

CANCELLATION CHARGES

On XPLORE PANAMA'S own products anywhere in the country or countries (Panama or Costa Rica) for individuals (FIT's) cancellations, the following applies:

- If cancellation is received between the date of booking until **61** days prior the date our services are due to begin, we will charge (15%) as a cancellation fee. This deposit cannot be transferred to another booking.
- If cancellation is received between **60 and 0 days** prior the date our services are due to begin, we will charge 100% as a cancellation fee.
- If cancellation is received between the date of booking until **121 days prior** the date our services are due to begin, we will charge 25% as a cancellation fee.
- If cancellation is received between **120 and 0 days prior** the date our services are due to begin, we will charge 100% cancellation fee.

LAND SERVICES:

On all cancellations for land services received between 15 days and 4 days prior the date our services are due to begin, we will charge 50% of the total service. In the case of cancellations received between 3 and 0 days prior to the date our services are due to begin, we will charge 100% of the total service, in addition to any cancellation fee generated directly by the supplier (airline, hotels or other).

THIRD PARTY PRODUCTS

In this case, all services will be subject to the policies and conditions established by each operator.

Any exception to the policies outlined here (groups and charters) are subject to those policies indicated in the contract signed with Xplore Panama.

SPECIAL CANCELLATION POLICIES

APPLIES ONLY FOR XPLORE PANAMA CORP. PRODUCTS.

- In the case of a cancellation, deposits made as part of a booking are non-refundable and not transferable to another departure.
- In the case of a cancellation due to medical reasons, we require a medical certificate. With this, we will provide a credit note of a value of 50% of the booking for the guest. This credit note is valid for another departure for one year from the cancellation date. This credit note will not be issued for departures during Peak Season.
- In the case of cancellation due to death, we require a certificate. With this, we will provide a credit note of a value of 50% of the booking for a future departure by a friend or family member. This credit note is valid for another departure for one year from the cancellation date. This credit note will not be issued for departures during Peak Season.