



## TERMS AND RESTRICTIONS OF THE SOCIAL TOURISM SERVICE

1. Carrying out the activities planned in the Activity Schedule is subject to a minimum number of participants and to modifications due to supplier rates, CAJAMAG in case of not reaching this minimum number of participants will inform in advance of the event cancellation.
2. CAJAMAG will be responsible and will guarantee the return of the total amount paid for the client. When the balance point established for the tourist event is not met.
3. For those cases when the Organizing Headquarters of the touristic activity does not comply with the breakeven point, you can manage with another Headquarters the sending of the data of the people who participate in the tourism plan, to meet the balance point.
4. To reserve the room, the customer should pay 20% of the value of the plan and 80% of the total value of the service up to 5 days before the event.
5. Child rates in tour packages are subject to considerations established by the provider taking into account the age range and the affiliate category because the minimum age may vary according to the specifications of each provider.
6. In the event that the customer decides not to use the service without valid evidence and requests the return or to save what was totally or partially paid, they must assume the following charges:
  - 10% for administrative expenses, plus penalties for suppliers (Airlines, Hotels, Operators etc.) of the services assigned to CAJAMAG. Additionally, this penalty will apply for each refund request that is processed by any concept and this penalty is not exempt.
  - Payment of travel insurance policies if they are issued by the provider.
  - In the case of air transport, the applicable penalty will be defined by the airline.
  - For reservations in general (hotels and reservations), if the passenger cancels within the terms established by the service providers and want to travel at a later

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date, the new plan will be credited with the total amount paid, discounting the penalties (If apply).

- In case of individual plans, if the client did not show up at the hotel at the time of the reservation will be charged 100% or percentage designated by the provider for No Shows (no show up at the hotel)
7. In the event that the client cannot travel, due to a domestic calamity or force majeure (Loss of a relative, Natural phenomena such as flood fires and others), and has canceled or paid the value of the tourist plan and decide to transfer the value to another person who wants to use the service and is in the same category, you must request it in writing authorizing CAJAMAG make the transfer of the quota. In the event that the person is not in the same category they must assume the difference of the quota and in case of being less, no refunds will be made.
  8. For the ground portion, if the customer decides not to go, they can transfer the quota (according to the stipulated in # 15.8 regarding different categories) and cancel the penalty that may apply.
  9. Rates do not include: phone calls, laundry, security boxes, internet, medicines and other expenses not specified in the plan purchased.
  10. For plans that include airline tickets, the user must cancel the total value of the ticket before being issued.
  11. It is essential that the client verify with the advisor if the destination to which he wishes to travel requires the payment of entry and / or exit taxes and if this item is included in the value of the plan.
  12. Only people who are registered can travel, as it is covered by the travel insurance policy (conditions and restrictions may apply).
  13. Any person with special needs: young person, adult or older adult who want to participate in the touristic activities developed by the Social Tourism Program, they should bring a

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companion, otherwise they will not be allowed to access the service, for security reasons and caring for the disabled person or elderly person.

**14.** For local and national touristic packages, the client must:

- Completion of the application for touristic activity.
- Cancel the value of the service, which can be: cash, credit, debit or credit card,
- Pledge of allowance and travel circle.
- Attach identification document for domestic travel with air tickets.

**15.** For international tourist packages the client must:

- Have a valid passport or visa depending on the destination to visit with a minimum expiration date at least six (6) months.
- Have the vaccines required by the country or touristic places to be visited.
- In the case of seized persons, to have a document, proof or certificate of permit or authorization to leave the country issued by the competent entity.

**16.** It is responsibility of the customer to carry their Identity Document in each touristic activity in for national and international destinations, they can be passport or VISA. CAJAMAG is not responsible for the neglect or forgetfulness of the documents and this makes it impossible for the customer to travel or enter the hotel.

**17.** In the case of international plans, everyone who signs up for the activity should make the payment by bank deposit on the dates that are agreed between CAJAMAG and the touristic package provider.

**18.** The rates offered for international plans will not apply by category, there will be a price for both affiliates and non-affiliates, and it will be in Dollars, each time a partial or total payment is made, it is the customer's duty to check the value in Colombian Peso before making the deposits, because they change periodically.

