the booking date until 121 days prior to the service start date: a 30% cancellation fee will apply.
- From 120 to 0 days prior to the service start date: a 100% cancellation fee will apply.

Land Services

For land services:

- Cancellations received 15 to 4 days prior to the service start date will incur a 50% cancellation fee of the total service value.
- Cancellations received 3 to 0 days prior to the service start date will incur a 100% cancellation fee of the total service value, plus any additional cancellation fees or penalties applicable to airlines, hotels, transportation providers, or other services included in the booking.

Special Cancellation Conditions

- Deposits paid as part of a reservation are non-refundable and non-transferable unless otherwise stated in the applicable booking conditions.
- In the event of cancellation for medical reasons, appropriate supporting documentation, such as a valid medical certificate, may be required. Where applicable, Ecuador Wonders may offer a credit toward a future booking, subject to the terms and conditions of the reservation.



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- In the event of cancellation due to the death of a passenger, official supporting documentation may be required. Any credit or alternative arrangement offered will be subject to the applicable booking conditions.
- Special cancellation arrangements, credits, or vouchers are subject to availability, validity periods, blackout dates, and other restrictions that may apply to the specific service.

Groups and Private Charters

Groups and private charters may be subject to specific payment and cancellation conditions. The applicable terms will be provided in the quotation, contract, or booking confirmation.

Supplier-Specific Policies

Certain cruises, hotels, tours, flights, and other services may have specific cancellation policies that differ from the standard conditions outlined above. In such cases, the specific conditions applicable to the confirmed reservation will prevail.

Ecuador Wonders will communicate any applicable special conditions to the client prior to confirmation of the reservation.

Contact Information:

Phone: +593 99 836 2005

WhatsApp: +593 99 836 2005 / +593 98 266 8472

Email: operations@ecuadorwonders.com