

FREMEN TOURS BOLIVIA

GENERAL TOUR CONDITIONS

For the purpose of this statement on general conditions, tour is understood as the aggregate of services included in the program/brochure published or distributed to the Traveler/Consumer at the moment of purchase.

The act of purchasing a tour is based on the express acceptance on the part of the Consumer of each and every one of the present general conditions that are considered automatically incorporated into the contract without the necessity of individually transcribing such conditions for each individual.

REGISTRATION AND REFUNDS

An advance payment of the total cost of the trip is required, as a firm commitment, without consideration of any installment until said deposit is rendered. The total amount should be paid at least 20 days before the date of departure in case of FITs, and 45 days prior to departure for groups of 10 people or more.

If the 100% payment is not made, the reservation will be considered null and void, said conditions being applied as stated in the clause on cancellations.

All refunds caused for any reason always take place at the retail or wholesale outlet where the registration took place, with no refund for services that were voluntarily not used by the Consumer.

WIRE TRANSFERS

BENEFICIARY BANK:	BANCO MERCANTIL SANTA CRUZ S.A.
ADDRESS:	Calle Ayacucho esq. Mercado N° 295 La Paz, Bolivia
PHONE:	(+591) (2) 24009040
SWIFT:	MERBBOLX
ACCOUNT HOLDER'S NAME:	FREMEN TOURS
ACCOUNT NUMBER:	4010392303

THE PRICE OF THE TOUR INCLUDES

- Round trip transportation when such a service is included in the contract;
- Lodging in chosen establishments or in other similar establishments in case of substitution, on the basis of a double room or any other basis specified in the contract;
- Food expenses, according to the specifications of the contract;
- Technical assistance during the tour, according to the specifications of the contract;
- Any other services and additional items specified in the corresponding itinerary/contract;

The only authentic interpretation of the services that comprise the tour will be that which is offered by the service provider, so that the Consumer, in the event of any doubts, should consult Fremen Tours Bolivia prior to the initiation of the tour, with the purpose of avoiding any future claims or complaints.

As a general norm, strictly literal criteria should be followed, so that everything not specifically detailed as part of the price of the tour will not be included in the tour package.

CANCELLATIONS

At any moment the Consumer may withdraw from the solicited or contracted services, with the right to a refund of the sums that have been paid, less what Fremen Tours Bolivia shall receive as compensation through the retail or wholesale agency where registration took place, under the following guidelines:

The total sum of the arrangement expenses, plus cancellation expenses when applicable, shall be deducted from a total refund, as follows:

FOR FITs

- 50% penalty when the cancellation is within 20 and 8 days before the departure.
- 75% penalty when the cancellation is within 7 and 2 days before the departure.

In the event of cancellation on the day of the tour or if not showing up at the time the tour is scheduled to depart, the Consumer forfeits the right to any refund whatsoever from the sum advanced.

FOR GROUPS

- 50% penalty when the cancellation is within 30 and 15 days before the departure.
- 75% penalty when the cancellation is within 14 and 7 days before the departure.
- 100% penalty when the cancellation is within 6 and the day of departure.

LUGGAGE

Luggage and other personal possessions of the Consumer are not subject to this contract, with the understanding that expenses and risks related to such luggage and personal belongings are the responsibility of the Traveler, with Fremen Tours Bolivia having no liability related to loss or damages to luggage and personal belongings during a Tour for any cause, including baggage handling while being transported. It is recommended that all clients be present during the loading and unloading of all baggage. In the event of suffering any damage or loss, it is recommended that the Traveler present a timely claim or complaint to the transport company directly in charge with baggage transport.

Each Traveler has the right of free transport of one or two pieces of luggage that do not exceed 20 kilograms of total combined weight. During transport by porters, pack animals, or off-road vehicles, this quantity is reduced to 12 total kilograms. In the case of excess baggage weight, supplementary costs will be paid directly by the Traveler at the moment of transport. No excess weight will be admissible in the case of porters and pack animals.

DOCUMENTS

Each Consumer should have all personal documents in order and should have fulfilled all the requirements and abided by all the norms of the countries to be visited. Fremen Tours Bolivia declines all responsibility in cases in which a Traveler is denied entry to a country for lack of required prerequisites, with the Traveler liable for any expense originating from denial of entry to be applied according to the conditions of cancellation or voluntary withdrawal from the services of a tour.

TRAVEL INSURANCE

Fremen Tours Bolivia declines all responsibility in case of loss of luggage or personal belongings, robbery or damages the Consumer may suffer during the Tour for whatever cause.

All Consumers must secure on their own account a personal travel insurance policy before initiating the tour. In no case shall Fremen Tours Bolivia become responsible for expenses originating as a consequence of any accident (of any nature, including bodily harm) which might occur during a Tour.

