



# Payment Terms & Methods

Thanks for reserving a trip with Old Town Outfitters!  
We are excited to see you soon here in beautiful Guatemala!

In order to confirm your trip, Old Town needs to receive a deposit based on your quoted trip price:

- If your trip start date is MORE than 15 days away - an initial deposit of 50% of your quoted trip price is necessary to confirm your trip booking.
- If your trip start date is LESS than 15 days away - FULL PAYMENT of your quoted trip price is necessary to confirm your trip booking.

This payment can be easily made in few different ways. Please read below to determine the method which works best for you. Please be aware that different payment methods incur different fees.

## BANK OPTIONS

1. You can make a **bank deposit** to the following account:

Citibank  
NY 111, World Trade St., N.Y. 10043  
ABA 021000089 or SWIFT CITIUS33  
TO BE DEPOSITED TO ACCOUNT: 36236584  
I/N/O BANCO REFORMADOR, S.A. - GUATEMALA  
For Further Credit Account # 4761000494  
I/N/O Matthew Ryan Hartell

2. **You can make a direct bank transfer from your own bank account to ours.** (Keep in mind that there will be a fixed charge by your bank for this service, which depends entirely on the relationship between the two banks. Please consult your bank to for more information about the charge, as you will need to add that amount to your total transfer)

## CREDIT CARD OPTIONS

You can use any major credit card to make your deposit. Our office can send you an e-mail invoice via PAYPAL with the appropriate request. PAYPAL is a secure credit card payment service that accepts most major credit cards, and is simple to use. If you pay your deposit to us through the PAYPAL service, please be aware that there is a 3% surcharge that will be added to the invoice as a service fee.



# Trip Cancellation & Refund Policies

## Trip Cancellation Policy

If - for any unfortunate reason - it is necessary to cancel your trip with Old Town Outfitters, please be aware of our cancellation policy:

- More than 45 days prior to trip start date: Any cancellation fees, surcharges, or nonrefundable deposits charged to Old Town Outfitters by individual hotels, airlines or other third parties will be charged. The remainder of any deposits paid to Old Town Outfitters will be refunded.
- 45-30 days prior to trip start date: Any cancellation fees, surcharges, or nonrefundable deposits charged to Old Town Outfitters by individual hotels, airlines or other third parties will be charged. Additionally, a cancellation fee of **10%** of the total trip cost will apply. The remainder of any deposits paid to Old Town Outfitters will be refunded.
- 29 to 15 days prior to trip start date: Any cancellation fees, surcharges, or nonrefundable deposits charged to Old Town Outfitters by individual hotels, airlines or other third parties will be charged. Additionally, a cancellation fee of **25%** of the total trip cost will apply. The remainder of any deposits or payments paid to Old Town Outfitters will be refunded.
- Less than 15 days prior to trip start date: No refunds can be issued for trips cancelled in this time period. All payments made to Old Town will be retained. (**0%** Refund)

## General Refund Policy

All refunds are made in accordance with our Cancellation Policy outlined above.

Additional refunds **CANNOT** be made for “no-shows”, or any unused part of an itinerary whether voluntary, caused by airline delay or cancellation, or any other factor beyond the control of Old Town Outfitters. This includes - but is not limited to - acts of god (sickness, injury, poor health, weather, etc.) strike, detention, riot, war, quarantine, theft, civil disturbances, government regulations or restrictions, third-party or subcontractor negligence, or any other. No responsibility can be accepted for expenses incurred due to delay or change in schedule or other causes.

We strongly recommend that clients purchase comprehensive trip-cancellation insurance through a third party insurer (i.e. Travel Insurance) Note: this insurance **IS NOT** provided by Old Town Outfitters.