



TERMS AND CONDITIONS OF CULTOUR VALLE

1. Scope of Application

These terms and conditions govern the provision of tourism services offered by Cultour Valle, including personalized tours, featured destination products, monthly tours, and general services. By booking our services, the client agrees to comply with these provisions.

2. Reservations and Payments

- All reservations must be confirmed with full payment or an 80% deposit at least two days prior to the tour. The remaining 20% must be paid in cash or via bank transfer on the day of the service, before the activity starts.
- Reservations are confirmed only after payment is received.
- Any remaining balance (if applicable) must be paid before the tour begins.
- Prices include only the services specified in each package description.
- Payments in USD: If the client wishes to pay in US dollars, the amount will be converted to Colombian pesos at the exchange rate on the payment date. Cultour Valle is not responsible for exchange rate fluctuations.

3. Cancellation and Refund Policy

- Cancellations made more than 72 hours in advance: full refund minus an administrative fee of [100]%.
- Cancellations between 72 and 48 hours before the tour: 80% refund of the total amount.
- Cancellations less than 24 hours in advance or no-shows: no refunds.
- Date or itinerary changes must be requested at least 24 hours in advance and are subject to availability.

4. Client Responsibilities

- Provide accurate information at the time of booking by completing the registration form: <https://forms.gle/QYuu29BkFRJj6Rxu7>.
- Inform in advance of any allergies, medical conditions, or medications that may require special attention during the tour.
- Use private transportation when the service does not include transport, ensuring space for the guide and adhering to the established schedule.
- Follow the instructions of the guide and Cultour Valle staff throughout the tour.
- Respect safety rules, proper behavior, and responsible use of equipment and facilities.
- Be responsible for any material damage or harm caused during the activity.



5. Safety Policy

- CultouR Valle provides travel insurance covering accidents, cancellations, and loss of personal belongings.
- CultouR Valle is not responsible for injuries, illnesses, or lost belongings unless due to proven negligence by the company.
- In case of adverse weather conditions or emergencies, the company reserves the right to modify or cancel activities to ensure participant safety.

6. Itinerary Modifications

- CultouR Valle reserves the right to alter routes or itineraries due to weather, safety concerns, or force majeure.
- In case of significant changes, clients will be notified promptly and may reschedule or request a partial refund.

7. Behavior During Tours

- Consumption of alcohol or psychoactive substances is not allowed during activities.
- Respectful behavior toward other participants, the guide, and local communities is expected.
- CultouR Valle strongly opposes sexual tourism and the exploitation of minors.

8. Environmental and Cultural Protection

- Clients are encouraged to preserve ecosystems by keeping solid waste with them, using refillable water bottles, and respecting natural surroundings.
- Interaction with local communities should be respectful, following the recommendations of the guide and local authorities.

9. Use of Digital Channels

- Information published on CultouR Valle's digital channels (Instagram, Facebook, YouTube, and website) is subject to change without notice.
- Images and descriptions are general representations and may vary slightly.

10. Medical Reports and Client Responsibility

- Clients must report any medical conditions, allergies, or medication use that may affect their ability to participate in activities.
- CultouR Valle is not responsible for incidents resulting from undisclosed medical conditions.

11. Complaints Handling

- Any complaints must be submitted in writing during or within 48 hours after the activity.
- The company commits to responding within a maximum of 15 business days.

12. Cancellation Policy



- Cancellations made more than 30 days in advance: No refund of the first deposit (40% used to book providers).
- Cancellations between 29 and 15 days in advance: The second installment will be refunded.
- Cancellations less than 15 days in advance: The third installment will be refunded with a 50% deduction from the second and third installments due to most services being already confirmed and paid for (hotels, guides, transport).

13. No-Show Policy

If the client does not show up on the trip's start date:

- No refund will be issued.
- A 10% credit of the total amount paid will be granted for use on another tour package within the next 12 months.

14. Miscellaneous

- Minors must be accompanied by a responsible adult throughout the tour.
- Clients are advised to wear appropriate clothing and footwear as recommended for each activity.
- CultouR Valle reserves the right of admission in cases where these terms and conditions are not met.

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Director General

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