

**Special COVID19 Policies for Galapagos Cruise
Reservations**



The below policies apply from March 26th 2020 onwards.

<h1>REBOOKING</h1>					
All dates up to April 17th *new relocations only					
	Re-booking to 2020 dates without cost				
	Re-booking to 2021 dates, 10% solidarity rebooking fee will be applied				
	<p>Cancelations: Name change is allowed for the same exact date. Regular terms and conditions apply. Credit notes can be issued, for 2020 if used for dates up to September 30th and the first 20 days of December it can be used on 1 invoice, rest of the year it should be spread out between 2 new invoices, for 2021 credit notes should be spread out on 4 new invoices. *New invoices only (cannot be applied to Christmas, New Years or Easter departures).</p>				
Dates from April 17th - May 31st *new relocations only					
	Rebooking to September and 20 first days of December 2020, no fee				
	Rebooking to other 2020 and 2021 dates, 10% solidarity rebooking fee will be applied				
	<p>Cancelations: Name change is allowed for the same exact date. Regular terms and conditions apply. Credit notes can be issued at 90% of value, for 2020 if used for dates up to September 30th and the first 20 days of December it can be used on 1 invoice, rest of the year it should be spread out between 2 new invoices, for 2021 credit notes should be spread out on 4 new invoices. *New invoices only (cannot be applied to Christmas, New Years or Easter departures).</p>				
Dates from June onwards					
	Normal cancelation fees apply, we ask you to please wait as we cannot make proper decisions on these dates				
** Please be patient for our responses, the amount of emails and calls is overwhelming at the moment					
*** If travel restrictions are extended we will adapt our policies accordingly					
****Rebookings do not apply for Christmas, New Years or Easter dates					
*****Policies and promotions subject to change					

NEW BOOKINGS

*May and June departures * new bookings only*

2 x 1 on all cruises *new bookings only

*For bookings made until May31st

July - September and first 20 days of December departures

1 Free night at ILLA Experience Hotel for all cruises *subject to availability, new bookings only

Free date change up to December 2020, 31 days in advance.

Book with 20% deposit. Full payment due 30 days prior to departure

** For bookings made until September 30th

VOYAGERS STANDARD PAYMENT POLICIES FOR GALAPAGOS CRUISES		
	FITS	CHARTERS
To confirm your booking	20% Deposit of total amount	30% Deposit of total amount
90 days prior to departure (For Fit's only)		70% Remainder to complete Total Payment
60 days prior to departure (For Charters only)	80% Remainder to complete Total Payment	
IMPORTANT NOTES		
1: Deposits/Total payments should be received on our bank account on the dates according to the above mentioned policy.	2: If Voyagers does not receive the deposits/total payments according to the above mentioned policy we hold the right to cancel your reservation.	3: Voyagers accepts only written cancellations, sent by email or fax.
VOYAGERS STANDARD CANCELLATION POLICY FOR GALAPAGOS CRUISES		
	FITS	CHARTERS
Confirmation date - 121 days before departure	20% Penalty Fee	Penalty Fee 30%
120 - 91 days prior to departure	20% Penalty Fee	Penalty Fee 50%
90 - 61 days prior to departure	Penalty Fee 50%	Penalty Fee 100%
60 or less days prior to departure Penalty fee	Penalty Fee 100%	Penalty Fee 100%
4: Penalty fees for cancellations will automatically be discounted from deposits/total payments.		
WETSUITE RENTAL	3 Night Cruise - \$35 USD	
*Rental is for the entire cruise	4 Night Cruise - \$45 USD	
**Wetsuite rental supports crew income directly	5 Night Cruise - \$45 USD	
	7 Night Cruise - \$70 USD	
NOTES	Please note that all flight tariffs are subject to change without prior notice.	

COVID 19 LAND SERVICES CANCELLATION POLICIES FOR DATES UP TO MAY 31st 2020

61 days or more prior to departure date there are no cancellation fees. *Special cancellation fees for specific services or properties will be advised on a case by case basis.

60 – 31 days prior to departure date 10% administrative fee for date changes or credit notes. *Special cancellation fees for specific services or properties will be advised on a case by case basis.

For dates 30 days – 15 days prior to departure date, up to May 31st we can offer a 50% credit of services.

*Special cancellation fees for specific services or properties will be advised on a case by case basis

15 days prior to departure date, standard cancellation policy applies. *Special cancellation fees for specific services or properties will be advised on a case by case basis

*For all other dates our standard land service policies apply