



## COMPLAINT AND CANCELLATION MECHANISM

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#### HISTORY TRAVELERS S.A.S BIC

Travel Agency and Tour Operator

#### 1. PURPOSE

The purpose of this mechanism is to provide a clear and structured overview of History Travelers S.A.S BIC's process for handling complaints related to the provision of tourism services. The company aims to ensure that all concerns and complaints are handled ethically, impartially, promptly, and confidentially, promoting continuous improvement in customer service and service quality.

#### 2. SCOPE

This policy applies to all employees, contractors, guides, operational partners, and representatives of History Travelers S.A.S BIC who interact directly or indirectly with national, international, and corporate clients.

#### 3. DEFINITIONS

- **Complainant(s):** Individual(s) who file a complaint related to the service received.
- **Respondent(s):** Individual(s) or entity against whom the complaint is made.
- **Grievance:** An act or omission that negatively impacts the client's experience or fails to meet service standards.
- **Research:** A person appointed by the company, impartial and uninvolved in the case, responsible for analyzing and resolving the complaint.
- **Principles of natural justice and procedural fairness:** All involved parties have the right to:
  - Be heard.
  - Be accompanied by a support person if they wish.
  - Be fully informed of the content and nature of the complaint.
  - Participate in the process without determining the outcome.
  - Have an impartial decision-maker.
  - Receive a resolution based solely on relevant evidence.

#### History Travelers S.A.S BIC

📍 Calle 9 #3 – 52, Barrio Arriba, Riohacha, La Guajira, Colombia

☎ Teléfono: +57 310 277 1745

✉ Correo electrónico: [historytravelersguajira@gmail.com](mailto:historytravelersguajira@gmail.com)

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### 4. COMPLAINT PROCESS

History Travelers S.A.S BIC provides a structured process for complaint resolution designed to be fair and effective:

#### a. Complaint receipt:

Complaints may be submitted verbally, in writing, or through digital means (email, web form, or official social media).

#### b. Initial classification and assessment:

The customer service team will classify the complaint by nature (service, safety, treatment, compliance, etc.) and determine whether it requires informal or formal handling.

#### c. Informal resolution:

An attempt will be made to resolve the complaint directly and promptly through communication with the involved parties within a maximum of 5 business days.

#### d. Formal resolution:

If informal resolution is unsatisfactory, an investigation will be initiated by an impartial party. The case will be documented and resolved within a maximum of 15 business days.

#### e. Communication of results:

The outcome of the investigation will be communicated in writing to the complainant, along with the reasoning behind the decision.

### 5. POSSIBLE OUTCOMES

Possible complaint outcomes may include, but are not limited to:

- Formal apologies.
- Partial or full refunds.
- Bonuses or compensations.
- Adjustments to internal processes or policies.

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- Disciplinary actions against involved personnel.
- Corrective or preventive measures.

### 6. APPEALS PROCESS

If the complainant or respondent disagrees with the resolution, a written appeal may be submitted within 5 business days following the decision notification.

The appeal will be reviewed by a committee appointed by the management of History Travelers S.A.S BIC, which will issue a final decision within 10 business days.

### 7. NON-COMPLIANCE AND SANCTIONS

Any collaborator who fails to comply with this policy or acts against the complaint process may be subject to disciplinary measures, ranging from warnings to termination of employment or commercial contract.

### 8. CONTACT INFORMATION

To file a complaint, you may contact us through:

- **Phone:** +57 310 277 1745
- **Email:** [historytravelersguajira@gmail.com](mailto:historytravelersguajira@gmail.com)
- **Website:** <https://historytravelers.com>
- **Address:** Calle 9 #3 – 52, Barrio Arriba, Riohacha, La Guajira, Colombia

History Travelers S.A.S BIC reaffirms its commitment to transparency, service quality, and respectful customer care.

### 9. CANCELLATION AND REFUND POLICIES

These may be subject to increases during 2025 only in the case of a sudden rise (over 10% of the current value) in fuel, utilities, and/or raw materials essential for operating the bookings.

Example: Gasoline price exceeding COP \$17,124 per gallon.

#### Payment and cancellation policy:

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To guarantee a reservation, a deposit of at least 50% of the total value must be paid in advance. The remaining balance must be paid in cash, via transfer, or by card (card payments incur a 5% surcharge) on the start date of the service.

### Refund amounts based on cancellation timing:

- 1. More than 24 hours before the reservation:**  
A 100% refund of the amount paid is offered under the right of withdrawal. (Refund amount may be reduced if non-refundable expenses have been incurred, such as hotel bookings. These costs will be deducted from the total paid.)
- 2. Less than 24 hours before the reservation:**  
Considered a **No Show**. Only the value of unreserved meal services may be refunded (minus any non-refundable costs, such as hotels).
- 3. After the reservation has started:**  
Also considered a **No Show**. Refunds only apply to unreserved meal services, with deductions for incurred non-refundable costs.

### CANCELLATIONS DUE TO FORCE MAJEURE:

We consider the following as valid reasons regardless of cancellation date:

- Airport closures due to terrorism threats or epidemic/pandemic control (e.g., COVID-19).
- Serious health issues preventing participation or the death of a participant.

Supporting documentation may be required. We will do our best to refund the full amount paid, though this is not guaranteed, as incurred costs with providers will be deducted. Refund timelines vary case by case.

### No refunds will be issued for:

- VISA issues, missing vaccines, expired travel insurance.
  - Flight cancellations unrelated to the aforementioned force majeure events.
  - Flight changes without refunds.
  - Cancellations after the 50% deposit and confirmed booking (unless force majeure with airline-related incidents and proper proof is submitted).
- Even in those cases, partial or full refunds are NOT guaranteed.**

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