



Passenger Reservation Form

FIRST NAME:	
LAST NAME:	
GENDER:	
NATIONALITY:	
DATE OF BIRTH (MM/DD/YYYY):	
PASSPORT NUMBER:	
EXPIRATION DATE:	
INTL FLIGHT IN DETAILS: Airline, flight number, time	
INTL FLIGHT OUT DETAILS: Airline, flight number, time	
BOOT SIZES (For Amazon + Mtn Programs)	
WET SUIT SIZES (For Cruises)	
ROOM TYPE: (Matrimonial/Dbl Twin/Single)	
MEDICAL/HEALTH CONDITIONS:	
DIETARY RESTRICTIONS: (Specify any type of diet)	
TELEPHONE NUMBER: (For Whatsapp Contact)	
EMAIL:	
SPECIAL REQUESTS: (Honeymoon/Anniversary/Birthday,etc)	

EMERGENCY CONTACT DETAILS

Full Name: _____

Relationship: _____

Telephone Number: _____

Please include country code.

Email: _____



Terms and Conditions

Signature: _____

Date: _____

*By signing here you are in agreement with Gulliver's Terms and Conditions.

Gulliver Tour Cancellations

Gulliver has put in a significant effort in organizing your tour. Since Covid-19 was introduced to the world, we have therefore change our policies and cancellations will now require at least 30 days' notice. If your visit has been cancelled due to travel restrictions, a travel voucher will be issued with the same value of the booked tour in order to change your date with a 2-year expiry from the date voucher is provided. If you cannot change your dates, cancelation fees will be applied. If at the end of the valid two year voucher you do not travel, a cancelation fee and any additional fees that apply will be deducted.

The volume of cancelations at present is an extreme case for the entire tourism industry in all countries and destinations. Local agencies like those of Gulliver still have to pay for a majority of the reservations made and will not receive refunds from service providers (hotels, transportation, etc.). The voucher provided will allow guests to travel and protect us and our partners and providers, providing an optimistic future. Whilst guests are protected in this case, the scale of impact from Covid-19 is unprecedented and would put the entire tourism industry and millions at risk otherwise if not provided.

It is possible to make changes to your current itinerary with the provided travel voucher, as long as it is any service Gulliver is able to provide. This travel voucher cannot be applied to any other travel agency, other than Gulliver Expeditions. At time of rebooking, rates may have been subject to change and the traveler is subject to pay the difference.

Cancellations are 100% non-refundable during Ecuadorian national holidays such as Carnaval, Easter or Holy Week, Christmas and New Year's, among others. Any cancelations in regards to climbing programs are subject to the peak mountain climbing season of November and December. Any cancellations during these dates will have a 100% fee of total reservation.



Secondary Service Provider Tour Cancellations

If you wish to cancel a tour such as a cruise, hotel or lodge, or any other service that is not directly operated by Gulliver Expeditions, cancellation policies will be subject to those of the direct operator.

Galapagos Tour Cancellations

Due to the specific cancellation policies of Galapagos cruises and land tour operators, as soon as your trip has been booked, Gulliver is subject to all policies of the provider. Cancellations will be based on the following:

Within 90 days – 30% of payment will be retained

Within 60 days – 100% of payment will be retained

Mountain Program Cancellations

Mountain programs are subject to weather and personal conditions. Gulliver will not issue any refunds if the summit was not reached due to these unpredictable conditions.

Cancellations will be based on the following:

Within 30 Days – 50% will be retained

Less than 30 Days – 100% will be retained

Flights

Any and all flights will have a 100% cancellation fee unless otherwise notified by the airline due to worldwide situations like a pandemic where vouchers may be given in place of a refund.

2. Tour Alterations

The direct operator reserves the right to cancel or modify the tour itinerary due to force majeure or acts of providence such as wars, internal commotion, protests / strikes, terrorism, fire, natural disasters, public authority decisions, or any other extreme circumstances; this may include a substitution with a similar yacht, guide, hotel, transport, meals, and/or sightseeing destinations.

- The operator reserves the right to change the itinerary without previous notice due to weather, National Park regulations and notifications, as well as unforeseeable circumstances.
- Prices are subject to changes due to local tax updates.
- National flights: Airline baggage allowance is 20 kilograms per person.
- Hotels, trains and other services are quoted without reservations. They are subject to change without previous notice unless booked.



- Gulliver Expeditions will not be responsible on any changes of flights or unexpected extra costs that will affect the itinerary of the tour, we will do our best to offer solutions accordingly to the changes.