In no case will Fremen Tours Bolivia be responsible for expenses relating to lodging, maintenance, transportation and other expenses resulting from delays or returns of flights or other transport, for reasons of weather, technical problems, labor strikes, or other major impediments. Any expense resulting from such travel problems will be considered unforeseen and should be paid on the spot by the Consumer.

RESPONSIBILITY

Fremen Tours Bolivia is committed to providing its clients with the totality of the services contained in its program which is the basis of this tour contract, under the stipulated conditions and characteristics. At all moments Fremen Tours Bolivia operates as a middleman between the Traveler/Consumer and the providers of contracted services or those involved in any way with the fulfillment of these services.

Fremen Tours Bolivia as well as its local service providers will be responsive to the Consumer for the pertinent scope of the tour, for the correct fulfillment of obligations derived from the contract. In this sense, Fremen Tours Bolivia will be responsible for any deficiencies than can be proven to have occurred. By way of this process, Fremen Tours Bolivia assumes the functions of organizing and executing the tour.

CARRYING OUT THE TOUR

When the Consumer perceives on the spot the lack of fulfillment or poor fulfillment of the contracted services, he or she should immediately notify the provider of the services, as well as Fremen Tours Bolivia so that the appropriate measures may be taken.

CHANGES

All changes in information provided through quotes on pricing will be valid, in both the characteristics of the services included as well as in the prices for those services, when the Consumer has been informed of such changes prior to the formalization of the contract or when modifications have been agreed upon by the involved parties.

Fremen Tours Bolivia will remain exempt from the obligation of fulfilling the totality of the contracted services when major causes occur beyond the control of the provider (abnormal, unexpected or externally caused circumstances) or sufficient causes (that are of such magnitude that Fremen Tours Bolivia or the operator, in spite of taking all precautions and acting with the necessary diligence, could neither foresee nor overcome). In the same category are failures observed in the execution of the contract that are imputable to the Consumer or when these failures are unforeseeable or insurmountable.

If the impossibility arises of fulfilling any service on the part of Fremen Tours Bolivia prior to the departure of the tour, the Consumer may opt for a cancellation of the contract without penalization, or the Consumer can opt for a supplement to the contract in which certain modifications and repercussions of the cost of the tour are introduced, with the Consumer needing to communicate his or her decision to

Fremen Tours Bolivia within three days, and waiving the chance for applying for compensation for the non-fulfillment of the contract once the Consumer has accepted said modification.

Changes in the order of services in the offered itinerary do not constitute an alteration of the conditions of the tour, as long as the complete itinerary is fulfilled.

On tours that involve access of great difficulty, especially in high mountains, jungles, deserts or salt flats, not reaching the most remote spot on the itinerary is not considered an alteration of services. This condition obviously applies in the event of adverse weather scenarios, serious deterioration or inexistence of roads or other access channels, and events that could place the Consumer in physical danger, but it is also applicable in the event of mechanical breakdowns or when travelers as a group do not have the physical prerequisites for completing the program.

If for any reason not imputable to the Consumer nor justified by extenuating circumstances or uncontrollable forces Fremen Tours Bolivia should cancel a trip after having formalized the contract and prior to the date of departure, the client will have the right to another tour of comparable or superior quality, or if not, the refund of all payments for said tour, with the client communicating his or her decision to Fremen Tours Bolivia within three days.

Compensation for non-fulfillment of a contract cannot be requested when the cancellation of the contract results from justifiable cause or from forces beyond the control of the operator.

In the event that a portion of the planned services is not provided, in the absence of justifiable cause or forces beyond the control of the operator, Fremen Tours Bolivia will adopt practical solutions for the continuation of the tour, with no supplementary cost to the Consumer. If such solutions become unfeasible or if the Consumer does not accept them for obviously valid reasons, Fremen Tours Bolivia will provide for his or her return to the point of departure, refunding the sums that proportionally correspond to the unfulfilled segments of the tour.

If transfers included in the contract were to not be fulfilled due to causes beyond the control of the operator or Fremen Tours Bolivia, such as changes in air itineraries or other changes or events that affect the fulfilling of the projected travel program, Fremen Tours Bolivia will propose those alternative transportation options that are most convenient. Any resulting expense shall be considered an unforeseen event and should be paid for at the time of the service by the Consumer.

In those tours or excursions that are operated on a regular basis and with fixed departure dates, Fremen Tours Bolivia reserves the right to consolidate its resources with those of other agencies organizing the same tour or excursion, without such consolidation causing any variation of price or services to the Consumer. In such cases, Fremen Tours Bolivia will continue as the responsible party to the Consumer for all aspects of the operation of the tour. It is accepted that the consolidation does not imply alterations from what was originally offered, nor any change in contract.

tours
for
people
who
don't
like
tours



FREMEN TOURS BOLIVIA ANDES & AMAZONIA
tours for people who don't like tours
since 1984
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