

# Sales, Reservations & General Conditions



## Web & direct passengers only

The following sales and reservation conditions are applicable to all TrenEcuador products.

## Discounts Applicable for all Tren Ecuador products

TrenEcuador grants special discounts for groups based on the following chart:

- Groups from 20 to 49 passengers: 10%
- Groups from 50 passengers or more: 15%

Special rates apply for persons with disabilities (a valid CONADIS card is required), senior citizens (65 years and older) and children (younger than 12 and older than 2). Rebate on rebate does not apply.

Not available to Tour Operator.



## Reservation (Booking policies do not apply for online reservations)

- To confirm a booking, a 35% deposit is required within 10 days.
- The balance (65%) due is required 60 days prior departure. Full names, date of birth or age, and an identity card number or passport number are required.

Payments are accepted in US dollars only with credit card, direct deposit or wire transfer (wire transfer fee must be assumed by the sender) or cash. Bookings can be paid in our sales and customer service offices and by any other means that TrenEcuador considers valid. Rates are subject to change without prior notice.

## Cancellation

- Cancellations up to 60 days prior to departure, no penalty applies.
- Cancellations between 59 days or less or no show the day of departure, a 100% cancellation fee applies.

## Others

- Date changes: up to 30 days without penalty. 30 days or less, is considered a full cancellation.
- Name changes (endorsements): an administrative fee of US \$ 25.00 per ticket and per transaction will apply until the day of the trip, fulfilling the original conditions of purchase. If airfares are included (promotions or similar), different booking and cancellation conditions might apply.



## Reservation (Booking policies do not apply for online reservations)

- To confirm a booking, the total price must be paid within 4 days. Full names, and a copy or scan of a valid identity card number or passport number is required. Full names, date of birth or age, and an identity card number or passport number are required.

Payments are accepted in US dollars only with credit card, direct deposit or wire transfer (wire transfer fee must be assumed by the sender) or cash. Bookings can be paid in our sales and customer service offices and by any other means that TrenEcuador considers valid. Rates are subject to change without prior notice.

## Cancellation and penalty policies

Number of days prior to trip start	Per person cancellation fee
15 days	No cancellation fee
14 days - 24 hours	50% of trip cost
24 hours or no-show	No refund

- Any revisions you make within the cancellation penalty period, such as departure date, route or departure time will be subject to availability and recalculation of rate.

- In case of re-scheduling passengers have 12 calendar months to travel, starting from the original booking date- Keep in mind that trips can be modified or re-schedule only once.
- Name changes (endorsements): an administrative fee of US \$ 5.00 per ticket and per transaction will apply until the day of the trip, fulfilling the original conditions of purchase. If airfares are included (promotions or similar), different booking and cancellation conditions might apply.

## General Conditions

### Modifications to itineraries

TrenEcuador reserves the right to make changes in the itinerary of their products in cases of force majeure and/or to safeguard the safety of passengers. Should TrenEcuador require to perform such changes, TrenEcuador will modify the itinerary as little as possible. In such cases, or those in which TrenEcuador is unable to meet the itinerary, TrenEcuador may grant the compensation it considers necessary and possible to its customers. TrenEcuador highly recommends to separately purchasing a travel insurance.

"Force majeure" is understood as an event that can not be anticipated or prevented by FEPP or its suppliers and may be (but are not limited to): natural disasters, adverse weather conditions or fires, volcanic activity, tsunamis or floods, disruption by landslides or earthquakes, pandemics or epidemics, terrorist acts or acts by a third party, governmental decisions, popular demonstrations or social unrest, road closures and / or risk factors upon which a state entity prohibits entry into a specific area, among others.

### Cancellations

TrenEcuador will notify by writing (email or similar) its decision to cancel a departure. TrenEcuador will offer an alternate date or a 100% refund. If the notification was issued between 60 to 3 days prior to departure, TrenEcuador will offer the passenger an alternate date, taking the actions it consider necessary - according to TrenEcuador discretion - to accommodate passengers into a new travel date; TrenEcuador might also opt to offer a 100% refund. Such actions may never exceed 50% of the total amount paid for the trip.

If the cancellation occurs 3 days or less prior to departure, FEPP will provide an alternate itinerary as close to the original as possible and will take the required actions it considers necessary. TrenEcuador may also opt for a 100% refund. In all cases, TrenEcuador will provide all the assistance customers may require.

### Suppliers and written/electronic information

TrenEcuador does not possess hotels, restaurants or other establishments and/or means of transportation other than trains and its stations, and neither does not have any control over natural areas that are included in the itinerary. Therefore is not responsible for the permanence in time of such suppliers. Itineraries, schedules, stops and services offered in our written and electronic itineraries are subject to change without prior notice. The contents of our catalogs and/or website are as close to reality as possible, however TrenEcuador is not responsible, and can not be liable, for their accuracy or decisions based on such itineraries that may or may not produce any costs or money losses.

### Health

FEPP understands that in order to take a trip, the passenger is in perfect physical and mental health. The routes FEPP operates go from zero to 4,000 meters above sea level. If you have a condition that is aggravated by altitude, ask your health care professional before deciding to take a trip. FEPP does not admit women who are in their 30th week of pregnancy. For reasons of equipment, itinerary and activities, FEPP does not accept infants (less than 2 years of age at the time of travel) on board its trains under any circumstances.

### People with reduce mobility

It is our desire that people with disabilities can ENJOY all our products. However, passengers requiring permanent use of a wheelchair should consult our sales agents in order to know which product is suitable for them. Many of our products include visits to remote locations, or hiking in areas with uneven terrain or accessible only with steps.

### Special diets

TrenEcuador can provide options for vegetarian, vegan, gluten-free, seafood-free, lactose-free, nut-free diets. Ecuador's cuisine is highly varied. In case of a diet not listed in this document, please notify our sales and customer executives when confirming your journey. Not always will be possible to meet certain dietary restrictions different from those listed above.