



TERMS & CONDITIONS

GUARANTEED DEPARTURES

All group travels are guaranteed to operate with a minimum of fifteen (15) persons unless noted on the itinerary. Guaranteed departures will operate except only in cases of force majeure, which could include any major world event adversely affecting international travel patterns or other circumstances beyond Ajolote's control.

PRICE ASSURANCE

INCLUDED IN JOURNEYS All accommodations, meals and fully guided sightseeing (including park and entrance fees) as noted in the itinerary; airport transfers to/from hotel/, transfers may be included on start and end dates only); coffee/tea/soft drinks/ water at included meals; local wine and beer at all designated welcome and farewell dinners; local bottled water during sightseeing; portorage of two (2) pieces of baggage; hotel taxes; and gratuities throughout

NOT INCLUDED IN JOURNEYS

International and internal airfares, unless otherwise noted; costs associated with obtaining passports or entry visas; reciprocity and other border fees; airport departure taxes, unless otherwise noted; excess baggage charges; meals other than those specified in the itinerary; beverages other than those noted in inclusions above; sightseeing not included in the published itinerary; and personal expenses such as laundry, communication charges; and optional activities (which are subject to availability).

ROOM UPGRADES/SPECIAL REQUESTS

Upgrades are available on request at individual hotels. Specific requests such as adjacent or connecting rooms, bedding requests, smoking rooms and special dietary needs should be advised at time of booking. Please note that while every effort will be made to secure a special request, it cannot be guaranteed.

ITINERARIES

Ajolote, reserves the right to modify program itineraries, including arranged sightseeing, and substitute accommodations, including vessels, aircraft and trains, at any time due to unforeseen circumstances or circumstances beyond Ajolote's control.

Every effort will be made to operate itineraries as planned, but alterations may occur after the final itinerary has been issued.

AIR TRANSPORTATION

International airfare (to the journey starting point and from the ending point) is not included in program pricing. All air carriers are independent contractors and are not owned, managed, controlled or operated by Ajolote. Your airline ticket constitutes a contract between yourself and the airlines (and not Ajolote). Ajolote is not liable for, and does not assume responsibility or accept claims with regard to, seat assignments, name changes, schedule changes, flight changes and/or cancellations. Should you change or cancel your air transportation arrangements before or after your travel begins, all airline change and cancellation fees will apply.

BAGGAGE

Ajolote provides portage of two (2) pieces of baggage per person. Please note should your journey include internal/ domestic or charter flights, your luggage allowance may be less than two (2) pieces of baggage and weight/size restrictions and additional costs may apply.

Details will be provided in your Pre-Travel Documentation. Baggage and personal effects are at the owner's risk throughout the travel program, and Ajolote assumes no liability for lost or damaged baggage. Please check with your international carrier for other baggage restrictions and fees applicable to your international flights.

PRICES AND ARRANGEMENTS

Quoted program prices are per person, double occupancy except where indicated.. Although not expected, published prices may be modified due to unexpected significant external factors not forecasted at the time of printing. Ajolote is under no obligation to give a breakdown in costs of any journey. Modification of program content to accommodate a smaller group size will not affect the published program price.

CHILD POLICY

The minimum age is 10 years old unless noted on the itinerary and all children under age 18 must be accompanied by an adult. Some activities contained within an itinerary may have a different age restriction than the overall minimum age requirement. Details will be provided at the time of booking. Ajolote reserves the right to marginally exceed the published maximum group size on Family Journeys to accommodate a family.

ACTIVE ELEMENTS & CONDUCTS

Some active elements have been incorporated into select itineraries. To enjoy the trips as intended, a minimum level of fitness is required. Ajolote will require prior notice if any participant has any physical or other condition or disability that would prevent them from participating in active elements of any trip and/or could create a hazard to him or herself or to other members of the group. Ajolote reserves the right to decline acceptance of anyone whom it considers unsuitable due to fitness level. Ajolote also reserves the right to remove from the trip, at the participant's own expense, anyone whose physical condition or conduct negatively impacts the enjoyment of the other guests or disrupts the tour.

GUEST PROTECTION PROGRAM

Travel insurance is not included in the price of the program and is recommended. PASSPORTS AND VISAS It is the guest's sole responsibility to obtain and have available when necessary the appropriate valid travel documents. All guests are advised to check with the appropriate government authority to determine the necessary documents. A valid passport is required for U.S. citizens travelling to all international destinations. Passports must be valid for six (6) months after the return of your journey and should also have sufficient blank visa pages for entry and exit stamps. Many destinations also require a visa for U.S. citizens; this will be indicated in your Pre-Travel Documentation. Non- U.S. citizens should contact the appropriate consular office for entry requirements pertaining to their journey. You may be refused boarding or disembarked from a vessel without liability for refund, payment, compensation, or credit of any kind if you do not have proper documentation, and you will be subject to any fine or other costs incurred by Ajolote which result from improper documentation or noncompliance with applicable regulations.

