

Yucatan Outdoors

Reservation Requirements, Cancellation Policy and Additional Information

RESERVATION REQUIREMENTS:

Before departing for the trip, ALL guests of Yucatan Outdoors will be asked to carefully read and sign the Acknowledgment of Risk and Release of Liability Form.

Most activities require pre-booking. We need a 50% per person deposit to confirm your reservation.

In one-day adventure the full payment is due just before the adventure takes place.

In the multi-day expeditions and courses the full payment is due 15 days prior to your arrival date. Space is available on a first deposit, first reserved basis.

PayPal, YO bank account deposit, and cash are gladly accepted for payment (*details available from our office*).

Brochure and website prices are quoted in US dollars.

There are also ATMs available, if you would need one. We prefer US dollars or Mexican Pesos. Mexican Pesos at exchange rate of the local bank.

Anyone with food concerns or a medical condition we should be made aware of, should let us know prior to their arrival.

CANCELLATION AND REFUNDS

Note: If any trip was purchased through PayPal additional cancellation fees may apply.

Most of Yucatan Outdoors investments are incurred during the adventure preparation. Cancellation and refund policies reflect the impossibility of recovering these investments for short-notice cancellations, no-shows, emergency cancellations, or withdrawals from ongoing adventures. Last minute cancellations cannot be re-filled.

Registrants cancelling with Yucatan Outdoors prior to a registered expedition will be charged a cancellation fee in the following amount:

For all one-day activities, if you cancel or leave for any reason:

- Between 48 and 72hours from the adventure starting date, YO will retain 25 percent of the adventure cooperation fee.
- No refunds will be given on cancellations made after 48hours before the tour.

For multi-day expeditions and courses, if you cancel or leave for any reason:



- Between 45 and 60 days from the expedition/course starting date, YO will retain 25 percent of the expedition cooperation fee.
- Between 15 and 44 days from the expedition/course starting date, YO will retain 50 percent of the expedition cooperation fee.
- Less than 14 days prior to the expedition starting date and once the expedition has begun, there will be no refunds.
- If you choose to leave the trip early, there is a 100 percent tuition penalty.

The cancellation penalties apply to the full published fee. These fees are not based on the amount paid up to the day of your cancellation.

Cancellation fees represent registration costs incurred by Yucatan Outdoors prior to and in preparation for adventures and expeditions.

Although we rarely need to do so, Yucatan Outdoors reserves the right to cancel any *one-day activities, multi-day expeditions and courses*, at any time, for any reason. All activities prices are subject to change at any time and without notice. Any changes are usually very minor, and we will advise you at the earliest possible date.

A major change is an alteration of the start or finish time of your adventure by more than 12 hours or a change of adventure location. When a major change or cancellation occurs you will have the choice of accepting the change of arrangements, purchasing another available adventure from us, or cancelling your adventure. We will refund all payments made directly to us in respect of the adventure cost.

STANDARDS OF BEHAVIOR

A Yucatan Outdoors adventure begins during transport and all explorers are expected to maintain appropriate standards of behavior. We require explorers to abstain from all use of alcohol and harmful drugs for the duration of the adventure. Smoking is discouraged but will be accommodated in a safe and respectful manner.

Yucatan Outdoors instructors and staff have the sole discretion to remove any explorer from an expedition if perceived to be endangering themselves or another Yucatan Outdoors explorer or staff member. A participant will be removed if believed to present a safety concern, medical risk, behavior problem, engage in illegal activity, or anything else the staff believes detrimental to the expedition.

ADDITIONAL INFORMATION:

Participants may be charged for lost or damaged equipment.

All personal belongings are, at all times, at your own risk. We will not be responsible whatsoever for any loss, damage to your luggage and/or personal equipment.

Please remember, we have no control over weather, however, we must plan our trips and tours according to what the conditions dictate.



Depending on weather, the ability of your group or other conditions, your trip itinerary may vary. A change in the published or expected itinerary does not constitute a change in the promise of the product sold and will not result in a refund.

Yucatan Outdoors trips take place in developing or underdeveloped areas of the world. Because of this, we recognize that in very rare cases we may need to cancel a trip due to political unrest, natural disasters, or other circumstances that are out of our control. In these types of situations YO will not be able to refund your trip deposit or any other trip related expenses you may incur. These decisions are made by qualified and experienced personnel to ensure a quality and safe experience with the conditions available on that day.

