

SERVICE CONDITIONS AND RESTRICTIONS

1. The implementation of activities planned in the schedule is subject to a minimum number of participants and suppliers modifications rates, CAJAMAG should not reach this minimum number of participants shall inform in advance the cancellation of the event.
2. CAJAMAG will be responsible and ensure the return of the total amount paid or paid by the customer. When not comply with the established equilibrium point for the tourist event.
3. For those cases when the organizer Headquarters tourism does not meet the breakeven point, you can manage other Headquarters sending hikers to meet breakeven.
4. To book the quota, the customer can separate paying 20% and 80% of the total value of the service until 10 days before the event and must make full payment before the briefing.
5. Rates for children in tour packages are subject to considerations established taking into account the age range from the vendor and affiliate category, because the minimum age may vary according to the specifications of each vendor.
6. If the customer decides not to use the service without valid evidence and request the return of the amount paid or credited, it must assume the following:
 - 20% for administrative costs, penalties more providers of services allocated to CAJAMAG. Additionally, this penalty will apply for each redemption request to be processed for any reason and this penalty is not exonerable.
 - In the case of air transport the penalty applied will be defined by the airline.
 - For reservations in general (and booking), if the passenger cancels within the terms and want to travel on a later date will be paid to the new plan the total amount paid, discounted penalties (if applied).
7. If the client is unable to travel, given by a domestic calamity or force majeure (Bereavement, natural phenomena such as floods, fires and others) and canceled or paid the value of the tourism plan and decides to transfer the value to another who wants to use the service and is in the same category, you must submit a written request authorizing the transfer CAJAMAG quota. If the person is not in the same category must make up the difference quota and be less cas no refunds will be made.
8. For the land portion, if the customer decides not to go you can transfer the quota (according to the provisions of # 7 for different categories) and cancel the penalty that may apply.
9. Rates do not include: phone calls, laundry, safe deposit boxes, internet, medicine and other expenses not specified in the plan purchased.
10. For plans that include airfare, the user must cancel the total value of the ticket before being issued.

*Note: the document indicated in the document Promise Service
CPS-1-DE-28 of Tourism of the Kawak application..*

11. It is essential that the customer check with the advisor if the destination you want to travel, requires payment of taxes input and / or output if this item is included in the value of the plan.
12. You can only travel people who are registered, since it is covered by the travel insurance policy (applying conditions and restrictions there of).
13. Everyone on disability status, whether: Young, adult or elderly wishing to participate in tourism activities developed by the Program of Social Tourism, must bear companion, otherwise you can not access the service for reasons of safety and care the disabled or elderly person.
14. For domestic trips the customer must:
 - 1) Application Service of tourism.
 - 2) Cancel the value of the service, which can be: cash, credit, debit or credit card, pledging allowance and travel circle.
 - 3) Append identification for domestic travel with airline tickets.
15. For international trips the customer must:
 - 1) Have a passport or visa to visit according to destination with minimum force due date (6) six months;
 - 2) Have the vaccinations required by the country or tourist site that will be visited;
 - 3) In the case of embargoed people, having document, record or certificate of permission or authorization to leave the country issued by the competent entity.
16. In case of error or change of name in the air ticket, the customer must pay the penalty specified by the supplier or carrier depending on the tariff.
17. Baggage liability of participants in a tourist activity offered by CAJAMAG, will be assumed by the carrier either ground or air, provided that the luggage has been damaged or lost under the responsibility of the carrier.
18. Social tourism office CAJAMAG does not offer extreme sport activities, in case the trekker decides to participate in this activity will be under its responsibility; likewise the Family Compensation Fund Magdalena is not responsible for this sport.
19. If the trekker decide to leave the group or consume food not included in the tourism plan, it will be under its responsibility, also CAJAMAG not responsible for the above.
20. Should attend children under age excursion tourism, the person responsible for carrying must submit a permit or authorization certificate authenticated by the notary parent or person responsible for the minor.

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21. It is your responsibility to submit documentation (authenticated authorization, identity card, passport, visa and others), required for national or international travel, in case of breach of this legal requirement 100% penalty will apply.
22. It is the responsibility of the participants make a commitment to sustainable management in environmental aspects (natural heritage protection, efficient use of water, energy and proper waste management) and Socio-cultural (cultural heritage, rejection of sexual and commercial exploitation of children and adolescents, rejection of child labor and supporting non-discrimination against any race, culture, religion, etc.) to be taken into account when visiting the destination.
23. CAJAMAG will monitor customers care property providers for the development of tourism, but in case of damage caused by hikers to facilities or proper equipment suppliers service providers, repairs should be undertaken by customers.
24. Acceptance of the terms and conditions of the service is performed with the signing of the record "request Tourist Activities" and the briefing that takes place prior to each service.

EXCEPTIONS SERVICE

1. CAJAMAG reserves the right at events of force majeure, without there being user acceptance, to make changes to the plan or contracted tourism service and is not responsible and / or responds by changes made service providers or unforeseen such as:
 - Delays at airports, flight delays, congestion Hotels, quarantines and other circumstances of force majeure that alter the normal development of the provision of tourism services, so that providers of contracted services could not provide partially or completely the same, only be managed by the user a refund proceed excluding any other commitment.
 - Accidents, losses or damages suffered by clients as a result of negligence or failure to observe the instructions and / or regulations for the enjoyment of your stay, whether made by airlines, hotels or tourism services providers.
 - Damages, losses and damages caused by carelessness, negligence or non-delivery in the custody of jewelry and / or assets owned by customers.
2. CAJAMAG not responsible for the impossibility of providing the contracted services when the cause is attributable to the customer.
3. CAJAMAG reserves the right to make changes to the plan or tourist service contracted fortuitous events or force majeure.
4. In the case of exemption from penalties from suppliers in case of force majeure, accident or disability or other provable calamities (fire housing and floods and other) affiliate who worker is booked or a first-degree consanguinity. The waiver request must be accompanied by (I) which correspond (s) support (s) and submitted within 5 days from the initial date of travel, the Office of Social Tourism, Administrative Headquarters.

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Death:

- Death certificate,
- birth certificate of each passenger,
- Marriage certificate or document certifying marital union.

For sickness:

- medical support or medical disability signed and sealed by the treating physician,
- Photocopy identification of passengers to exonerate,
- Marriage certificate or document certifying marital union.

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