



## BOOKING CONDITIONS

### ACTIVITIES

#### RESERVATION

The customer has access to the website Coral Tree Lodge (hereinafter referred to as CTL) the opportunity to obtain information about the activities offered. These activities are organized activities and require an additional fee. CTL is not the organizer of these activities, but merely the intermediary. An organizer is defined as a guide or mountain guide or an external company.

#### BOOKING

By reserving accommodation in the CTL you can already declare your intention to book an activity. However, the binding booking of the activities only takes place during the stay in the CTL. The booking is made in writing using an appropriate form. By signing the form, the customer accepts all of the conditions described here without exception.

#### APPOINTMENT

Dates for carrying out the activities are agreed individually. The appointments requested by the customer can only be confirmed if the organizer has capacity. These capacities are queried individually. There is no guarantee for fixed desired dates.

#### EXECUTION OF THE ACTIVITY

On the day of the activity, travel to the activity will be organized by the CTL. The customer is taken to the destination and handed over to the organizer. Depending on the booked service content of the activity, CTL will provide the customer with the appropriate equipment that is necessary to carry out the activity. The scope of the equipment is defined in the service description of the booked activity. After completing the activity, the CTL will organize the return trip to the accommodation.

#### EQUIPMENT

Depending on the activity, CTL provides the customer with the necessary equipment. The customer guarantees that the equipment will be handled with consideration. If equipment is lost, the customer is fully liable. If equipment is damaged, the amount of liability is defined between CTL and the customer and depends on the extent of the damage. The scope and value of the equipment provided are defined in the booking form. The cleaning of the equipment is carried out by the CTL.

## PAYMENT

Payment for the activity is made on the day of booking in cash or via Paypal.

## WEATHER

The weather in the tropical Amazon lowlands or the Andean region is very changeable and unpredictable. If an activity has to be postponed due to bad weather, the customer will not receive a refund of the booking price from CTL as long as the alternative date is within the time of his stay in the CTL. If the alternative date for the activity is postponed to a period outside the customer's stay in the CTL, the booking price will be 100% refunded.

There is no refund of the booking price due to bad weather during the activity.

## LIABILITY

The customer is aware that the nature of Ecuador poses many dangers. CTL assumes no liability for these risks before, during and after the activity. The CTL is the agent of the activity, but not the organizer of the activity. The customer assures that CTL is excluded from any liability. In particular, CTL is not liable to the customer for the following events before, during and after the activity:

- **lost items**
- **unpredictable weather events and their consequences**
  - **Forest fires and their consequences**
    - **Landslide and falling trees**
- **Earthquakes, volcanic eruptions and their consequences**
  - **Injuries caused by careless behavior**
    - **Injuries caused by rough terrain**
- **Injuries caused by animals in general and poisonous animals**
  - **Diseases/parasites caused by injuries**
  - **Diseases/parasites due to poor nutrition**
  - **Death from any of the events listed above**

The customer fully accepts full responsibility for all his actions. The customer himself is liable for the equipment provided by CTL.

## RESIGNATION

Withdrawal from an activity that has already been booked is not possible. An exception is cancellation due to illness or a demonstrable obstacle that justifies cancellation of the activity. In the event of cancellation, CTL will refund 50% of the amount paid.