



CANCELLATION POLICY

In compliance with the provisions of the Colombian Commercial Code, in any case and without exception, the return and reimbursement for unused services is made as long as the value of the expenses incurred is covered. The travel agency PuraGuajira Travel is not responsible for cancellation or non-presentation of the contracted services due to fortuitous events or force major, therefore the operator's charges, conditions and handling are always taken into account.

- If the cancellation of the reservation of PuraGuajira Travel services is made **up to 10 days before the trip the client will be able to obtain a full refund** of the deposit.
- If the cancellation of the reservation of PuraGuajira Travel services is made **less than 10 days before the trip the client will not get any refund** of the deposit.
- If the cancellation of the reservation of PuraGuajira Travel services is made **less than 24 hours before the trip the client will have to pay for the full service.**