



Delfin Amazon Cruises Temporary Policies – FITs 2021 - 2022

Itineraries:

Our schedules of activities are subject to change due to weather and river conditions without prior notice.

Medical and Health:

Guests should be in good physical health in order to be able to make the most of this experience. Visiting the area involves the use of small motorized skiffs and at times may include some possible wet landings. The daily excursions may include walking on irregular terrain, and getting in and out of the skiffs occasionally requires some physical effort. Walking excursions may last up to two hours. Malaria and yellow fever vaccinations are not necessarily required for travelers coming into the region, but are highly recommended.

The passenger must present a negative PCR test with a time no longer than 48 hours (this must be sent to the DAC commercial executive prior to the day of boarding, otherwise the passenger will not be allowed to board).

In case the passenger has a temperature higher than 38 ° C upon arrival in Iquitos, they would need to take a Covid-19 test, for which DAC would coordinate a transfer to the health center or to a hotel, and wait for the results of their test. Travel expenses, transfers, test, accommodation and other expenses shall be paid by the passenger). Regardless of the result, the passenger will no longer be allowed to go on board.

The missed trip will not be refundable, however, it may be rescheduled within two years, subject to availability and a penalty of US \$ 500 per person.

Insurance:

Travelers are strongly advised to purchase comprehensive travel insurance, ideally including trip cancellation, which would reimburse the cost of air tickets and other non-refundable trip payments. Delfin Amazon Cruises, the Delfin I, the Delfin II and Delfin III operator, assumes no liability for lost or stolen personal belongings or costs resulting from passenger evacuation in case of medical emergency. We recommend leaving jewelry and other valuables at home. The ship cannot be held liable for loss of money, jewelry, or other valuable items from the ship, or while on an excursion. Most travel insurance policies will cover incidents of loss of theft.

DAC does not include any cost of medical emergencies, including evacuation. We strongly recommend to purchase travel insurance.

Vessel Replacement:

Delfin Amazon Cruises reserves the right to substitute another vessel for Delfin I, Delfin II or Delfin III if considered necessary (i.e force majeure or mechanical failure). If the travelers do not take this option, Delfin Amazon Cruises reserves the right to cancel the trip upon a refund pro rata per cruise night not used or, as an alternative, will offer credit toward a future cruise on the Delfin I, Delfin II or Delfin III.

The Pacaya Samiria National Reserve:

The Pacaya Samiria National Reserve is a protected area and visitors are required to comply with certain rules and regulations. The naturalist guide will inform passengers of these rules.

Dietary Needs:

Delfin Amazon Cruises should be contacted at least 30 day prior to embarkation regarding travelers specific dietary needs. Every effort will be made to cater to your special dietary needs, and to accommodate special requests, subject to a given products availability in Peru.

Traveler's Responsibilities:

Travelers have responsibilities toward both their fellow passengers and the Delfin Amazon Cruises crew. Every

passenger should review the conditions contained in the trip itinerary, follow normal social behavior patterns with fellow passengers, observe all safety requirements on board and on excursions, and act in an appropriate and respectful manner toward the Delfin I, Delfin II and/or Delfin III crew's members and their fellow travelers.

Luggage:

Each passenger is allowed 23 kg. each (50lbs.) by the airlines policies, plus carry-on luggage, photo, video camera and binoculars. We strongly suggest light luggage or soft bags that can be properly store under the beds for making your stay more comfortable while you are cruising. There is storage for oversized luggage or items you do not want to carry during your stay on board at DAC'S Embarkation Port of Nauta.

Transportation:

The program includes transfer from/to the Iquitos Airport to/from the embarkation port, where the vessel will sail out from. This transfer is based around the recommended LATAM flights your Reservation Specialist will specifically indicate for each departure date.

Any additional services are not included, for example: transfers from hotel in Iquitos, city tour in case they arrive earlier than the recommended flight, or private transfer to the embarkation port in Nauta.

Temporary Booking Policies

Reservations made 61 days or more prior to departure:

- A deposit of USD\$ 500.00 per person is required to confirm the booking.
- 100% of final balance is required 60 days prior to departure.
- If the payment is not received on time, the booking will be automatically released.

Reservations made 60 days or less prior to departure:

- A full, non-refundable payment is required to confirm the booking.

Temporary Cancellation Policies

For New Bookings

- New bookings will allow a one time reschedule.
- 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 60 days mark, then the paid amount is not refundable, but may be used as credit to choose a new date. The trip may only be cancelled 1 week prior to departure date in order to receive a credit note or to be able to reschedule for future travels.
- In case the new chosen date is in the following year, then the rate difference is waived.
- Eligibility only for new reservations.

For current bookings

- We are offering a one time departure date change. Final travel date should be by December 15th 2022.
- Payment of the balance will be rescheduled based on the new travel date, our Reservations agent will assist you with defining the new date.
- Difference in yearly Rates is waived.
- Given the current financial crisis we are going through as part of the Tourism industry along with the rest of the world, we strongly encourage you to reschedule or take credit for future bookings. The reservation may be transferable to a new traveler.

***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.**

We very much appreciate your trust during this challenging times. Rest assured that our passengers health and safety remain as our main priority here at Delfin Amazon Cruises. We are looking forward to welcoming our passengers in the Upper Amazon of Peru where they will have a journey of a lifetime exploring a Natural Wonder of the World.

Sincerely,

Delfin Amazon Cruises Family