

Terms and Conditions

GENERAL TERMS & CONDITIONS

RATES

- Rates valid for 2021 – 2022.
- Each package or product (one day tour, hotel, and/or transfer) may have its own specific conditions. Please check the conditions of each product on Excel file available.
- Rates are based on availability.
- Rates are subject to change with 30 days previous notice.
- Rates are based on land portion only; these do not include international airfare.
- We are pleased to book international air for you upon request.
- Package may include regional air ticket (domestic flight). Check specific conditions for each package.
- Holidays and festivity periods may carry additional surcharges, payment requirements and cancellation penalties.
- Sites such as: museums, archaeological sites, restaurants, and shopping centers may be limited or not available during holidays or special events.
- Hotels OR similar category hotels offered in sales manual may not have rooms available before 3 PM.
- For groups, some changes may have to be done due to hotel capacities at certain locations.
- Normal transportation arrangement: 1-2 PAX: SEDAN VEHICLE / 3-8 PAX: HI ACE VAN (14 seats) / 9-15 PAX: COASTER Type (24 seats) / 16-19 PAX: MINIBUS Type / 20 + PAX: BUS Type.

PAYMENTS, DEPOSITS AND CANCELLATION POLICY

Due to the health crisis caused by the covid-19 pandemic, the following payment and cancellation policies will be handled flexibly, evaluating each case individually and depending on the services included in each passenger's package.

- Final payment for packages must be received 30 days prior to arrival.
- A deposit may be required for booking, depending on destinations and/or time of travel. We will notify if deposit is required.
- If package is cancelled within 29 to 15 days prior to arrival, a cancellation fee may apply (50% of total package); if package is cancelled within 14 days of arrival, no refund applies.
- For cancellations of one day tours, transfers and hotels check conditions for each product on Excel file available.
- There is no refund for unused services or unused portions of your trip.

CHANGES TO OUR PROGRAM

- We reserve the right to change the itinerary due to weather conditions or circumstances beyond our control.
- Means of transportation and itinerary routings may change based on the number of passengers.

GRATUITIES

- Gratuities for the trip leaders, naturalists, rangers, local guides, drivers, and staff are not included unless indicated otherwise.

SMOKING POLICY

- There is a non smoking policy on all of our vehicles, and clients must abide by said regulation in the places that establish the same policy.

PASSPORT & VISA INFORMATION

- To enter El Salvador or any other Central American country, passport must be valid for at least 6 months from the date of arrival.
- In El Salvador, for several countries including USA and Canada a tourist entry card is required (\$12), valid for 90 days. To be paid at airport upon arrival.
- For some countries a traveler or consular visa is required. It is each traveler's responsibility to obtain their required visas.

TRAVELERS REQUIRING SPECIAL ASSISTANCE

- Any disability requiring special attention should be reported at the time the reservation is made. We will make reasonable attempts to accommodate the special needs of such travelers, but we are not responsible for any denial of services by carriers, hotels, and other independent suppliers.

RESPONSIBILITY

- When picking up passengers at airport, driver/guide will be at airport's exit door at the time of arrival as indicated by the airline.
- The tour operator is not responsible for any loss or damage to property, death or injury to persons, resulting from any act or omission from any supplier providing any tour service or any other person or entity; nor those caused by strikes, wars, weather, quarantine, sickness, government restriction or regulation, or any other cause beyond its reasonable control.
- Some trips require challenging outdoor activities. Travelers assume responsibility for their own safety.
- No travel insurance is included in any of the offered services. We can provide travel insurance at an additional cost.

DISPUTES

- All matters concerning these tour programs and services shall be governed by, administered and interpreted according to the laws of El Salvador.

HEALTH AND SAFETY MEASURES

- Due to the Covid-19 pandemic, we have implemented new health and safety protocols in accordance with the health authorities in El Salvador and the Central American region. These will be shared with passengers when organizing their trip.
- Transportation distribution has been accommodated to comply with social distancing measures.



CONTACTS AND RESERVATION INFO

• GREEN BLUE RED

Phone:

(503) 2252-7660

Emails:

- **For general information:** info@greenbluered.com
- **For bookings:** reservations@greenbluered.com

Website:

www.greenbluered.com

El Salvador Mail Address:

Colonia Miralvalle, Ave. Los Bambúes #497, San Salvador, El Salvador.

• SHARE AND TRAVEL

Phone:

(503) 2252-7660

Emails:

info@shareandtravel.org

Website:

www.shareandtravel.org

El Salvador Mail Address:

Colonia Miralvalle, Ave. Los Bambúes #497, San Salvador, El Salvador.

• LEARN AND TRAVEL

Phone:

(503) 2252-7660

Emails:

info@learnandtravel.org

Website:

www.learnandtravel.org

El Salvador Mail Address:

Colonia Miralvalle, Ave. Los Bambúes #497, San Salvador, El Salvador.

• SHARE SMILES

Phone:

(503) 2252-7660

Emails:

info@share-smiles.org

Website:

www.share-smiles.org

El Salvador Mail Address:

Colonia Miralvalle, Ave. Los Bambúes #497, San Salvador, El Salvador.

WIRE TRANSFER INFORMATION:

• OPTION 1: BANCO CUSCATLÁN

Intermediary Bank: CITIBANK NEW YORK USA

Address: 111 Wall Street 21 floor NY

ABA: 021000089

Swift: CITIUS33

Payable Bank: Banco Cuscatlán de El Salvador, S.A.

Account: 36008784

Address: Pirámide CITI Km. 10.5 carretera a Santa Tecla.

Swift: BACUSVSS

Final credit to:

Beneficiary name: SERVICIOS MULTIPLES Y PRODUCTOS, S.A DE C.V.

Account: 001-301-00004883-4

Address: Av. Los Bambúes Calle Ámsterdam, Reparto Miralvalle #497, San Salvador, El Salvador.

Telephone: (503) 2252-7660

• OPTION 2: BANCO DE AMÉRICA CENTRAL

Intermediary Bank: WACHOVIA BANK, NATIONAL ASSOCIATION

Address: 200 South Biscayne Boulevard 12th Floor, Miami, Fl. 33131. U.S.A

ABA: 026005092

Swift: PNBPU3M

Payable Bank: BANCO DE AMERICA CENTRAL, S.A.

Account: 2000192002260

Address: 55 Av. Entre Calle Roosevelt y Avenida Olímpica, San Salvador, El Salvador.

Swift: BAMCSVSS

To final credit to:

Beneficiary name: SERVICIOS MULTIPLES Y PRODUCTOS, S.A DE C.V.

Account number: 201055134

Address: Av. Los Bambúes Calle Ámsterdam, Reparto Miralvalle #497, San Salvador, El Salvador.

Telephone: (503) 2252-7660

• OPTION 3: CHECK

Make check payable to: SERVICIOS MULTIPLES Y PRODUCTOS, S.A. DE C.V.

Mail check to: VIP 3980
PO BOX 25364
Miami, FL 33102-5364

• OPTION 4: CREDIT CARD

Subject to 5% surcharge.

