

Terms and conditions

Deposits: In order to reserve space on a tour, an upfront, per person deposit is required. The amount varies and depends on the total trip cost, but it is typically between 10 and 30% of the trip cost, depending on our local vendor/partner and is usually non-refundable. The balance will be due 30 – 90 days prior to departure, depending on the program.

Cancellations: If you cancel your trip before the balance is paid you will lose only the deposit. Once the balance is paid (60-90 days prior to departure) it is non-refundable. There may be exceptions depending on our overseas vendor and their cancellation terms and conditions.

Please note: In certain circumstances Island Ecoventures' Cancellation policy may be superceded by that of our provider/partner – such as cruise company, etc. If this is the case, the specific tour will have its own cancellation policy.

Typically, if you are unable to travel for some valid reason, and you choose to postpone your trip, your payment will be available to be used at a later date, provided you use the same itinerary.

Payments: We accept direct deposits, personal checks or credit cards (3% processing fee applies).

Health and Safety: Most trips require moderate to good physical fitness and mobility, or the ability to walk/hike up to 2 miles (depending on the trip) over uneven terrain. If you are unsure, please consult your healthcare professional to make sure you are fit for travel. Most trips are suitable for people of all ages, though children below the age of 10 must receive prior approval. If you have any special health or dietary requirements, please let us know at the time of booking. Weather conditions can change without notice and it is the responsibility of the traveler to have proper clothing and equipment. We will provide a list for the clothing and gear recommended for the trip.

Responsibilities and Conditions: We act only as an agent in all matters of transportation and tour operation. We are not responsible for delays, inconveniences, accidents, expense or mishap of any kind whatsoever resulting entirely, or in part, from the negligence of others or from causes beyond our control. We can accept no responsibility for losses or additional expenses due to delay or changes in air or other services, sickness, weather, strike, war, quarantine, or other causes.

We reserve the right to substitute accommodations or modes of transportation and to make any changes in the itinerary where deemed necessary. We take no responsibility for problems incurred by persons physically unable to participate in the planned activities. No refund can be made for absence from the tour. We reserve the right to decline, or to retain any person as a tour member for any reason which affects the operation of the tour or the rights and welfare or enjoyment of the other tour members. We will not discriminate against any individual because of race, sex, creed or nationality.

Cancelled Trips: We reserve the right to cancel any trip if conditions arise that are beyond our control and adversely affect the well-being of the trip members. Where possible, a full refund of the trip cost will be given, or funds will be available to be used at a later date. We are not responsible for additional expenses incurred by members in preparing for the trip including flights and other travel expenses.

Travel insurance: We highly recommend travel insurance, to cover you for unforeseen circumstances which may arise and prevent or delay you from traveling. Please note that most, if not all, insurance policies will not cover you for reasons relating to the Covid-19 pandemic.