



## **TERMS AND CONDITIONS POLICY**

These terms and conditions are applicable to all services available for direct sales from our company in person, website, email, WhatsApp, wholesale or retail agencies, independent sellers, social networks or through any of the means established for this purpose. . The client, before making payment for a reservation, must have read, understood and agree with the terms and conditions shown below.

### **Plan and service prices**

All rates are expressed in Colombian pesos. Prices are per person or event and are subject to the validity indicated in the reservation. Any rate change must be informed in time.

### **Bookings**

To guarantee the reservation of any of our services, partial 50% of the entire plan must be paid if there are less than 5 people and 100% of the value of the entire plan if there are more than 5 people in the reservation. The remaining value in the case of 50% will be paid at the time of taking the tour, through payment by debit card or credit card or in cash.

If the reservation is made through the intermediation of any of the tourist service platforms, agency and/or tour operator, the policies established by each of these will apply.

The passenger only needs to show up at the indicated boarding point, 30 minutes before the start of the tour and identify themselves to be able to board the boats.

### **Customer Responsibility**

When making the reservation, the client is fully and exclusively responsible for the accuracy of all the data entered. If the passenger wishes to modify or cancel their reservation, they may contact one of the customer service channels enabled by the company.

Sibarita del Mar SAS will not be responsible for passenger delays that lead to failure to appear at boarding time or completion of the tour.

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The passenger accepts that Sibarita del Mar, as a provider of tourist services, has no obligation or responsibility for loss, damage or injury sustained in relation to the services. All these services operate under the laws of the country, subjecting themselves to the regulations that the relevant authorities provide.

## **Cancellations**

In the event that the plan or tour is canceled due to force or fortuitous event (weather conditions, administrative restrictions, among others) or due to the failure of some of the vessels, the plan date may be rescheduled, the transfer may be made to third parties or proceed with the refund of the money, which will be carried out within seven (7) business days following the cancellation.

If the cancellation of the plan or tour occurs unilaterally by the client, the penalty costs will depend on the advance notice with which it is communicated:

- In case of cancellation before seventy-two (72) hours prior, the money will be refunded within the following 15 business days. (Applies only for reservations of less than 10 people)
- In case of cancellation on the same day, no refund will be made; your reservation may be transferred to your name or to a third party on another date subject to availability.
- In case of **NOT ATTEND** the client to the tour without prior notice will be considered **NO SHOW** therefore, the penalty of 100% paid will be charged. This condition applies to direct clients or agencies and independents without exception.

In the case of exclusive events, unilateral cancellations by the client will be handled as follows:

- Private events that are canceled within fifteen (15) business days will have a 90% refund of the money paid.
  - Private events that are canceled within less than fifteen (15) days will not have the right to a refund.
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### **Variations and changes to plans or services**

In the event that the selected vessel is not available, Sibarita del Mar SAS will notify passengers at any time, offering the option of another vessel to carry out the tour, as well as the possibility of making changes to the reservation dates, after consultation with the client. In the event that the provision of services is not possible, 100% of the value of the reservation will be refunded, taking into account the conditions established in the Cancellations section.

### **Situations that alter the order of plans or services**

In the event of an action or situation on the part of the clients that may alter or alter the order and tranquility of the plan or tour, the company reserves the right to prohibit the client's entry or request their withdrawal.

### **Minors**

If minors are included in any of the plans or services, in accordance with current regulations, it is the absolute responsibility of the adult guardians accompanying them to ensure their condition. Sibarita in no case sells alcoholic beverages to minors, so it holds its companions responsible for any anomalous situation that occurs with minors in this regard.