



Booking Terms & Conditions

A&L will work with clients to design a trip upon request or to choose an already designed itinerary, and we will adjust details, if needed. When the initial trip outline is complete, A&L will send the quote.

- 1- To reserve the trip, a 15 % deposit is required 120 days prior to the trip departure date.
- 2- Together with the initial deposit A&L must receive the Traveller Information Form.
- 4 - The balance* must be paid 30 days** prior to the trip departure date.

* If the group size changes, or activities added or withdrawn, the due balance will be adjusted accordingly.

** When booking hotels that require earlier payments at an earlier date, we will inform our client the amount required and due date.

Cancellation by Client & Refunds: All cancellations must be made by email with the name of trip/traveler + TRIP CANCELLED in the Subject line, and are effective upon receipt in our office.

Cancellation Fees per person if client cancels:

- 119-31 days prior to the departure 15 % of the trip price
- 30 days or less prior to departure 100 % of the trip price

For services not provided directly by A&L, refunds are subject to third parties' cancellation policy. Further, A&L will not refund any deposits that have been advanced to third parties on client's behalf for a trip component.

Should you cancel your reservation once the initial reservation deposit is paid, the entire amount is transferable as a future trip credit, to be used by the same traveller/s on a trip departing within 12 months of the original trip cancellation date. This credit cannot be extended beyond 12 months and can be postponed only once. The new resulting trip might be different from the original trip, resulting in a new quote.

Insurance: We require all travellers to purchase comprehensive travel and medical insurance. We advise you purchase cancellation insurance to protect yourself from unexpected circumstances that may cause you to cancel your trip or incur financial losses. We also highly recommend that you consider purchasing "cancel for no reason" travel insurance, which has to be purchased within a short time period after paying your first deposit on a trip, anywhere from one to two weeks. As such, do not delay efforts to secure this insurance.

Currency Fluctuation: Currencies fluctuate constantly, and particularly in Argentina, and the costs of trip components and government fees may increase. Therefore, and in the case of exceptional cost increases beyond our control or significant changes in the exchange rate, we will modify the quote to account for currency fluctuations and increased costs.

Note: To participate in certain activities travellers will be asked to sign a Risk Assumption Form.



Other:

A&L will not be deemed in breach of this agreement or otherwise liable to you, by reason of delay in performance or non-performance of any of its obligations under this agreement to the extent that any such delay or non-performance is due to any Force Majeure. "Force Majeure" means any circumstances beyond our reasonable control, including without limitation acts of nature and/or God, terrorist activities, insurrection, explosion, flood, tempest, forceful wind, fire or accident, war or threat of war declared or undeclared, sabotage, civil disturbance, labour strikes, requisition, sickness, quarantine, pandemics, epidemics, diseases and viruses that are known, unknown or novel such as coronavirus/COVID-19 (including any spread thereof), government intervention of any kind including those that affect domestic and/or international travel, border closings, border limitations, border restrictions, weather conditions, and other unforeseen circumstances.

If Force Majeure prevents, significantly hinders, or makes it impossible for us or our third party suppliers to provide the trip we shall be entitled to, and may in our complete and sole discretion, vary, delay, postpone, alter or cancel any itinerary or arrangement in relation to the trip, including the entire trip itself. We, in our sole discretion, may give you a credit with certain terms and restrictions that can be used to book one of our trips, or reschedule yours within 12 months of your original departure date. The credit is subject to inflation and Argentine Peso depreciation. We may also change the action that we choose to take in our sole and complete discretion. For instance, if we rebook you on another departure but decide to issue a travel voucher, we may replace the rebooking with the voucher.

If we are affected by Force Majeure, we, if practicable, will notify you of the nature and extent thereof.

If A&L cancels a trip within 30 days prior to trip departure due to non-force majeure circumstances, A&L will do its best to refund payments received (less bank fees and exchange rate differences), but will not be obligated to provide any refunds and cannot guarantee any refunds, full or partial. The reason for this is that within 30 days of departure date, there are costs, including unrecoverable third-party deposits (monies we have sent on to third parties to deliver your trip) and other trip fees and expenses, that A&L cannot recover.

Important note regarding any refunds. Exchange rate differences and Argentina's Central Bank forex restrictions apply to any refund as payments are received in Argentine Pesos, hence it is not possible to acquire the amount of USD originally sent. Moreover, there are bank wire charges. As a result, once the trip has been fully paid, we cannot provide a full refund or credit under any circumstances as any refund under this agreement will be reduced by bank charges, differences in currency exchange rates, and unrecoverable deposits and costs that we have incurred