

Policies for Pacific Fins Resort

NOT INCLUDED

Cost of obtaining and maintaining a valid passport, any type of visas, airfare to Guatemala City; meals, drinks and touring outside the resort, gratuities for hotel staff, captains and boat crews, drivers, guides and items of personal nature.

DEPOSITS, CANCELLATIONS AND REFUNDS

A deposit of 50% of the total price of the trip is due at the time of reservation. (excluding airfare). Airfare is purchase by client we do not purchase air flight for clients. Any reservation not under deposit will not be considered confirmed and may be canceled if any other party requests a part or all of the same period. Deposits are NON-REFUNDABLE. If you cannot make your reservation it is at Pacific Fins USA discretion to honor your reservation for another day if available. You may purchase travels protection insurance to protect your purchase. Balances are due 45 days in advance of the departure date and are subject to the terms, conditions and policies of Pacific Fins Resort & Marina. No refunds or postponements will be made in the event of a no-show. Any reservation received within 45 days of the date of departure must be paid in full at the time of booking and is subject to the terms, conditions and policies of Pacific Fins Resort & Marina. No refunds will be made in the event of a no-show. Any and all modifications made by the client to the originally requested and scheduled itinerary may incur additional cost(s), which will be assessed and billed accordingly to the customer. Payments made on your trip are refundable for cancelations received by writing at least 151 days prior your arrival date to the resort, less a \$500 per person cancellation fee. If you cancel your trip for whatever reason 150 days or less prior to your arrival to the resort all payments made on your trip are non-refundable, and non-transferable.

CANCELLATIONS OF FISHING DAYS

The weather and the sea conditions in Guatemala are notoriously calm. It is rare to have to cancel a day of fishing due to weather. Your safety is our primary concern, and any such cancellation is at the sole discretion of the charter boat's Captain. Should the Captain cancel due to weather, you will receive a refund, based upon that boat's full day charter fee. If the Captain decides that the weather and sea conditions are suitable and safe for fishing no refund will be issued for any guest that chooses to stay on shore. The fleet in Guatemala is comprised of modern, well-maintained sportfishing boats. Cancellations due to mechanical problems are rare. Should a mechanical problem arise, we will make every effort to arrange for a substitute boat. If we are unable to make such arrangements, you will receive a refund based upon that boat's full day charter fee.

BOAT CAPTAINS

The boat Captains that are listed on our web site are the primary Captains within our fleet. While our Captains are some of the best and most professional Captains in the world, they are still human. They typically fish 120 to 150 days a year and often work as much as 30 straight days without a day off. Occasionally due to illness or the need for an occasional day of rest, we will substitute Captains for a given vessel. We are fortunate to have many fine Captains "in the wings" and most of our First Mates themselves are also accomplished Captains with many years of experience. Also, like any business, from time to time we do have changes due to promotions or occasionally, employee turnover. These situations may also require a change of captains on certain vessels. Again, the substitution or change of Captains does not happen very often, but we do reserve the right make crew substitutions and changes when necessary.

METHOD OF PAYMENT

Visa and MasterCard are accepted with additional 3% fee that is not more than our cost to cover processing fees. ACH, Wire transfers, Zelle, personal or company checks are also accepted. Personal expenses incurred during your stay at Pacific Fins will be charged at the end of your trip. Payment may be completed in cash or via credit card, with credit card being the preferred method. Gratuities to captains, mates and staff are preferred in cash. Travel insurance is strongly recommended to protect your investment.

DISCLAIMER

Pacific Fins Resort is not responsible for complications arising from last-minute bookings or changes to travel arrangements, including airlines, transfers, or accommodations. However, our team will always make every reasonable effort to assist guests when notified in advance.

Pacific Fins Resort is proudly located in Guatemala. As with travel to any destination, occasional circumstances beyond our control may affect travel logistics or scheduled activities. While Pacific Fins Resort cannot be held responsible for such situations, we remain fully committed to assisting our guests and providing support to help ensure a smooth, comfortable, and enjoyable stay.

IMPORTANT NOTICE

If you decide to tour the vicinity, we will gladly recommend the best options to do so. If you choose to leave the hotel property by yourself, Pacific Fins will not be held responsible for any unfortunate incident that might occur.

TRIP INSURANCE

We strongly recommend protecting the cost of your trip and other non-refundable travel expenses with a travel insurance. Global Rescue's Signature Travel Insurance allows you to insure all your expenses and covers all fishing and hunting activities. While a Signature Travel Insurance policy can be purchased at any time, purchasing a policy within 20 days of making your initial trip deposit gives you the widest range of policy options. To purchase a policy, click or call +1-617-459-4200.

Safety is our top priority, but unforeseen emergencies can occur. A Global Rescue membership will provide you with 24 hour advisory services, field rescue (evacuation from your point of injury/illness to the nearest appropriate medical facility), and also evacuation to your home hospital of choice for continuing care all at no cost to you. Memberships start at just \$119. To purchase a membership, click <https://globalrescue.com/pacificfins/> or call +1-617-459-4200.

About Global Rescue

A great fishing trip shouldn't involve stress and worry if something goes wrong. Since 2004, Global Rescue has been the worldwide leader in field rescue, evacuation, security extraction, and virtual health services.

Global Rescue Members have access to:

Best-in-class Medical and Security Advisory Services 24 hours a day, 365 days a year

Industry-leading Field Rescue Services, evacuation and extraction services available to you anytime, anywhere more than 100 miles from your home.

Destination Reports and Real-time Event Monitoring via the MyGlobalRescue Mobile App[†], including Two-way in-app communications, geo-located check-ins, and immediate access to emergency assistance. Available for iOS (v.5 and above) and Android (v.4.4 and above) at the App Store and Google Play.

Global Rescue memberships start at \$119, with annual memberships for only \$329. Full family memberships are also available. Visit <https://globalrescue.com/pacificfins/> or call +1 (617) 459-4200 to learn how to enroll.

Global Rescue Signature Travel Insurance

For more than a decade, Global Rescue has provided unparalleled response and evacuation services to travelers around the world. From minor medical issues to life-threatening situations, Global Rescue's critical services have been there when they were needed most. Travelers have trusted Global Rescue's medical and security travel services since 2004, and now you can secure the value of your entire trip with Global Rescue's Signature Travel Insurance.

Global Rescue and IMG have created one of the industry's most complete travel insurance products, integrating Global Rescue's advisory and evacuation services with the financial protection of a comprehensive travel insurance program. When combined with a Global Rescue membership, Signature Travel Insurance guarantees that a trip abroad is covered no matter what happens.

Highlights:

Trip cancellation insured up to \$100,000

Trip interruption insured up to 150% of trip cost insured

Up to \$2,500 for lost luggage/baggage delay

\$100,000 emergency medical coverage

\$100,000 common carrier AD&D coverage

Up to \$2,500 for sports equipment rental

Cancel-for-any-reason coverage 75% of trip cost (optional upgrade)

Interrupt-for-any-reason coverage 75% of trip cost (optional upgrade)