**19.** In case of error or modification of name in the air ticket by the customer, they must pay the penalty established by the supplier company or airline depending on the fare.

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- 20.** The responsibility of the luggage of the participants of a touristic activity offered by CAJAMAG, will be assumed by the transport company, whether land or air, as long as the luggage has been damaged or declared lost under the responsibility of the transport company in accordance with the provider's policies.
- 21.** The CAJAMAG social tourism office does not offer extreme sport activities, in the case that the customer decides to participate in these activities it will be under their responsibility, likewise the Magdalena's family compensation is not responsible for said sporting activity.
- 22.** In the event that the customer decides to stay away from the group or to consume food not included within the tourist plan, it will be under your responsibility, likewise CAJAMAG is not responsible for it.
- 23.** In the event that children attend touristic activities, the responsible person must present an authenticated permit or authorization certification signed by the notary for the parents or tutors of the minor.
- 24.** It is the customer's responsibility to present the documentation (authenticated authorization, identity document, passport, visa and others), required for national or international trips, in case of non-compliance with this legal requirement, 100% of the penalty will be applied.
- 25.** It is the responsibility of the participants to assume the commitment to sustainable management in environmental aspects (protection of natural heritage, efficient use of water, energy and proper waste management) and sociocultural (cultural heritage, rejection of exploitation sexual and commercial sex of children and adolescents, rejection of child labor and support discrimination of any kind: race, culture, religion, among others) that must be taken into account to visit the destination.
- 26.** CAJAMAG will ensure that customers take care of the supplier's properties during the development of touristic activity, but in case of damage caused by customers to the



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facilities or equipment of the service providers, the repairs must be assumed by customers.

27. It is only responsibility of the customer to monitor and take care of the articles, suitcases and personal belongings, for which CAJAMAG will not be responsible, in case of loss.
28. The acceptance of the terms and conditions of the service is made with the signing of the registry "Request for Touristic Activities" and with the informative meeting that takes place prior to each service.

### SERVICE EXCEPTIONS

1. CAJAMAG reserves the unforeseeable circumstances, without the mediation of user acceptance of making modifications to the contracted tourism plan or service and is not responsible and/or liable, for changes made by the service providers or for unforeseen events such as:
  - Airport delays, flight delays, hotel congestion, quarantines and other circumstances of force majeure or fortuitous event that alter the normal development of the provision of touristic services, so that the providers of the contracted services could not provide partially or totally the same, it will only be handled by the user the refund of the amount that proceeds to the exclusion of any other commitment.
  - Accidents, losses or damages suffered by customers as a result of recklessness or non-observance of the instructions and / or regulations that, for the enjoyment of their stay are made by airlines, hotels or tourism service providers.
  - Damages, losses and damages caused by carelessness, negligence or non-delivery in custody of jewelry and / or property owned by customers.
  - Sanctions imposed on customers who purchase plans with CAJAMAG by the authorities when they fail to comply with the Biosafety protocols or regulations of the places visited.
2. CAJAMAG is not responsible for the impossibility of providing the contracted services, when the cause is attributable to the client.

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3. CAJAMAG reserves the right to make modifications to the touristic plan or service hired in unforeseeable events or force majeure.
4. CAJAMAG, reserves the right to suspend or postpone touristic activities, taking into account the provisions of the National and International Government, when it is considered that might exist or there is an existing risk to the integrity and / or health of the clients.
5. In the case of exemption from penalties by suppliers in case of justified force majeure, fortuitous event or incapacity or other demonstrable calamities (fire of housing and floods and others) of the person whose reserve is or a relative in the first degree of consanguinity. The request for exoneration must be accompanied by the corresponding (s) support (s) and present within the times established by the service providers (airline, hotels, operators, etc.), to the Social Tourism office.

**In case of death:**

- Death certificate or certificate.
- Birth civil registration of each passenger.
- Marriage certificate or document certifying de facto marital union.
- Signed letter from the passengers informing the reason why they are not traveling, indicating the grade consanguinity of the deceased.

**In case of illness:**

- Medical disability issued by their medical insurance or medical service provider.
- Photocopy of the identity document of the passengers to be exonerated.
- Marriage certificate or document certifying de facto marital union.
- Signed letter from the passengers informing the reason why they are not traveling.