

expediciones

a) Reservations

- For direct customers, total payment is due after 4 days the reservations has been made.
- In order to confirm a reservation, the customer must provide:
 - Given and last name, birthdate an ID or passport number.

Payments will be accepted only in US dollars and can be made by credit card, direct deposit or bank transfer (the customer bears the cost of said transfer and an email with proof of transaction is required) or cash, both in our sales offices and customer service offices or by any other means Tren Ecuador considers valid.

Rates are subject to change without a prior notice.

b) Cancellations

- Cancellations up to 15 days prior to departure, no penalty applies.
- Cancellations between 14 to 8 days' prior departure, a 50% cancellation fee applies.
- 8 days or less or no show the day to departure, 100% cancellation fee applies.

c) Others

Date changes:

- Up to 15 days without penalty.
- Between 14 to 4 days prior to departure, a 50% penalty fee applies.
- Between 3 days or less or no show the day of departure, 100% penalty fee applies.

All date changes are subject to availability and recalculation of current and valid rates. The deadline for the new departure will be 12 calendar months and cannot be altered more than once and fulfilling the original conditions of purchase.

Name changes (endorsements): an administrative fee of US \$ 5.00 per ticket and per transaction will apply until the day of the trip, fulfilling the original conditions of purchase.

In case of refunds, the same amounts will be refunded minus taxes when it applies. Compensations for reasons attributable to FEEP could be 100% refundable. Tren Ecuador reserves the right to apply a different percentage of penalty for cancellation charges or change of date of up to 70%, in case of force majeure, health with verifiable justifications and at the discretion of Tren Ecuador.

Tren Ecuador may modify its itineraries due to reasons of force majeure, fortuitous events, natural disasters, itineraries improvement, passenger safety and quality and service criteria.

tren crucero

a) Reservation

- To confirm a booking, a 35% deposit is required within 10 days.
- The remaining balance (65%) is required 60 days before departure.
- For direct customers, the remaining balance (65%) is required 60 days before departure.
- In order to confirm a reservation, the customer must provide:
 - Given and last name, birthdate an ID or passport number.

Payments will be accepted only in US dollars and can be made by credit card, direct deposit or bank transfer (the customer bears the cost of said transfer and an email with proof of transaction is required) or cash, both in our sales offices and customer service offices or by any other means Tren Ecuador considers valid.

Rates are subject to change without a prior notice.

b) Cancellation

- Cancellations up to 90 days prior to departure, no penalty applies.
- Cancellations between 89 to 61 days' prior departure, a 35% deposit is held as cancellation fee.
- Cancellations between 60 to 50 days' prior departure, a 50% deposit is held as cancellation fee.
- 49 days or less or no show the day of departure, 100% cancellation fee applies.

c) Others

Date changes:

- Up to 61 days without penalty.
- 60 days or less, 100% cancellation fee applies.

All date changes are subject to availability and recalculation of current and valid rates. The deadline for the new departure will be 12 calendar months and cannot be altered more than once and fulfilling the original conditions of purchase.

Name changes (endorsements): An administrative fee of US \$25.00 per ticket and per transaction will apply until the day of the trip, fulfilling the original conditions of purchase. If airfares are included (promotions or similar), different booking and cancellation conditions might apply.

In case of refunds, the same amounts will be refunded minus taxes when it applies. Compensations for reasons attributable to FEEP could be 100% refundable. Tren Ecuador reserves the right to apply a different percentage of penalty for cancellation charges or change of date of up to 70%, in case of force majeure, health with verifiable justifications and at the discretion of Tren Ecuador.

Tren Ecuador may modify its itineraries due to reasons of force majeure, fortuitous events, natural disasters, itineraries improvement, passenger safety and quality and service criteria.

