

CNH Tours

Booking Process

- A. PLEASE PRINT AND READ THIS DOCUMENT CAREFULLY
- B. PLEASE COMPLETE OUR ON-LINE BOOKING FORM: www.cnhtours.com/

Once you have selected your cruise, you may complete your reservation by following these steps:

1) Please fill in one CNH Tours Booking Form for each traveller in your party. Our Booking Form can be completed online at: www.cnhtours.com You may also print it, fill it in by hand and send it to us.

Once your CNH Tours Booking Form has been received, CNH Tours will issue three documents:

- 1- Invoice for your deposit, due immediately.
- 2- Invoice for the balance, due by the due date indicated on the invoice.
- 3- Guest & Trip Details document.

NB. Payment instructions are located on the final page of your Guest & Trip Details document. CNH Tours accepts wire transfers and certified cheques or money orders.

Once you have received these documents, it is critical that you take a moment to review each detail and advise CNH Tours at your earliest convenience of any errors or omissions.

- 3) Along with your Booking Form, CNH Tours also requires a **scanned copy of your passport**. Please provide this to us at your earliest convenience.
- 4) Once your deposit is received, CNH Tours will issue your receipt and your reservation will be confirmed.
- 5) At this point there are two important items you must attend to:

A – International Flights

Once your cruise reservations are confirmed, CNH Tours encourages you to purchase your international return flight to Ecuador at your earliest convenience. To ensure a smooth and relaxing trip, we recommend:

ARRIVING IN ECUADOR: If flying to Quito, consider arriving **2 days prior to your expected cruise departure date**. The Quito airport is occasionally closed due to fog. When this happens, flights are re-routed to Guayaquil, causing delays and potential mix-ups. Arriving a day early will reduce this risk. You may choose to fly to Guayaquil (a coastal city from which there are direct flights to Galapagos) – where airport closures are rare.

LEAVING ECUADOR: Flights from Galapagos back to the continent typically have you arriving by mid to late afternoon. Keep this in mind when booking your flight back home.

B – Travel Insurance

CNH Tours strongly recommends that you seriously consider purchasing travel insurance suited to your needs. An unexpected illness or a serious family problem prior to traveling may compel you to cancel your trip. A mishap or sickness while traveling may have you want to cut your trip short, or require special attention while away. Some travel agents make this a mandatory requirement. CNH Tours prefers to let you make this decision. See our Terms and Conditions for more information.

Once your reservation is confirmed, travel insurance companies normally require you to purchase your insurance **within 48 hours of purchasing your trip**. We encourage you to take steps early in your trip planning to ensure that you will be adequately covered. Please check with your local provider (or on the internet) to ensure that you meet their deadline requirement(s).

Comprehensive trip insurance includes:

- Trip cancellation and interruption
- Travel and baggage delay
- Loss of baggage and travel documents
- Emergency assistance
- Medical expense and
- Evacuation/repatriation

NB. This list is not exhaustive and you may have extenuating circumstances that may call for additional insurance. CNH Tours encourages all of its guests to consult with a qualified insurance agent to ensure that all of your travel needs are adequately covered.

The following are a few companies you might want to research both on and off line:

USA

The Berkeley Group: (800) 323-3149

Globalcare (800) 779-1017 <http://www.globalcare-cocco.com/>

Travel Guard International: (800) 826-1300 <http://www.travel-guard.com/>

Travel Insurance Services: (800) 937-1387 <http://www.travelinsure.com/>

TravelInsured International: (800) 243-3174 <http://www.travelinsured.com/>

Squaremouth : www.squaremouth.com

UK

GoSure www.gosure.com

Essential Travel www.essentialtravel.co.uk

Travel Insurance Online www.travel-insurance-online.com

Canada

Canada Protection Plan : <http://www.cpp.ca/pages/travel.html>

Blue Cross Canada : <http://www.bluecross.ca/travelinsurance.html>

TD Canada Trust Travel Medical Insurance:

<http://www.tdcanadatrust.com/tdinsurance/travel/quote.jsp>

Travel Guard Canada: <http://www.travelguard.ca/>

Kanetix.ca: <http://www.kanetix.ca/>

A copy of your insurance certificate and contact details should be carried with other travel documents in your hand luggage.

C – Final Payment

Your balance due date (for the cost of your cruise, national flight to Galapagos, as well as any other tour elements you may have asked us to arrange for you) will be clearly indicated on both your CNH Tours Invoice and Receipt.

If you have any questions, comments and/or concerns about this reservation process, please do not hesitate to let me know. It would be my pleasure to address your concerns.

Approximately 4 months prior to your departure date, CNH Tours will issue your tailored Briefing Note, which is designed to answer your questions and assist you in your tour preparations. In the meantime please feel free to forward any questions, comments and or/concerns at any time, right up until the day of departure. CNH Tours retains a logistics coordinator in both Quito and Galapagos and they will be available to help you if necessary once you are in Ecuador.