3. Payments

In order to make a reservation, a deposit or transfer is required. Your payment schedule can be discussed directly with your travel advisor. Full payment must be made 60 days prior to the start date of your trip. (Especially for Galapagos cruises, Amazon lodges, Machu Picchu Trains and flight tickets)

Gulliver will not send confirmation vouchers or flight tickets until the full balance has been received. Many times vouchers are presented a week or two before travel as the tour providers gather pick up times and complete logistics. Gulliver reserves the right to cancel your trip in the event where full payment is not received 60 days prior to the start date.

Prices, surcharges and credit card charges.

All prices advertise by Gulliver are accurate for the date published/advised. Gulliver reserves the right to change any prices prior to booking without any notice. Before you make a booking Gulliver will give you the up-to-date price of your chosen tour, including the cost of any peak-season supplements, upgrades or additional facilities for which you have requested.

For all payments made by credit card, a 3.5% service fee will be added to the cost using Treksoft. The additional costs for any bank transfers made to Gulliver Expeditions such as Ecuadorian Taxes and bank transfer fees must be assumed by the paying client.

4. Insurance

Adequate and valid travel insurance is compulsory for all Gulliver Expeditions travelers and it is a condition of accepting your booking that you agree you will have obtained adequate and valid travel insurance for your booking by the date of commencement.

5. Visa, Health, Passport, Travel Documentation

Whilst we are able to provide basic advice to clients regarding passports and visa requirements, you should check with the appropriate Embassy, Consulate or Foreign Office for the exact requirements for your chosen tour



and date of travel. It is your responsibility to ensure that you have a current passport validation and visas to gain access to Ecuador. If you fail to do so, we have no liability to you for any cost, loss or damage which you suffer, nor will we refund you the cost of any unused portion of your travel arrangements.

Gulliver is able to offer advice on mandatory health; however, Gulliver is not to be considered as medical experts. It is your responsibility to ensure that you obtain proper and detailed medical advice at least two months prior to travel for the latest health requirements, recommendations for your destination and any costs. If for these reasons you are not allowed to enter the country of your destination, or suffer personal injury or death as a result, Gulliver is not liable for any costs, loss or damage which you may suffer. Gulliver will not refund you the costs of any unused portion of your travel arrangements.

Clients with existing medical problems, pregnant women and anyone who has recently visited other countries should check requirements with their general practitioner.

6. Behavior

A booking is accepted on the strict understanding that you will comply with the laws, customs, foreign exchange, drugs and all other regulations of Ecuador, as well as all hygiene, safety and security rules. If you commit any illegal act during your booked services or if in the reasonable opinion of the tour leader that your behavior is disruptive, threatening, abusive or is causing or likely to cause danger, distress or annoyance to others, Gulliver has the right to terminate your travel arrangements without any liability on Gulliver's behalf.

If this occurs, then you will become responsible for your own return expenses and transport. If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the booking; you must advise us of this at the time of booking.

7. Participation Requirements

All clients are expected to declare prior to booking that they are fit and able to complete the itinerary of their chosen tour. Anyone suffering from mobility impairment, illness or disability or undergoing treatment for any physical or medical conditions must declare the true nature of such condition at the time of booking and make arrangements for the



provision of any medication or other treatment which may be required during the booking.

8. Damage & Loss

In case you, the client, loses or damages any property or equipment provided to you, you will have to pay the total amount for a replacement or the repair of the lost or damaged property or items.

9. Complaints Policy

Gulliver Expeditions makes every effort possible to give you the best quality service in all available tours. Should you experience any issues, please inform the guide as soon as possible in order to give us the opportunity to find a rapid solution during your tour. In circumstances where you have received less than satisfactory service or are unhappy with our product, we would appreciate a written notice so we can investigate. Thank you for cooperating with Gulliver's procedures and Gulliver will endeavor to resolve your complaint in a fair and timely fashion.

Please address your complaint to your Trip Advisor or Management at either:

✉ info@gulliver.com.ec

✉ Gulliver Expeditions, Mariscal Foch E7-38 y Reina Victoria, Quito, Ecuador.

You will receive a response within 7 working days.

10. Refunds

Gulliver Expeditions will act as an intermediary in negotiating refunds with the operator on behalf of you, the client. In no case can Gulliver Expeditions guarantee a successful response or refund from the direct operator.

Gulliver Expeditions will not be responsible for giving refunds in any of the following situations:

- changes to itinerary before or after departure
- mechanical issues affecting any form of transport on the trip
- substitution of facilities or personnel
- late arrival or no-show of you, the client



- your decision to leave the tour early or miss any activities / meals / accommodations / services during the tour
- the client travelling without necessary documentation including passport, visas, immigration papers or vaccination certificates
- price differences paid by different passengers aboard the same tour including special last minute rates
- decisions by any third party that affect the normal running of the tour including by the operator, Ecuadorian government or National park authority
- any other circumstances on your tour arising beyond the control of Gulliver Expeditions

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GULLIVER EXPEDITIONS EMERGENCY CONTACT NUMBERS

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