

Delfin Amazon Cruises Temporary Booking & Cancellation Policies

April 2, 2020

Dear Friends,

We hope we find you well & healthy, most likely working from home during these challenging times we are living in. Guest satisfaction & safety remain as our utmost priorities, we are grateful for travelers trusting us for their upcoming journey in Peru, and would like to remain as the leading luxury option for their Machu Picchu extension on future post-COVID bookings. This is why we would like to share with you our updated Temporary New Commercial Policies to give you flexibility given the current situation.

These are our regular Booking & Cancellation Policies

Reservations made 91 days or more before departure: A deposit of USD 500.00 per person is required to confirm the booking. The final balance is required 90 days prior to the departure day. If the payment is not received on time, the space(s) will be automatically released.

Reservations made 90 days or less prior to departure: A full, non-refundable payment is required to confirm the booking.

Cancellations made 151 days or more before departure: The deposit will be refunded, less a USD 200.00 service charge per person.

Cancellations made 150 to 91 days prior to departure: All deposits are non-refundable.

Cancellations made 90 days or less prior to departure: Full payment will be applied as a cancellation penalty.

These are our New Temporary Booking & Cancellation Policies

For New Bookings

- New bookings will allow a one time rescheduling within the year of the rescheduling date, not the departure date.
- In case there is a rescheduling, the penalty fee will be waived for the deposit of US\$500.00, which would be fully refundable.
- In case the rescheduling happens after paying the balance at the 90 days mark, then the paid amount is still not refundable, but may be used to choose a new date.

- Eligibility only for new customers that have booked between March 30, 2020 and May 15, 2020.

For Current Bookings

- We are offering you a one time rescheduling and we are waiving the penalty fee.
- New travel date must be by June 30th 2021.
- Difference in yearly Rates will be waived as well.
- Black out dates: Last two weeks of December.
- **Please note that in case of rescheduling, the final balance is due according to the original travel date, we will waive any rate adjustments should the new travel date be in 2021, but we do need payment as originally scheduled.**

* **These Temporary Commercial Policies are subject to change, the timing might be extended or reduced at any time. Please check our website for any updates, under the Rates & Policies section or contact our Sales or Reservations staff.**

* **Please check with our Reservation agents for Rebooking availability**

We very much appreciate your trust during these times. Rest assured that our passengers health and safety remain as our main priority here at Delfin Amazon Cruises. We are ready to welcome our passengers in the Upper Amazon of Peru, where they will have a journey of a lifetime.

Sincerely,

Delfin Amazon Cruises Family