



GENERAL CONDITIONS OF THE EXCURSIONS

BONADEA II Catamarán, Local 124, C.C puerto Colon, Costa Adeje, 38660, S.C de Tenerife, Teléfonos 922714500 – 618132729, Web: www.bonadea2catamaran.com email: bonadea2@telefonica.net

SECOND: PRICE: The price appears in the detail of each excursion.

Children under 12 months are not required to pay, as they are not considered passengers, it is necessary to reserve your seat at the time of booking.

For children under 11 years of age who are beneficiaries of the child price, documentation proving the minor's age will be requested.

For the Canario resident discount, the documentation proving it will be requested.

In the case of not being shown such documentation the benefit of the discount will be canceled with the consequent obligation to pay the difference when collecting the boarding passes.

This price includes:

Ecological tour with guide specialized in cetaceans of the duration specified in the basic description of each excursion.

Drink on board, the amount will depend on the type of excursion hired example: (2 hours 1 drink, 3 hours 2 drinks).

Snacks and fruit on excursions of 3 hours or more.

Snorkel equipment in excursions of 3 hours or more.

Liability insurance and port taxes.

Price does not include:

Transfer from the hotel.

Travel or diets outside the boat.

Parking or other expenses derived from the parking of vehicles outside the company.

Souvenirs, merchandising or other promotional items.

THIRD. RESERVATIONS:

Reservations can only be made through our sales office, the BONADEA II catamaran website, the official reservation phone, the company email or the distributors expressly authorized by BONADEA II catamaran.

QUARTER. CANCELLATIONS:

Only cancellations received through the means indicated in the first condition will be attended. BONADEA II catamaran reserves the right to cancel or relocate reservations for organizational or occupation reasons.

Cancellations derived from technical or meteorological incidents will not produce charges for the client, always offering an alternative in dates compatible with the availability of places. If the change is not accepted, the amount of the reservation will be refunded without prejudice to the user.

In the case of cancellations notified by customers at least one week in advance, a refund of 100% of the amounts paid will be made. For cases reported 48 hours and a week 50% of the amounts paid will be reimbursed. In the case of communicating the cancellation less than 48 hours before the excursion, no refunds will be made.

Depending on the payment method, the returns can take effect between 1 and 10 calendar days from the confirmation of cancellation or order.

The contract or general conditions and the detailed program will be signed or understood as accepted from the moment the trip is contracted, forcing both parties to comply.

FIFTH RESPONSIBILITIES:

We are not responsible for forgotten objects, damage or loss of your belongings during the contracted excursion.