GENERAL TRAVEL CONDITIONS

Modifications to itineraries

Tren Ecuador reserves the right to make changes in the itinerary of their products in cases of force majeure and/or to safeguard the safety of passengers. Should Tren Ecuador require to perform such changes, Tren Ecuador will modify the itinerary as little as possible. In such cases, or those in which Tren Ecuador is unable to meet the itinerary, Tren Ecuador may grant the compensation it considers necessary and possible to its customers. Tren Ecuador highly recommend to separately purchase a travel insurance.

"Force majeure" is understood as an event that cannot be anticipated or prevented by FEOP or its suppliers and may be (but are not limited to): natural disasters, adverse weather conditions or fires, volcanic activity, tsunamis or floods, disruption by landslides or earthquakes, pandemics or epidemics, terrorist acts or acts by a third party, governmental decisions, popular demonstrations or social unrest, road closures and / or risk factors upon which a state entity prohibits entry into a specific area, among others.

Cancelations

Tren Ecuador will notify by writing (email or similar) its decision to cancel a departure.

Tren Ecuador will offer an alternate date or a 100% refund. If the notification was issued between 60 to 3 days prior to departure, Tren Ecuador will offer the passenger an alternate date, taking the actions it considers necessary – according to Tren Ecuador discretion – to accommodate passengers into a new travel date; Tren Ecuador might also opt to offer a 100% refund. Such actions may never exceed 50% of the total amount paid for the trip.

If the cancellation occurs 3 days or less prior to departure, FEOP will provide an alternate itinerary as close to the original as possible and will take the required actions it considers necessary. Tren Ecuador may also opt for a 100% refund. In all cases, Tren Ecuador will provide all the assistance customers may require. Ecuador proveerá toda la asistencia que sus clientes requieran.

Suppliers and written/electronic information

Tren Ecuador does not possess hotels, restaurants or other establishments and/or means of transportation other than trains and its stations, and neither does not have any control over natural areas that are included in the itinerary. Therefore, is not responsible for the permanence in time of such suppliers. Itineraries, schedules, stops and services offered in our written and electronic itineraries are subject to change without prior notice. The contents of our catalogs and/or website are as close to reality as possible, however Tren Ecuador is not responsible, and cannot be liable, for their accuracy or decisions based on such itineraries that may or may not produce any costs or money losses.

Health

FEOP understands that in order to take a trip, the passenger is in perfect physical and mental health. The routes FEOP operates go from zero to 4,000 meters above sea level. If you have a condition that is aggravated by altitude, ask your health care professional before deciding to take a trip. FEOP does not admit women who are in their 30th week of pregnancy. Tren Ecuador does not recommend boarding its trains, infants under 2 years of age at the time of travel. All infants will travel under the responsibility of their legal representative.

People with reduce mobility

It is our desire that people with disabilities can join all our products. However, passengers requiring permanent use of a wheelchair, should consult our sales agents in order to know which product is suitable for them. Many of our products include visits to remote locations, or hiking areas with uneven terrain or accessible only with steps.

Special diets

Tren Ecuador can provide options for vegetarian, vegan, gluten-free, seafood-free, lactose-free, nut-free diets. Ecuador's cuisine is highly varied. In case of a diet not listed in this document. Please notify our sales and customer executives 60 days' prior your journey. Not always will be possible to meet certain dietary restrictions different from those listed above.

Other conditions

Tren Ecuador recommends to purchase a travel insurance with coverage to: travel delays, trip cancellations & interruption, luggage, health and life insurance. Tren Ecuador complies with all the local insurance requirements by the Ecuadorian law with coverage only during the contracted train journey. Pets are not allowed in our train premises, guide dogs for blind passengers are an exception.

Group Rates & Special Discounts

Children, senior citizens and passengers with disabilities: For children 7 thru 11 years old and senior citizen (65+) pay a reduced fare.

Passengers with disabilities will require to show proper identification ID demonstrating eligibility.

Special group discounts:

- Groups of 20 – 49 passengers, 10% off from our gross rates.
- Groups of 50 passengers up, 15% off from our gross rates.