



## GUACAMAYA TOURS AND TRAVELS LIMITADA

### Policies & Privacy

Updated: 1/11/2024

- Our policy is that you as a customer respect our rules which are as follows:
  1. Do not ask questions that are not related to the page this Company is only based on the sale of products, tour packages of more than 1 week or tours of only 8 hours and other variety of services
  2. Do not use foul language, treat badly, among others
  
- Our privacy is very important to you
  1. We will not publish any of your private information to others unless requested to do so by banks or courts
  
- Refunds
  1. Product refunds are not available unless it is an incorrect purchase and if it is incorrect you will have 24 to 48 hours to request a refund, if it is made within that time you will be refunded 90% and if it is not after this time you will only be refunded 50% as we would have already created or manufactured the product, in the case of reservations or services you will also have 24 to 48 hours to cancel and if it is not you will only have to cancel will refund 70% of the money (In case of personal or similar problems, contact [guacamayatourreyes@gmail.com](mailto:guacamayatourreyes@gmail.com) to explain the case)





## GUACAMAYA TOURS AND TRAVELS LIMITADA

- Services & Packages Policies

### *COMPANY POLICY*

- Optional: Full payment pay by PayPal.
  1. if package of 4 days or more 50% to book, another 50% before starting the 3rd Tour.
  2. 1- or 2-Day packages, full payment required 50% at reservation and other 50% before starting tour.
- Payments can be made below:
  1. in colones; Not available. (Available soon)
  2. in Dollars; Not available. (Available soon)
- ID: 3 102 842622.
- Legal name: **GUACAMAYA TOURS AND TRAVELS LIMITADA.**

(in case you don't see the Offline payment option, make the payment manually and send the voucher to the company number).

### ***READ IMPORTANT POLICY***

1. Client has 48 hours prior to starting date tour to cancel and receive full deposit. If after 48 hours, cancellations are charged a 10% penalty. Same day cancellations are subject to a 35% penalty.

(Same policies apply to full payments)

2. 48 hours cancellation, full reimbursement.
3. After 48 hours-cancellation are subject to a 10% penalty.
4. Same day cancellation, 35% cancellation penalty applies.

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**Attentively,**

Guacamaya Tours and Travels Limitada

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