

GENERAL TERMS AND CONDITIONS OF THE ACQUIRED TOUR PLANS
LIABILITY CLAUSE

We do not take responsibility for: accidents, losses or damages suffered by customers as a result of recklessness or failure to comply with the instructions and / or regulations that are made by the providers of tourist services for the enjoyment of their stay; For damages, losses and damages caused by negligence, negligence or non-delivery in custody of jewelry and / or property owned by customers.

Payment conditions:

Reservations will be confirmed with a minimum payment of 20% of the total value. The remaining value must be paid before starting the contracted service, otherwise the client will not be entitled to the provision of the same.

Payments for tours must be paid:

1. Presentially, only and exclusively in the offices that the company has for this purpose and by the employees duly designated for them, receiving as guarantee of the tour the respective sales invoice, and may be in cash in credit card or debit card.
2. In a virtual way, only and exclusively on the company website (www.magictourcolombia.com) can cancel the services through electronic transfers, cash (Baloto, Efecty) and / or consignments.

Cancellation and / or modification without justification by the contractor:

1. Confirmed reservations must be canceled or modified at least two days prior, during Colombian working hours (8:00 am - 12:00 m / 2:00 pm - 6:00 pm).
2. LOST CITY reservations, canceled and / or modified one day before or the same day will have a penalty of 20% of the total value of the tour per passenger for administrative expenses. * The customer is not entitled to a refund, when Has canceled only 20% of the tour as part of the reservation of the same, and the cancellation request is made less than forty-eight (48) hours in advance. The services, will have a charge of 100% on the total value of the program.
3. Bookings of the LOST CITY, canceled and / or modified with a time greater than 48 hours before will have a penalty of 10% of the total value of the tour per passenger for administrative and financial expenses.
4. Reservations to any receptive tour (atazi ,Minca, Playa Cristal, Cabo San Juan, Buritaca, among others different to LOST CITY), canceled and / or modified in less time 48 hours before its delivery will have a penalty of 10% (NO SHOW) at the beginning of the services, will have a charge of 100% of the total value of the program .

Cancellation and / or Modification Justified by the contractor:

Travel cancellation justified, when it is accompanied by the supports that justify said request. Once received the media is processed before the service providers (hotels, operators, etc.). The penalty or differences caused by changes of dates will be charged to the client and is equivalent to 10% of the total value of the tour. The difference deposited in our offices will be returned within a period of no more than thirty (30) calendar days following the date on which the request was filed with the suppliers. Valid supports are as follows:

1. In case of illness:
 - A) Medical incapacity issued by authorized medical center.
 - B) Copy of the identity documents of the persons who do not travel.
 - C) Signed letter of the passengers informing the reason why it does not travel.

Cancellation and / or Modification Justified by MAGIC TOUR COLOMBIA:

The departure and return times of the different tours offered by the company are subject to changes, depending on the service season, climatic conditions, natural phenomena, governmental permits, among other situations that are outside the company's own will.

In case of a situation that prevents the provision of the contracted service, the company can offer the buyer the change of destination, which has the possibility to accept or reject the offer; In the case of being accepted there will be no refund or any breach by **MAGIC TOUR COLOMBIA**

Refunds:

Once the service hire, no refunds of any kind are made.

* At MAGIC TOUR COLOMBIA, we believe that economic growth and the well-being of society are closely linked to health and the environment. We therefore accept our responsibility in environmental management and commit ourselves to integrate the main ecological practices and principles of sustainability into our core business strategy.

1. We inform that we do not support the illegal trade in species of flora and fauna, we respect and promote the conservation of our biodiversity, according to Law 17 of 1981 to prevent, punish and reject any act that mistreats and threatens the life of species Animals of the country and the law 1333 of 2009 to avoid the continuation or accomplishment of actions against the environment.
2. We do not support illegal trade in cultural property, we respect and promote the preservation of our culture, in accordance with Law 63 of 1986 for the prevention of illegal traffic in the country's cultural property and law 1185 of 2008, which seeks to safeguard, Protection, sustainability, dissemination and encouragement for the cultural heritage assets of the Nation.
3. MAGIC TOUR COLOMBIA undertakes to promote Law 679 adopted on August 3, 2001, which aims to establish norms to prevent and counteract exploitation, pornography and sex tourism with minors, under article 44 of the Constitution. Political Constitution of Colombia. In this sense, it is our duty to inform all our users and clients of Article 17 of Law 679/2001: Sexual exploitation and abuse of minors are criminally and administratively sanctioned in Colombia. Additionally, we have a code of ethics to prevent the commercial and sexual exploitation of children in accordance with Resolution 3840 of December 24, 2009 and according to Article 1 of Law 1336 of July 21, 2009.