

## Selling Policies

**VALID PASSPORT.** For foreigners traveling in the country, without exception, each passenger must have a valid passport with minimum validity required by the authorities. Obtain and retain passport is the sole responsibility of the passenger.

**BOOKING RESERVATION.** - To book a 50% deposit is required and full payment must be made by the customer a minimum of two weeks before the departure of the trip.

**PRICE VALIDITY.** - Rates are subject to change without notice, including corresponding taxes.

**CONCEPTS INCLUDED.** - Rates include only products and services specified in the respective offer. No unspecified services.

It includes:

- Transportation from the City of Oaxaca to the beginning of the hike.
- 3 meals daily.
- Accommodation in tents with bunk soulpad™ (5 nights with the option to sleep one night in hammock with mosquito net and option to camp the sixth night on the beach).
- Local guides for all days.
- Mules to carry luggage all the way.

**PAYMENT METHODS.** - As instructed in the previous reservation quote.

**PAYMENT TAXES.** - Taxes included in the price of our offers are only for the services offered.

**DOCUMENT DELIVERY.** - All travel documents will be sent by email, if a printed document is required, they can be picked up at our office located in the City of Mexico DF during operating days and hours. If delivery is requested the client must cover the payment courier service.

**TERMINATION FOR FAILURE TO PAY ON TIME.** - In the case the buyer has failed to pay their balance within the time limit, it is understood that the reservation will be canceled by Trueke and Camino Copalita as the company may offer the spaces and services corresponding to the reservation to another party, without requiring notice to the buyer. **CLARIFICATION:** If appropriate, cancellation for the reason stated herein, in the case the customer cancels the reservation after it has been confirmed the requested services will apply. (See next paragraph).

**AFTER CANCELLATION CONFIRMED THE SERVICES.** - In the case that the client must cancel the reservation, the following cancellation policy applies.

100% refund 60 days before departure (except costs for the charge if pay by Paypal).

or 50% refund 30 days before departure or possibility of change of date with a \$ 100 dollars fee.

or 30% refund 15 days before departure or possibility of change of date with a \$ 200 dollars fee.

o The trip is 100% transferable to another person for the same date at any time.

**NO PRESENTATION.**- In case of a no show at the appointed time and place indicated for the beginning of the route for any reason, no refund will be made to the purchaser (in cash or deposit) being the responsibility of the purchaser to cover the costs of the reserved services.

**BREACH OF APPOINTMENTS FOR TRAVEL AND TOURS.** - If the client is not found at the time of the appointment at the specified location and address of transportation or hired rides, no

refund applies, with full responsibility of passenger to cover incurred expenses for this reason. Confirmed services are "non-refundable".

**CONTRATADOS.- BREACH IN SERVICES** In the event that the customer does not receive a contracted and prepaid service with us, for causes not attributable to the client, the client must introduce their refund request in writing within five working days after returning from Mexico, attaching documents (eg evidence of the lack of services, payment vouchers) that support the complaint.

We will review your complaint, and if applicable, the customer will be reimbursed the amount paid for this reason, only to whom has originally been billed. We do not accept responsibility for anything additional to that indicated in this document.

**TAX REDUCTIBLE INVOICE FOR BUSINESSES.** - A tax deductible receipt must be requested at time of reservation and the buyer must provide in writing a complete invoice with data such as: NAME OF THE PERSON OR TRAVELER, STREET ADDRESS AND No. OF FEDERAL TAX CONTRIBUTOR. Should the buyer omit one or more of the above-specified data, the invoice will not be issued. Important note :-> Once the invoice has been made, you can not make any changes to it.

**CHANGES IN TOURS & SERVICES .-** Trueke and Camino Copalita reserve the right to change the itineraries (or order of itineraries) if necessary to improve their service, in case there are circumstances beyond the control of the company that does not allow them to meet the reserved original itinerary offered. If there are changes in the itinerary made by express wish of the passenger, all additional costs incurred from the changes will be paid by the customer. All decisions regarding any change of itinerary will be at the discretion of the guide.

If the number of customers does not reach a minimum of 6 people for services to be provided, for any justifiable reason, Trueke and Camino Copalita will be forced to cancel the tour. Customers will have the right to demand a full refund of the value of travel.

In the event that a client misbehaves, breaks the rules of reservation and / or security, guides and people who are providing services will have all the authority to refuse to provide services to that person and Trueke and Camino Copalita will not be forced to make any refund. Customers who voluntarily choose not to use the services indicated in the approved itinerary shall not be entitled to any refund or claim the amounts paid in advance.

Our guides are experts and they may decide if a traveler must continue in a van at any point of the trip. We ask for your comprehension because we cannot put at risk any member of the group.

**LIMITED LIABILITY.** Trueke's responsibility is limited to making the recruitment and Copalita Camino's responsibility is limited to the operation of the route, details of which are specified in [www.caminocopalita.com](http://www.caminocopalita.com) timely manner, in the quantity, quality and price contract, request specified and paid by the buyer, and previously accepted by Trueke and Camino Copalita under the conditions of sale set out in this document. Any other conditions agreed between buyer and seller and Camino Copalita Trueke contravening one or more of these conditions must be clearly described in writing and signed by authorized personnel of both parties stating the particulars thereof, to ensure their validity. Verbally agreed conditions will not be recognized.

CUSTOMER RESPONSABILITIES. - Trueke and Camino Copalita explicitly state that they are not liable for injury, damage, accidents, delays or irregularities that may arise during the services offered to customers or their belongings.

Customers are responsible for:

- Be informed of what is necessary for travel and bring necessary luggage.
- Have the fitness and health status necessary to make the journey.
- Completed the format "Road Copalita. The Mexico you've always wanted" to provide data of individuals to contact in case of emergency and indicate if they have an illness or allergy.

Customers agree to behave responsibly in the activities scheduled during the Copalita Road, take full responsibility for their actions on such travel and meet accepted indications responsible for the Copalita Way.

TRAVEL INSURANCE: It is essential that each client have travel insurance and it is solely the responsibility of the customer to contract their travel insurance. Trueke and Camino Copalita are not responsible and will not cover any costs in case of an accident, illness, injury, health problems, nor lost or stolen items.

The payment of any compensation in case of accidents, correspond exclusively to insurance companies. Therefore any liability for third-party companies such as air or sea transport, operating companies, etc., is excluded. Transportation lines involved in these tours are not held responsible for any act, omission or irregularity that may occur while passengers are in these units or during transfer's services that are provided. Booking agents, airlines involved and general agents for vehicles that have been provided by third parties, companies and corporations that have complied or failed to comply with previous agreements, nor for the negligent conduct of third parties are not responsible. The company or corporation in providing or failing their services is not responsible for any act, omission or event while passengers are transported. These conditions must be known to the client for security and tranquility.