

COLOMBIAN HIGHLANDS

Nit: 8046778-9 RNT 11684

OUR RULES, RECOMMENDATIONS AND SUGGESTIONS FOR TOURS:

- ✓ **It is obligatory to advise us beforehand of any problems of health, physical limitations, phobias and/or allergic reactions**
- ✓ **It is prohibited to drink alcoholic beverages or consume any type of drug during horse rides, hikes or tours of the forest or mountain, rappelling, rock or tree climbing, cave exploration or any activity involved with Colombian Highlands**
- ✓ If you have health problems, a hangover or any doubt of which you do not feel secure of your abilities, please let us know in advance and cancel
- ✓ If during the tour you do not feel well (altitude sickness) when you ascend any mountain or if any other unforeseen anomaly presents itself, please advise the guide immediately to take a preventative measure
- ✓ Whenever possible do not travel with objects of value or large amounts of Money. Bring with you only what you will use.
- ✓ Frequently revise the state of the straps on your bags, your possessions and any personal objects such as purses, wallets, cameras, cell phones and sunglasses, etc.
- ✓ Act with respect and admiration while in nature, do not be surprised by the natural elements. Use sun block even on cloudy days. Wind can also cause a type of burn. Bring with you a jacket and water to hydrate yourself. We travel to cold climates and temperatures and fluctuate quickly especially at night or while climbing mountains.
- ✓ If you are bitten by a dog, write the information of the owner and the characteristics of the animal. Go immediately to the hospital and apply proper medicines and pertinent vaccinations. Do not ignore this warning and always have the opinion of a doctor.
- ✓ Never leave the demarcated path. You could get lost and furthermore these footprints cause erosion and perturb the flora and fauna.
- ✓ Do not bring with you any type of plant or animal as a memory of your walk. This is prohibited and also destroys the ecosystem.
- ✓ Remember, when you go on a tour with a guide it is he or she that has experience and knows the route. Listen and apply recommendations given to you by him or her and follow instructions to cross streams or go down steep hills or whatever other circumstance.

For our trips please be prepared with:

- ✓ Sun block and a hat
- ✓ Insect repellent
- ✓ Sunglasses, if your eyes are sensitive to sun
- ✓ Comfortable clothes for a day of walking
- ✓ Warm clothes for night walks or horseback riding
- ✓ It is recommendable to bring a rain jacket
- ✓ A change of clothes for activities like caving and waterfalling or in case of rain and bathing suits for swimming activities
- ✓ Shoes or appropriate boots to walk that don't slide
- ✓ Backpack to carry your things (we will need both hands free)
- ✓ A flashlight is indispensable for nighttime activity or visits to caves (bring with you 2 batteries as well)
- ✓ Cameras, cell phones, ipod, etc should be in appropriate cases and bring water resistant bags in case of rain
- ✓ Bring only what is recommended and necessary to avoid carrying too much weight
- ✓ **If you have diabetes, cardiac problems, asthma, allergies, etc. please come prepare with appropriate medicines and first aid kits**
- ✓ **Please have on your person the following forms of identification: International Insurance, Student ID and Passport. It is obligatory to bring these things. It is your responsibility when you leave before your trip to ask what kinds of agreements your insurance has with other health centers and what hospitals are valid with your plan**

Keep in mind that during our walks the following things may occur:

- ✓ It is possible that you might get wet because of climate conditions that can change at a moments notice
- ✓ It is possible that you might get wet when we cross small creeks
- ✓ Walk through hills, paths, and canyons
- ✓ A chance to respect, admire and contemplate the natural landscape
- ✓ Get to know the lifestyle of the farmers in the Boyaca region
- ✓ Marvel in the wonder of our country's architecture, archeology and paleontology!
- ✓ Keep our trash with us until we find an appropriate place to throw it away

Conditions of Tour Operator (Colombian Highlands) and Tourists:

- ✓ 1 Eco-instructor, accompanying the group the whole time
- ✓ Our costs are per person and are specified in the table according to how many people go on a tour
- ✓ Our Staff includes a basic first aid kit, radios and cell phones for communication
- ✓ The cost of all the products for Colombian Highlands are subject to change without prior warning. Contact us before hand!
- ✓ All of our tours require reservation the day before the activity. Please **reserve by 7PM the day prior**.
- ✓ If you should cancel we reserve the right to keep 50% of the value of the tour.
- ✓ **If you cannot take the tour you should advise us the day prior (and before 7PM) for our tours in the morning and with 5 hours of anticipation for tours in the evening. We will only accept cancelation in person or by phone. IF YOU DO NOT CANCEL WITHIN THESE GUIDELINES YOU WILL LOSE 70% OF THE VALUE OF THE TOUR.**
- ✓ In case of tour cancelation with groups of 5 people or more, you should call or present yourself with 24 hours of the anticipated activity. **IF YOU DO NOT DO THIS YOU WILL LOSE 80% OF THE TOTAL VALUE OF THE TOUR.**
- ✓ If in the moment that the tour leaves you do not arrive or if you arrive late, the tour will leave with the people present. You will not receive a refund of your money.
- ✓ In case of rain there will be no refund of Money, remember that the meteorologic conditions are difficult to predict, they can be temporary or regional, in Villa de Leyva it could be raining but not on the tour or vice versa, for this reason your should be prepared for the weather. (See above for what you should bring).
- ✓ All activities of Colombian Highlands are covered by accident insurance administered by Insurance of the State
- ✓ Horseback rides with children under 10 years old should have prior permission of the guide and on the ride the children are the responsibility of the parents.
- ✓ If at the moment you leave for a tour you find more than one person unites with the tour, we will give you the difference in cash for the cost of the tour (as less people is more expensive). The only exception for this is if your tour was reserved as private or closed.
- ✓ **Bilingual Guide or Translator.** 1-4 hours \$70.000 / 4-8 hours: \$135.000 (Option English, French, German). Please reserve your translator with at least 3 days prior to guarantee their availability.

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