



COPPER MOON
TRAVELS

TRAVEL POLICIES FOR GROUP TOURS

Our Emergency Contact:

Please leave our contact information for your family or friends in case they need to reach you for an emergency.

Tour Coordinator: Jennifer Bjarnason

Email: coppermoontravels@protonmail.com

WhatsApp / Cell: +52 443 639 2782

Please ask your next of kin to send us a text before calling, as we do not always answer stray calls due to telemarketers.

Your Emergency Contact:

Please send us your emergency contact information in case we need to reach your next of kin. Your emergency contact should have all information pertaining to your medical / travel insurance in case you are unable to communicate.

Single Supplements:

As hotels charge for rooms based on double occupancy, we must charge solo guests a single supplement for a private room. We will try to match you with a roommate if we can, as we can book a room with two beds. If we are unable to find you a roommate, the single supplement is your responsibility.

Basic Respect for Fellow Travelers:

Please read your itinerary and be at departure points on time. When we are checking out of the hotel, we will give instructions the night before but generally ask guests to bring luggage downstairs before breakfast, so we can get the van loaded while you are eating. Departing on time means a fluid itinerary and better travel experience.

We ask guests to please change-up your seating arrangement in the van during our tour. Nobody wants to be relegated to the back or middle seat for the entire tour. If guests trade places throughout the day, everyone has the chance for a more comfortable experience.

If you have a complaint, please take your tour leaders aside to express your grievances in private. We understand that everyone can have a bad day, but continually disrupting other guests will not be tolerated. If you are rude, disruptive and cannot keep your temper in check, you will be removed from the group and sent home at your own expense. This extreme measure will only be exercised if other group members feel it is both necessary and fair.

If you are diabetic or have medical concerns:

Please let us know ahead of time if you are diabetic or have any dietary concerns so we can be sure to discuss meal times. We understand diabetics require a routine eating schedule and sometimes our lunch or dinner is later due to tour activity. We highly recommend packing some

power bars or snacks if you are either a diabetic or get irritable when peckish.

If you have allergies or food preferences, please tell us when you reserve your tour. We work hard to source restaurants that have vegetarian options, but finding vegan options across Mexico can be a challenge. Gluten allergies may also require some special attention, as sometimes we eat with a local family and will want to check ingredients ahead of our arrival. If for religious reasons, you do not eat pork, this is also important for us to know as pork is a meat staple in Mexico. The cooks will always have a chicken option if we let them know ahead of time.

If you fall ill on tour:

Unfortunately sometimes guests have accidents or medical emergencies that cannot be helped. In the event that you require medical attention, we will do everything in our power to help you, including visiting the doctor with you (for translation), or calling a doctor to your room (when available). We will also go to the pharmacy to pick up any prescriptions and electrolytes to help you. If you require hospitalization, we will discuss options with you – especially if we have to leave you behind. On the one occasion this happened, our guest was able to join us a few days later. We arranged for a private driver to transport her, though she covered this extra expense. Please make sure you have medical insurance in case of any emergencies.

If you decide to skip a day-tour:

Sometimes guests feel exhausted and prefer to take a day to rest. In this case, we are unable to assist with your meals for the day, as we may be gone until dinner time. Please save your receipts and we will reimburse you for your meals.

If you are skipping an activity that has an entrance fee attached, we will reimburse you for the ticket cost. Please understand that some group activities are charged per-group rather than per-person, in which case we cannot reimburse you.

If you decide to arrive a few days early:

We often recommend guests to arrive a few days early if you would like to explore select cities before our tour commences, such as Merida or San Cristobal de las Casas. We often only have a half or full day tour of any given city we visit, so spending a few extra days gives you the chance to familiarize yourself. If you are arriving early and we happen to be in town, please understand that we may not have time to meet you ahead of our start date due to tour preparations. We are grateful for guests who have understood this, as it certainly isn't a slight on our behalf.

Cancellation Policy:

Please purchase travel insurance. We are a small tour agency that unfortunately cannot cover guest emergencies that result in tour cancellation. Our tour prices are based on cost sharing, and we do not confirm our tours until we know we have enough travelers to cover our costs.

If you must cancel due to a life emergency, we will try our best to find someone to take your place. In that event, of course we will refund you, but it is not always possible to find someone.

Your seat can be transferred to a family member or friend.

If you must cancel, we will refund you for extraneous expenses that we won't need to pay for, such as entrance fees, activities and meals. Some hotels may refund us, depending on when your tour is cancelled. We will

do our best to refund you for anything we can, but the bulk of the tour cost is for the van, driver, gas, tolls, professional guides, etc.

Reserve Your Tour:

As our tour prices are based on cost sharing, we will only take payment once the tour is confirmed. We require full payment for confirmation.

Payment Options:

We use Wise, Stripe and Wire Transfer to accept your tour payments.

WISE: If you do not have an account, please use the following link to sign up. To sign up for an account, Wise requires banking information and ID verification.

Our account link is here: <https://wise.com/invite/dic/jenniferb907>

STRIPE: We can send you a payment link using STRIPE, but we add 3.5 % due to the hefty banking fees they charge us.

E-TRANSFER: If you have a Canadian account, you can e-transfer us your payment to coppermoontravels@protonmail.com.

INTERNATIONAL WIRE TRANSFER: If you use online banking and want to avoid STRIPE fees, please email us for our address and banking info so you can send us an international wire transfer. **This option is only available if your tour start date is 3 weeks away, as it can take over 2 weeks to receive the transfer from your bank.**

QUESTIONS?

Please email us if you have any concerns or questions. We truly look forward to hosting you and hope you will join us for many more adventures to come.