



◆ VISA AND VACCINATION REQUIREMENTS

It is the Client's responsibility to ensure that all passports, visas, travel permits, health certificates, or other documentation required for the tour are obtained, and are in order, and that all required vaccinations have been obtained. It is the Client's responsibility to meet any additional costs incurred either by the Client or by VWD Brasil Viagens Ltda, on the Client's behalf, as a result of any failure to comply with these requirements. **All US and Canadian Citizens require a VISA to enter Brazil. We suggest to start this process at least one month before the start of your trip.**

◆ PAYMENT POLICES AND NEXT STEPS

1. The price of any trip proposal will be valid for 14 days, with the exception of internal commercial air flights where prices may change daily. Availability of suppliers cannot be guaranteed until the initial deposit of a trip is paid for and receipt confirmed by VWD Brasil Viagens.
2. The price of commercial flights can only be confirmed upon receipt of initial deposit by VWD Brasil Viagens
3. In order to confirm a booking, clients must pay for 50% of the total trip cost.
4. The remaining balance of the trip must be paid thirty days prior to the initial date of the trip.
5. All payments must preferentially be done by international wire transfer. Credit card payments must be completed 30 day prior to the start of the trip.
6. **During peak high season periods like Carnival and New Year, Matueté reserves itself the right to alter the payment policies above to match those required by individual suppliers.**



◆ CANCELLATION POLICIES

INTERNAL COMMERCIAL FLIGHTS WITHIN BRAZIL - We will only apply the penalty of the airline company in question. All refund due will be reverted to clients.

ALL OTHER ARRANGEMENTS:

- Until 90 days before the trip starts the trip will be reimbursed minus a U\$ 600 cancellation processing fee plus any specific cancellation fees charged by hotels and other suppliers.
- Between 30 and 89 days before the trip starts, 50% of the trip's price will be reimbursed.
- Less than 30 days before the trip starts, there will be NO refund.

In the situation of high season such as Brazilian local holidays, like Carnaval and during all trips that include stays over New Year, the cancellation penalty will always be 100% of the trip's price.

If for any reason you are forced to cancel your trip, VWD Brasil will endeavor its best efforts to negotiate with suppliers a more favorable cancellation policy than those stated above, and all cancellations will be reviewed in a case by case basis.

SUPPLIERS

The Client acknowledges that the Suppliers are independent contractors and are not under the direct control of VWD Brasil Viagens, and are not the agents or employees of VWD Brasil Viagens.

VWD Brasil Viagens does not warrant the performance of any Supplier, and the Client releases VWD Brasil Viagens from liability for any loss, damage, cost or expense (including without limitation any property damage or personal injury) suffered by the Client which arises from any act or omission of a Supplier or failure by a Supplier to meet the Client's expectations.

Suppliers provide services in connection with the tour pursuant to their own terms and conditions, which the Client must comply with. Baggage is the responsibility of the Client. Restrictions may apply as to the weight, number of items and nature of the baggage for air travel. The Client must comply with such restrictions. Lost, damaged or delayed baggage is subject to the terms and conditions of carriage of the relevant carrier. VWD Brasil Viagens is not responsible for, and the Client releases VWD Brasil Viagens from, any liability for any lost, damaged or delayed baggage.

RELEASE OF LIABILITY AND RISKS

The Client acknowledges that there may be inherent risks involved in participating in the tour, including close contact with native fauna and exposure to the harshness of the wilderness. By making a booking, the Client accepts all risks associated with the tour.

The Client hereby releases VWD Brasil Viagens and its respective officers and employees from all actions, proceedings, claims and demands that the Client may otherwise have now or in the future against VWD Brasil Viagens, as a result of or in connection with, whether directly or indirectly the Client's participation in the tour (except where VWD Brasil Viagens has breached these Booking Terms).

ADHERENCE TO BRAZILIAN LAW

Clients must comply with all aspects of Brazilian Law while traveling through the country and are responsible for their own actions. VWD Brasil Viagens Ltda reserves the right to cancel the trip at 100% cost penalty if the client is seen to be, or requests from VWD Brasil Viagens to, breach Brazilian laws especially in regards to drug solicitation or the sexual abuse of minors, as under Brazilian laws VWD Brasil Viagens could be accused of being complicit with such actions.

FORCE MAJEUR AND SAFETY

'Force Majeure Event' means any circumstances beyond the reasonable control of VWD Brasil Viagens (including, without limitation, acts of God, explosion, flood, tempest, fire or accident, war or threat of war, sabotage, terrorism, insurrection, piracy, civil disturbance, or requisition, sickness, quarantine, government intervention, weather conditions, alteration or cancellation of scheduled air services or other untoward occurrences). If VWD Brasil Viagens is affected by a Force Majeure Event VWD Brasil Viagens or its local agents, shall notify the Client as soon as reasonably practicable of the nature and extent thereof.

VWD Brasil Viagens shall not be deemed to be in breach of these Booking Conditions or otherwise be liable to the Client or any other person, by reason of delay in performance or non performance, of any of its obligations in these Booking Conditions to the extent that any such delay or non-performance is due to a Force Majeure Event.

If VWD Brasil Viagens or its Suppliers are affected by a Force Majeure Event VWD Brasil Viagens will be entitled to, and may in VWD Brasil Viagens's sole and absolute discretion, vary or cancel the tour, or any component part of the tour. Payment of any refund by VWD Brasil Viagens to the Client as a result of the non-performance of any of VWD Brasil Viagens's obligations due to a Force Majeure Event will remain at its sole and absolute discretion, although VWD Brasil Viagens will use its reasonable endeavours to reimburse the Client where possible.



In relation to a Force Majeure Event, once VWD Brasil Viagens has investigated the prevailing situation, it will remain in VWD Brasil Viagens's sole and absolute discretion whether to proceed with the tour. The Client may in such circumstances cancel the tour. However, if after having made all reasonable and proper enquiries, VWD Brasil Viagens is of the opinion that the tour may proceed, but the Client does not wish to proceed, no refund will be payable to the Client.

COMPLAINTS/DISPUTE RESOLUTION

Clients who have any cause for complaint while travelling must immediately notify VWD Brasil Viagens and the relevant Supplier, where possible in writing, to give VWD Brasil Viagens the opportunity to remedy the complaint.

VWD Brasil Viagens will not accept responsibility for complaints received more than 14 days after the occurrence of an event leading to the complaint.

Both VWD Brasil Viagens and the Client will use alternative dispute resolution procedures to resolve disputes prior to resorting to legal proceedings.

Payment of the initial deposit requested for the trip implies an automatic acceptance of the trip proposal and the booking conditions stipulated above.