

Cancellation policy of Diamantina Mountains

1.1 Cancellation by the customer

You can cancel your tour or trek by email. The date of cancellation is the date on which the email was sent.

Cancellation fees: (accordingly to Embratur No.161 , the Brazilian tourist department)

up to 30 days	prior to departure	15 % of the reservation payment
from 15 to 30 days	prior to departure	30 % of the reservation payment
from 7 to 15 days	prior to departure	50 % of the reservation payment
from 6 days	prior to departure	100% of the reservation payment

1.1.2 Special situation during pandemic

1.1.3 Cancellation by the customer during the pandemic

The current global situation asks for flexibility of both customer and agency. Rescheduling your trip is always better than cancelling. You continue dreaming with your visit and you help the tourism industry in these difficult times. According to the temporary measure 948/2020, the customer has the right to get a reimbursement, but the agency / hotel may wait to pay until 1 year after the end of the pandemic.

We can pay your money back in the following situations:

- The customer can show a proof of difficulties in arriving at destination (Lençóis) due to Covid19 transport restrictions
- The customer (or one of his group) is contaminated with the virus.
- The customer has a family member who was contaminated recently and wishes to help him or her.

Diamantina Mountains® tourism agency - CNPJ : 22.865.008/0001-53
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www.diamantinamountains.com



Diamantina Mountains

Adventure hiking - Chapada Diamantina-Brasil

Diamantina Mountains will do everything in their possibilities to reschedule your trip without hassle. Our partners (guides, drivers, accommodation) will need to be flexible.

Diamantina Mountains can reimburse the amount of the reservation if there is really no other way of rescheduling the trip in 2021 or 2022, but can choose to stay with 10% of the deposit due to bank transactions costs.

1.2 Cancellation by Diamantina Mountains

1.2.1 The activity may be changed or cancelled due to extreme weather or reasons beyond our control. In case of extreme weather other travel dates will be provided or an alternative itinerary will be discussed.

If you don't want to make use of this, *Diamantina Mountains* will transfer back the money which is paid.

1.2.2 *Diamantina Mountains* has the right to cancel the trip in extreme cases of mechanical failure, road conditions, natural forces, strikes , sickness of guides or any other major force situation. In case of cancellation by *Diamantina Mountains* for one of these reasons , you are entitled to a refund or remission of the amount you have paid.

1.2.3 Cancellation by Diamantina Mountains during the pandemic

The current global situation asks for flexibility of both costumer and agency. *Diamantina Mountains* has the right to reschedule or cancel the trip in the following situations:

In packages with groups

- One of the travelers of the group can show proof of difficulties to arrive in Lençóis due to Covid19 restrictions
- One of the travelers of the group was infected by the virus

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- One of the travelers of the group has a family member who was contaminated recently and wishes to help him or her.
- One of our partners (guides , drivers, ..) was infected by the virus and Diamantina Mountains could not find a substitute on time.
- One of the private attractions (caves, waterfalls) or the National park closes the access due to a new evolution in the pandemic. (higher number of covid19 cases in the region)

In private packages:

- One of our partners (guides , drivers, ..) was infected by the virus and Diamantina Mountains could not find a substitute on time.
- One of the private attractions (caves, waterfalls) or the National park closes the access due to a new evolution in the pandemic. (higher number of covid19 cases in the region)

Diamantina Mountains can reimburse the value of the reservation if there is no option in rescheduling in the year 2021 or 2022. Diamantina Mountains can choose to stay with 10% of the reservation value due to bank transaction costs.

In case of last minute cancellations, Diamantina Mountains will look for the best solution for the travellers, we can change itineraries or send you to a partner agency.

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