

## GENERAL CONDITIONS AND RESPONSIBILITIES

**DE UNA Colombia Tours SAS** Tour operator, and henceforth be known as operating agent, acts as an intermediary between users and the entities or persons involved in providing services of air or ground transportation, lodging, food, or any other services contracted through your travel agent and / or tourism enterprises. The entity **DE UNA Colombia Tours SAS** Tour Operator agrees to comply with the above services, with the exceptions specified in these terms and is not responsible for the failure of such entities in implementing their obligations, nor for contingencies arising from strikes, weather conditions, delays, earthquakes, quarantine, as well as material, personal or moral damage, which might suffer loss by the passenger, damage or theft of baggage, or by accidents, illnesses or deaths. Of all the users must claim directly with the companies providing the failed service, in which **DE UNA Colombia Tours SAS** will work as intermediary these "Terms and Conditions" are governed by rules of civil and commercial law and other applicable laws.

### RATES

Prices are provided in USD or EUR, and are subject to change without previous notice, due to a change in the rates given by providers, travel dates, or exchange rate variations.

### ENTRIES

The simple fact to register to attend any of these conditions of travel, means that nothing should be understood or imagined as if it is not included in the programs described, promoted and marketed by **DE UNA Colombia Tours SAS** Tour Operator.

### DOCUMENTATION

All passengers must carry the necessary personal documentation. The Operator assumes no responsibility for the information, withdrawal and refusal of visas.

### CANCELLATIONS

Till 4 weeks before the start of the contract the user can cancel the contract and requested services. **DE UNA Colombia Tours SAS** charges a 15% cancellation fee if the contract does not have conditions that indicate otherwise. The cancellation penalty for flights and/or hotels and or any other service that have been booked through us is subject to the conditions of the cancellation policy of the hotel/airline or other used company. If these conditions foresee a cancellation fee, it will be charged in addition to the 15% mentioned above. If the contract is canceled between 4 to 2 weeks before the start of the contract, DE UNA charges a 25% cancellation fee if the contract does not have conditions that indicate otherwise. The cancellation penalty for flights and/or hotels and or any other service that have been booked through us is subject to the conditions of the cancellation policy of the hotel/airline or other used company. If these conditions foresee a cancellation fee, it will be charged in addition to the 25% mentioned

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above. If the contract is canceled within 2 weeks before the start of the contract the user will not receive any refund unless otherwise mentioned in the conditions of the tour.

### COMPLAINTS

They must be made in writing, via e-mail to [info@deunacolombia.com](mailto:info@deunacolombia.com) or through the travel expert of **DE UNA Colombia Tours SAS** Tour Operator.

### SERVICES

Additional terms and conditions may be applied to reservations, services and other sections of the website, according to the specific service provider and you as the user agree to accept these terms.

### CONCORDANCE

When applying for entry in any travel program, marketed by **DE UNA Colombia Tours SAS** Tour Operator, the client and / or passenger declares that he knows and approves all terms of these "General Conditions" and conditions described in the prospectus or travel schedule in the project-specific travel plan.

Limitations of personal and commercial use. This way can only be used for genuine reservations or purchases and cannot be used for other purposes than those described here. There cannot be any speculative, false or fraudulent reservations. You as the client assume that you have sufficient legal age to use this medium and accept legal and financial obligations involved. You agree that you are aware of all the responsibilities arising from the use of the services of **DE UNA Colombia Tours SAS** Tour Operator caused by you or third parties.

The information, products and other services published on this website may contain inaccuracies and typographical errors. **DE UNA Colombia Tours SAS** Tour Operator, its suppliers and collaborators update periodically the information changes. As a condition to use this website and services, you warrant that you will not conduct any unlawful or prohibited activity of these terms, conditions and requirements listed above.

**DE UNA Colombia Tours SAS** Tour Operator is not responsible for the consequences: war, strikes, thefts, epidemics, quarantine, weather, or other misfortune and circumstances beyond our control while the passenger is enjoying the services of our company.

**DE UNA Colombia Tours SAS** Tour Operator We reserve the right to change an itinerary and / or individual booking and reservations in hotels if necessary for passenger safety and proper operation of the tour due to unforeseen circumstances determined by the company.

**DE UNA Colombia Tours SAS** Tour Operator acts only as agent for the owners and operators of hotel accommodations, transportation companies, attractions and other service providers.

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**DE UNA Colombia Tours SAS** Tour Operator reserves the right to change the booked/published hotel of our programs to an equal or better category if the circumstances so require.

Wherever we (**DE UNA Colombia Tours SAS** Tour Operator) mention on our website any area belonging to the system of Parques Nacionales Naturales, we have to bear in mind that the entrance, and the possibility to stay in the park, will depend, and should be made in accordance with the legal regulations, lineaments, conditions, and other requirements, which have been established by the environmental authority (PNN de Colombia) <http://www.parquesnacionales.gov.co/portal/es/parques-nacionales/>

**DE UNA Colombia Tours SAS**, abides by the publication in its tourism products, the Law 679 of August 3, 2001 issued by the Congress, with provisions which are given to prevent and counter exploitation, pornography and sex tourism with minors. In accordance with the provisions of this act, all persons must prevent, block, tackle and denounce the exploitation, housing, use, publication, dissemination of images, texts, documents, audiovisual archives, use of global information networks, or establishment telematic links of any kind related to pornography or allusive to sex of children. Failure of the above, could lead to criminal liability and / or administrative action.

This implied that all these terms apply to anyone who handles the website, receive and books services of **DE UNA Colombia Tours SAS** Tour Operator Colombia contained therein or through our office:

Calle 99 No 49-38 Office 1003, Edificio Centum

Tel: (+57) 350 316 0707

Email: [info@deunacolombia.com](mailto:info@deunacolombia.com)

Website: <http://www.deunacolombia.com>