

# **Policies for Pacific Fins Resort & Marina**

## **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 Top Adventures Latin America 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.

## **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.

## **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 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<sup>†</sup>, 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)

