



ECOMONTES TOUR GENERAL BOOKING & CANCELLATION POLICY

1. Booking & Deposit Policy

To confirm any reservation, a deposit is required.

All deposits are **non-refundable**, as they cover administrative costs and advance operational expenses such as:

- Mountain refuge reservations
- Guide scheduling
- Permits
- Transportation coordination
- Equipment preparation

A reservation is considered confirmed once payment is received.

2. No-Show Policy

If a participant fails to appear at the designated meeting point at the scheduled time and has not provided prior written cancellation notice, the booking will be considered a **No-Show**.

In case of No-Show:

- 100% of the deposit is non-refundable
 - No refunds will be issued
 - No rescheduling applies
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3. Cancellation by Participant

Cancellations must be made in writing via email.

Refund policy:

- More than 7 days before departure: Deposit is non-refundable, remaining balance (if paid) refundable.
 - 3–7 days before departure: 50% of total tour price refundable.
 - Less than 72 hours before departure: No refund.
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4. Weather & Safety Conditions

All high-altitude tours (including climbs to Cotopaxi) are subject to weather and safety conditions.



If a climb is canceled due to:

- National park closure
- Unsafe glacier conditions
- Extreme weather

We offer:

- Rescheduling option
- OR
- Partial refund (excluding non-refundable operational costs such as refuge bookings)

No refunds are provided if the client voluntarily decides not to continue the climb.

5. Early Return / Voluntary Withdrawal

If a participant decides to abandon the climb or tour for personal reasons (fatigue, altitude discomfort, change of mind, etc.), no refunds apply.

Mountain activities are physically demanding and require adequate preparation.

6. Chargebacks & Payment Disputes

By completing the booking, the client agrees to these terms and authorizes the charge.

In the event of a payment dispute or chargeback, we reserve the right to submit:

- Booking confirmation
- Signed waivers
- Communication records
- Attendance evidence
- Operational expense documentation

to the issuing bank as proof of valid service and agreement to terms.

7. Travel Insurance

We strongly recommend all participants purchase travel insurance covering:

- Trip cancellation



- Medical evacuation
- High-altitude activities