

# ECORAINFOREST

I N C O R P O R A T E D

## TERMS & CONDITIONS

### PHYSICAL/MEDICAL CONDITION:

- Participants must have a good physical condition, have good endurance, good balance and coordination.
- Maximum weight allowed is 230 lbs. We accept a maximum waist line of 42" and a maximum thigh measurement of 26".
- Children less than 70 lbs. can do a tandem-ride accompanied by one of our certified tour guides to make sure they make it across the ziplines.
- Persons with recent injuries, surgeries, pregnancies or any other health or physical condition which makes performing the activity dangerous for you and the group are not allowed to participate.
- You cannot participate if you suffer any impediments including heart problems, back problem, neck problems, respiratory ailments, epileptic seizures, have a weakness or medical problems with your legs, are blind or visually impaired, are hearing impaired and/or are under the influence of alcohol or drugs.
- Guests must be ambulatory. Wheelchairs (collapsible or electric) are not permitted and we will deny participation to guests arriving in wheelchairs or electric scooters.
- This activity is NOT recommended for participants afraid of heights. The participants are required to concentrate and follow instructions in order to accomplish the zipline courses safely.

### AGE / GROUPS LIMITATIONS:

- We accept participants between **7 and 68** years of age for our **Yunque Ziplining** tour.
- Please check our website for age requirements of other tours.
- Please be aware that most participants over the age of 65 (even very active ones) usually cannot keep up the required pace - cope with the harsh terrain and regularly do

not complete the adventure. This usually slows everyone down and can result in a safety hazard.

- Children under 18 must be accompanied by a participating adult (21 or over) who can sign a liability waiver for the minor in the presence of an EcoRainforest authorize representative. All guests must fill out a waiver and medical questionnaire the day of the activity.
- For safety reasons we take a maximum of 12 participants per session and we keep our groups together at all times. All the activities have to be performed to complete the adventure course in the rainforest.

#### **OTHER REQUIREMENTS:**

- Your safety and enjoyment will depend greatly on following your guide's instructions.
- You will be informed of potential risks that may arise in the adventure (hiking trails, river journeys, ascent and descent by rope) although this does not necessarily guarantee the safety of these activities. Some hazards that you may encounter during the adventure are: falling objects, insect bites, irregular and unstable paths, rock slides, rivers that may surge at any given moment, branches or other objects that may impede your movement along trails and cliffs.
- No alcohol consumption, smoking or cellular usage are allowed during the activity.
- EcoRainforest is not responsible for personal items left in our premises. We do not store any belongings for our clients. Please carry with you only what is necessary for the tour including the method of payment.
- It is customary to leave a 15% gratuity tip in recognition for the exceptional service of our tour guides. It is always up to the guest to determine what they feel is an appropriate tip amount.
- Fareharbor Online Booking requests are recommended to be made 3 days before the activity.
- If your reservation is less than 12 hours in advance of tour, please call to check availability.
- To help avoid your credit card to be declined at the moment of payment, we recommend customers to authorize the total charges with their credit card company

beforehand. Many credit card companies protect their customers from fraudulent charges and will not authorize charges done outside of their country of origin.

- Please make sure your detailed pickup location is correct to avoid future changes and confusion. A \$20.00 fee will be charged to the credit card provided in the booking for EVERY change made to the transportation including hotel name or # of passengers.
- The rappelling session in the tour is optional and may be cancelled due to weather conditions.

### **CANCELLATION POLICY:**

- Our cancellation policy dictates that if the customer cancels less than 24 hours before the tour, the customer gets charged the full amount.
- If the customer cancels 24 hours or more before the tour, the customer gets charged a 20% of the total amount.
- **Cancellation notices MUST be sent by email.**
- If EcoRainforest cancels the tour, the customer receives a full refund.
- No refunds or credits will be issued for no-shows the day of the activity. No partial refunds or credits will be issued if the participant is unable to complete the adventure.
- Ecorainforest reserves the right to cancel an activity between 24 hours before and up to 1 hour before the tour. The reasons the tour might get canceled include that we have not gathered the minimum of 4 participants, for weather conditions or for safety reasons. Should this be necessary you will receive a full credit or refund.
- Customers are advised to check their emails for Yunque Ziplining's updated messages of their tour. We also advise customers to make sure there's good communication through the telephone provided in their booking in case there's a last-minute cancellation of the tour.
- The adventure is not cancelled due to rain. Only severe weather or any other unexpected natural disaster may result in the cancellation of the activity and you will not be charged.
- If a customer requests a rebooking the same day of the tour and the requested tour is available, each participant in the group will be charged a rebooking fee of \$80.00. If the requested tour is not available we will not provide any refunds. We cannot guarantee availabilities for a requested tour rebooking.

**REQUIRED PHOTO ID NOTICE:**

- Please be advised that the cardholder of the credit card used to pay for the tour **MUST** be present at the Yunque Ziplining check-in area the day of the tour with its physical credit card and photo identity verification document (Valid driver's license, passport, etc.).
- If the cardholder is not present the day of the tour, a photocopy of its photo identity verification will be accepted.
- If no photo identity verification is presented, you and your group will not be allowed to participate in the tour. No refunds will be provided for not participating in the tour.

**ACKNOWLEDGEMENT:**

- I UNDERSTAND THAT I AM RESPONSIBLE TO INFORM ALL THE TERMS & CONDITIONS TO THE PARTICIPANTS IN OUR GROUP.