

Policies for Pacific Fins Resort & Marina

DEPOSITS, CANCELLATIONS AND REFUNDS

A deposit of 50% of the total price of the trip (excluding airfare) is due at the time of reservation. 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 unless a Replacement is found by Top Adventures Latin America or the Canceling Party. 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 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.

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. Wire transfers, 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. You can pay them either in cash or using your credit card. 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 any complications that may arise due to last minute booking or changes in itinerary (airline, transfers, hotels, etc.), however we will do our best to assist you the best way we can, if you let us know.

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.