



# Advanced Reservation & Cancellation Policy

## Advanced Reservation Policy

- A 100% deposit of the total Private Tours; Rental Home, Condos and Villas cost including taxes is required to secure your reservation. Once the booking has been processed, you will receive a Reservation Confirmation e-mail that outlines a summary of your booking. Please review the information carefully and contact us immediately at +297-593-3840 or [contact@arubaviptours.com](mailto:contact@arubaviptours.com) if you have any questions or require any changes. This email will also include important information that we urge you to read to ensure your travel to Aruba is issue free.
- Please review our Cancellation Policy below. Securing your reservation with a credit card means you accept the terms of our Cancellation Policy.
- The remaining balance of your total Private Tours; Rental Home, Condos and Villas cost including taxes is due on check in at the Private Tours; Rental Home, Condos and Villas. VIP TOURS accepts cash (US Dollars and Euros), and credit card (Visa, Discovery or Master Card).
- Alternatively you may pay your Private Tours; Rental Home, Condos and Villas residence balance via bank wire transfer prior to your arrival. Please contact us at +297-593-3840 or [contact@arubaviptours.com](mailto:contact@arubaviptours.com) if you would like us to send you bank account details and wire transfer instructions. Payments must be received no less than two week prior to your arrival date. Please ensure you confirm your payment with us via email.
- We require a one week (six night) minimum Private Tours; Rental Home, Condos and Villas booking high season in Aruba reservations during holiday period.
- We ask that all of our guests purchase out Travel Insurance, which is generally inexpensive, but can really save a lot of emotional distress if an unforeseen event occurs. We recommend your travel insurance will cover you for airline flight and accommodation cancellation especially during the hurricane season. We also recommend you are covered for accident, illness, medical evacuation and theft.

## Cancellation Policy

- Securing a reservation with your deposit means you accept the terms and conditions of our Cancellation Policy.
- Cancellations made more than 60 days before check-in date will receive a 90% refund of the deposit paid or the option of a credit, which is valid for one year from cancellation date.
- Cancellations made between 60 and 31 days before check-in date will receive a 50% refund of the 100% full payment deposit paid or the option of a credit, or bank deposit, which is valid for one year from the cancellation date. Cancellations made between 30 and 15 days before the check-in date will receive a 30% refund of the 100% full payment of deposit paid. Cancellations made less than 14 days before the check-in date will forfeit the deposit paid.

I have read and agree with VIP TOURS reservation/cancellation policy.

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_



**Palm Beach # 64 B, Noord, Aruba**  
**297-593-3840 - [contact@arubaviptours.com](mailto:contact@arubaviptours.com)**  
**<http://www.arubaviptours.com>**

- We do not issue refunds or credits for flight cancellations, due to any circumstances. Please take Travel Insurance to protect against flight cancellations.
- Any changes to your reservation must be received no less than 30 days prior to your original arrival date via e-mail, and changes are subject to availability. If there is no availability, a credit will be issued. There are no refunds or credits issued for reservation changes within 30 days of the arrival date that reduce the number of nights stayed.
- There are no refunds or credits issued for early checkouts.
- Aruba is out of the Hurricanes belt. There are no refunds or credits issued due to bad weather, tropical storms or hurricanes; including any inconvenience or complication caused by a hurricane's direct hit, near miss, or significant threat of a hurricane strike. Hurricanes are unpredictable by nature. Please take Travel Insurance to protect against these types of unforeseen events.
- ARUBA VIP TOURS is not liable for any other costs, evacuation or inconveniences caused by a tropical storm or hurricane.
- All credits issued are valid for one year from the original cancellation date. A credit can only be used for Private Tours; Rental Home, Condos and Villas reservations no other services.

## Liability

- ARUBA VIP TOURS and its employees shall not liable for any damages caused mentally or physically as a result of, or in connection with:
- Any delays or cancellations. In the event of a traveler becoming ill during a vacation, or having to cut their vacation short, all hospital and medical expenses are the traveler's responsibility.
- Monetary crises, social unrest, political or labor problems, economic changes, electrical outages due to weather, mechanical maintenance or construction difficulties, for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever resulting from events beyond our or a supplier's reasonable control, including but not limited to acts of Nature (hurricanes, mudslides, earthquakes), flight cancellations or changes, strikes, labor disputes, lockouts, threats or acts of terrorism, acts of war or declared war, hurricanes or weather conditions, diseases or epidemics/pandemics, novel or unexpected conditions and local laws.
- Absence of travel documents, visas, passports, health certificates where required. ARUBA VIP TOURS is not responsible for advisement of travel and entry requirements.
- Loss of items that are not secured in the Private Tours; Rental Home, Condos and Villas safe, or for losses incurred when rooms are not locked.

ARUBAVIP TOURS are managed and operated by **VIP FJ SAFARI VBA** The credit card transactions will appear on your credit card statement under our legal name **VIP FJ SAFARI VBA**

I have read and agree with VIP TOURS cancellation policy.

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_