RESERVATION AND PAYMENT SCHEDULE

Deposit per Person Required at Time of Booking: \$1,000 Final payment is due 90 days prior to departure. If your reservation is made within 90 days of departure, the entire cost of the trip must be paid at the time of the request in order to secure confirmation.

CANCELLATION CHARGES

Cancellations must be received in writing and will become effective on the date of receipt, fax or email. Cancellations received by Ajolote are subject to the following:

CANCELLATION FEES PER PERSON

91 days prior to departure or more: \$500

90-61 days prior to departure: 20% of program price
60-31 days prior to departure:
50% of program price

30 days prior to departure or less: 100% of program price

Partial Room Cancellation: If a guest cancels or leaves a journey and a roommate remains, an additional supplement may apply to the price for the remaining guest.

PHOTOGRAPHY DURING TRAVEL

Ajolote reserves the right to take photographs and video during the operation of any program or part thereof and to use them for promotional purposes during the program and thereafter.

By booking a program with Ajolote, guests agree to allow their images to be used in such photographs and video. Guests who prefer that their images not be used are asked to identify themselves to their Tour Guide at the beginning of their program.

LIMITS ON AJOLOTE'S RESPONSIBILITY

Ajolote, its employees, shareholders, officers, directors, successors, agents and assigns, does not own or operate any property or entity which is to or does provide goods or services for your trip. It purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant, ground handling and other services from various independent suppliers. All such persons and entities are independent contractors. As a result, Ajolote is not liable for any negligent or willful act of any such person or entity or of any third person. In addition and without limitation, Ajolote is not responsible for any injury, financial or physical loss, death, inconvenience,

delay or damage to personal property in connection with the provision of any goods or services whether resulting from but not limited to acts of God or force majeure, illness, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time.

There are many inherent risks in adventure travel of the type involved here, which can lead to illness, injury, or even death. These risks are increased by the fact that these trips take place in remote locations, far from medical facilities. Guest assumes all such risks associated with participating in these trips.

If you decide to participate in any activities including, but not limited to, any excursions involving animals, riding on animals, SCUBA diving, snorkeling, hot air ballooning, ziplining, high altitude treks, climbing, whitewater rafting, primate tracking and any activity which Ajolote considers to carry inherent risk of serious illness, injury or death ("Activities") then you fully understand and acknowledge that Activities carry with them various inherent risks, including serious illness, injury or death and you take complete responsibility for your own health and safety and agree to assume all risks of injury, illness or death, whether foreseen or unforeseen, that may befall you as a result of participating in any Activities and agree to release Ajolote and its affiliates, their agents, employees and representatives from any liability whatsoever related thereto.

Further, as consideration for being permitted to participate in the Activities; you release Ajolote, whether known or unknown, from, and agree not to sue or make claim against Ajolote for, property damage, cancellation of any Activities for any reason, illness, negligent rescue operations or procedures, personal injury, or death arising out of your participation in the Activities, and any activity related thereto, including transportation to and from the site of the Activities, regardless of whether such property damage, illness, personal injury, or death results from the negligence of Ajolote (but not its reckless, willful, or fraudulent conduct), and/or from any defect in equipment. You further agree to indemnify and hold Ajolote harmless with respect to any claim made against Ajolote by anyone else which (a) related to your participation, or (b) which would be subject to the above release and covenant not to sue if you had made the claim directly yourself.

TRAVEL ADVISORIES

It is the responsibility of the guest to become informed about the most current travel advisories by referring to the US State Department's travel website at travel.state.gov or by phone at 888 407 4747. In the event of a State Department Travel Advisory against travel to the specific destination location(s) of the trip, should the guest still choose to travel, notwithstanding any travel advisory, the guest assumes all risk of personal injury, death or property damage that may arise out of the events like those advised or warned against.

ARBITRATION AGREEMENT

Any controversy or claim arising out of or relating to these Terms and Conditions, to the Limits on Ajolote's Responsibility clause, to any Ajolote brochure, to any information regarding any Ajolote trip, service or package, or to any Ajolote-related trip, activity, service or package, shall be submitted exclusively to and resolved in binding arbitration in Mexico City, Mexico. Each party shall bear its own fees, costs and expenses and an equal share of any arbitrator and administrative fees. ANY PAYMENT TO AJOLOTE CONSTITUTES YOUR ACCEPTANCE OF THE TERMS AND CONDITIONS SET OUT HEREIN AND IN MORE SPECIFIC PRE-TRAVEL DOCUMENTATION, INCLUDING THE GUEST INFORMATION FORM.

Payments should be made via electronic transfer of funds.

AMENDMENTS

Ajolote reserves the right to correct any errors or omissions in its published materials and to amend these Terms and Conditions at any time as the result of any material changes to legislation or regulation. All amended Terms and Conditions shall automatically be effective upon being published by Ajolote.

