



We appreciate your interest in staying with us. To ensure a seamless experience for all our guests, please familiarize yourself with our reservation and cancellation policies outlined below.

RESERVATION POLICIES

In order to book or reserve rooms, please send an email to our reservation team; tatianaa@opuntiahotels.com; myriamh@opuntiahotels.com with the following information:

Hotel Name

- Check-in and check-out dates
- Type of accommodation (single, double, twin, or triple)
- Room category
- Reference name

NOTA: Opuntia Hotels reserves the right to assign rooms in the hotels according to the reservations received up to the day of operation. A specific room is not guaranteed; the guaranteed aspect is the category that the customer acquires.

CANCELLATION POLICIES

Confirmed reservations will be subject to the following policies in the event of a cancellation request:

FIT reservations

DAYS PRIOR TO CANCELLATION	PENALTY
60 days or more	No penalty charges
59 days to 45 days	25% charges
44 days to 31 days	50% charges
30 days to 0 days	100% charges

GROUP reservations

DAYS PRIOR TO CANCELLATION	PENALTY
70 days or more	No penalty charges
69 days to 55 days	25% charges
54 to 40 days	50% charges
39 to 0 days	100% charges

NOTA: These policies apply to last-minute reservations and NO SHOWS.

PAYMENT POLICIES

Confirmed reservations will require an initial deposit of 50% of the total reservation value within 15 days following confirmation. The remaining 50% must be paid no later than 30 days before the arrival of the guests. If the payment is not completed before the guests' check-in, the missing amount will be charged to the guests.

Reservations confirmed within 45 days or less of check-in will be paid in full at the time of confirmation.

BANK ACCOUNT INFORMATION

GALAPAGOS TRAILS **CASA OPUNTIA**

Account Holder Name:
GALAPAGOSTRAILS

 **Beneficiary Bank Name:**
Banco del Pacífico

Current Account Number:
0007221867

Tax ID:
1792176476001

Account Holder Name:
GALAPAGOS TRAILS

 **Beneficiary Bank Name:**
Banco Pichicha

Current Account Number:
2100288517

Tax ID:
1792176476001

GALAPAGOS JOURNEY **ISABELA**

Account Holder Name:
GALAPAGOS JOURNEY SA GALAJOURNEY

 **Beneficiary Bank Name:**
Banco del Pacífico

Current Account Number:
07205902

Tax ID:
1792159490001

Account Holder Name:
GALAPAGOS JOURNEYS

 **Beneficiary Bank Name:**
Banco Pichicha

Current Account Number:
2100277970

Tax ID:
1792159490001

CONTACT: tatianaa@opuntiahotels.com / myriamh@opuntiahotels.com

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