

DUTIES AND RIGHTS OF CUSTOMERS

RIGHTS OF THE CLIENT:

- Attention personalized and human quality.
- Providing the user interested in Santa Marta and headquarters, all information relating to tourism activities offered in the promise of services and how to use them or access them.
- Express their concerns, complaints and suggestions, requests, complaints and compliments regarding the services of the program of social and tourist packages concerning tourism.
- Entitled to a courteous and friendly treatment by the staff of the cash and staff assigned during the processing of service and during the development of the tour.
- Right to evaluate the service received through satisfaction survey.
- Enjoy the tourist sites of our region and tourist destination that can be national and international.
- Know the policies, conditions and restrictions of the travel agency.
- Knowing the information management of natural, cultural and economic resources of our region.
- Knowing the information applicable legal requirements to customers for tourism activities.
- Learn about wildlife in danger of extinction in our region and tourist destination.
- Learn about the activities and campaigns being carried out in the travel agency for promoting sustainability.
- Learn about responsibility and commitment to sustainable management in environmental aspects (natural heritage protection, efficient use of water, energy and proper waste management) and sociocultural (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.) should have about when visiting the destination.
- Acquire an insurance policy available to all customers who purchase tourism services.
- Inform customers and / or business conditions and restrictions of the service, just as the scope of the contracted policy for each activity.
- We pledge to keep our users informed about developments in service for changes in programming service purchased by any eventuality.
- Ensure that CAJAMAG providers contracted to the service offering quality products and services.
- One hundred percent compliance to the established service offer.
- Immediate attention to complaints and claims.

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

CLIENTE DUTIES:

For the service, the customer must meet the following aspects:

- Provide clear, accurate and complete information when registering.
- Deliver the form completely filled with their attached documents when required.
- Meet the departure time of tourist activity, with the itinerary and schedule scheduled return.
- Good treatment of staff who will attend it during activity.
- Care and make rational use of resources provided by CAJAMAG and service provider companies during activity.
- Pay in full the value of tourist package in case of credit or other form of payment.
- Attend tourism only with staff who is registered as it is covered by the travel insurance policy.
- A passport or valid tourist visa in the case of an international tour.
- For international trips, the customer must meet the following requirements: have the vaccinations required by the country or tourist site that will be visited; in the case of embargoed people, having document, record or certificate of permission or authorization to leave the country issued by the competent body.
- Everyone on disability status, whether: Young, adult or older person 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 of the disabled person.
- Assistance in case of minors in tourism, provide proof of permission or authorization from the notary authenticated parent or person responsible for the minor.
- For any tourist activity, carry identification.
- Respect the culture, beliefs, traditions and habits of people of different tourist destinations to visit and our region.
- Make good use of natural resources tourist destination to visit our region.
- Respect the tranquility and relaxation of all customers who use the same service or tourist destination.
- Throw in their respective places of waste generated by the client.
- To comply with the legal requirements of tourism and sustainability
- Assume the legal consequences of missing one of the existing requirements applicable to such law, regulation or decree.

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