

# Conditions & General Information

## **AMIGOS TOURS & TRAVEL INC. DECLARES:**

Our prices include and are based on the services and conditions that are detailed in each itinerary. Our prices do not include: meals not specified in the program, extras such as alcoholic beverages, sodas, mineral water, washing and ironing of clothes, telephone calls, gratuities, rate of airport and taxes and all cost of personal nature.

**DOCUMENTATION:** Consult with your trip agent on the documents that you must take for the trip. Each traveler is responsible to bring all the necessary documents.

**LUGGAGE:** All the passengers have the right to bring two normal size suitcases, no more than 44 pounds both. Amigos Tours and the borrowing companies of terrestrial services, decline all responsibility in case of loss, deviation or deterioration of the luggage or travelers personal effects, whatever the cause, since the luggage is always transported by account and risk of the traveler.

**DEPOSITS:** All reservation transaction requires a non reimbursable deposit of \$100.00 by person \$200.00 in case of single room or group exit. If the reservation is not confirmed the deposit will be given back in its totality. Amigos Tours & Travel Inc. reserves the right to cancel all reservations without a deposit or total payment according to what was stipulated.

**TOTAL PAYMENTS &/OR CANCELLATIONS:** Final payment is due 30 days before departure, 40 days when it is a group. Reservations within 30 or 40 days (whatever the case) previous to departure date, require the total payment at the time of reservation and it entails the same charges and cancellation expenses. Prices are based in the current rates, therefore they are subject to modifications without previous warning. Each reservation cancelled by the passenger will entail the following cancellation expenses: If the passenger cancels with 30 days in advance to the departure of the excursion, the penalty will be of \$100.00 per person, \$200.00 in case of groups, whether the cancellation is confirmed or not. In case of cancellation between the 30 to 16 days before the exit, the charges will be of 35% additional to the stipulated before. If the cancellation takes place between the 15 to 8 days before departure, the cancellation charges will be of 20 % additional to the stipulated before. If the cancellation takes place between the 7 to 4 days before departure, we will reimburse only those amounts that the operator can recover from the suppliers of services contracted for the excursion, except the expenses incurred across Amigos Tours until that moment. Cancellations within the 72 previous hours when coming out, or not to appear for the excursion at the time and the predicted place (no Show) will lead to total loss of the cost of the excursion, no matter the reason, not even a medical certificate will be able to change this clause.

**CHANGES:** Any change made by the passenger will be considered like a new reservation and it is subject to a charge of \$35.00 per person\*.

**REIMBURSEMENTS:** Will always be handled by the registration office at the end of the trip.

**WE WILL NOT REIMBURSE ANY AMOUNT FOR SERVICES NOT USED VOLUNTARILY BY THE PASSENGER.** The claims for services not rendered by the operator, will be accepted in writing and by means of the presentation of the coupons of services not used and a certification of the borrower to those effects. These must be presented within the 30 days of the returning date of the passenger. In case that for justified cause the organizer is forced to suspend any of the trips, enrolled clients will not have more right than to the total reimbursement of the satisfied amount.

**VALIDITY:** Until June 30, 2009 and/or according to specified, all of the prices in this pamphlet are subject to change without previous warning. Verify the correct price that applies for the date of the trip.

**KNOWLEDGE OF CONDITIONS:** When carrying out the purchase of one of our excursions, it is established that the passenger accepts all and each one of the conditions exposed here.

**MODIFICATIONS:** AMIGOS TOURS & TRAVEL INC. reserves the right to alter the itinerary, order, visits and hotels if it were necessary for a better organization of the excursion or if other circumstances to the control of AMIGOS TOURS & TRAVEL INC. therefore force it.

**RESPONSIBILITIES:** AMIGOS TOURS & TRAVEL INC. and/or the service borrower companies, that act solely like intermediaries between the travelers and the organizations or people called to facilitate the services that appear in the itineraries; that is, transportation company, hotels, finery, etc. Therefore, one declines all responsibility by deficiencies in any of the services rendered, damages, wounds, robberies, accidents, delays or irregularities, military acts, strikes, epidemics or any other cause to our will, that passengers could undergo during the excursion, as well as luggage and other objects of their property. In case of an accident, the passenger is specifically put under to demand directly with the company responsible for transportation or to the existing legislation in the nation where the accident takes place, resigning to any other right that could correspond you. reason why the indemnifications that you have a right to will be paid to the interested beneficiaries or the legal representatives of the country where the accident happens. The transport companies that take part in these excursions will be considered responsible for any act, omission, or irregularity that can take place during their transfers. The airline ticket will constitute the only valid contract between the airline and the buyer of this excursion and/or passenger.

# Quality and Excellence in Our

## Who are we

Amigos Tours & Travel, with several years of experience in the receptive tourism market, it is a professional and specialized receptive tour operator in Puerto Rico. Our infrastructure and quality of human team, give us the satisfaction to have many pleased clients.

## Our Services

- Itineraries & Tour packages
- Half-day & whole day regular excursions
- Transportation
- Hotel Reservations
- Handling of Charter operation
- Orientation talks for the visitors
- Incentive groups
- Planning and Production of Conventions, Conferences and Seminars
- Managing of Terrestrial Excursions for Cruises

## Our Human Resources

One of our great added values. In Amigos Tours & Travel we know very clearly that a service company depends on excellent human resources committed to offer a service of quality and excellence that fulfills our clients expectations... and we always try to surpass them.

Our highly qualified personnel may create any itinerary to fulfill the necessities of our clients and are able to coordinate the necessary activities and equipment, so that your vacation, reunion, or convention will be perfectly organized. Our guides are bilingual in English and Spanish. All have a great sense of hospitality and high levels of knowledge about their country, its history, culture and natural wealth.

## Our Fleet of Transport

### AMIGOS TOURS & TRAVEL INC.

Box 190569  
San Juan, Puerto Rico  
00919-0569

Telephone Numbers:  
787-758-6533 San Juan  
787-826-6418 Porta del Sol  
EMAIL  
amigostours@gmail.com

We have 10, 20 and 30 passengers buses and also modern buses such as Blue Bird and MCI with maximum capacity of 49 passengers. All the vehicles have air conditioner and space for luggage.

### Insurances

Our general liability insurance in case of accidents, covers all our guests.

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## OUR CUSTOMERS BECOME OUR FRIENDS