



Terms & Conditions



In the following document, you will find the terms and conditions that are legally applicable to the services provided by The Colombian Trip. Throughout the document, The Colombian Trip will be referred to as “we”, “us”, and “The Colombian Trip”. By making a booking with The Colombian Trip, you agree to these terms and conditions.

1. RESERVATIONS

We will provide a customized itinerary with a price that suits your requirements. Any questions, comments, or inquiries should be directed to a third-party travel agent, a company, or by directly contacting The Colombian Trip at customerservice@thecolombiantrip.com.

Once you have confirmed the itinerary and we have received your Booking Confirmation and deposit (as per the payment policies outlined in the “Price, Deposits & Payments” section), your booking will become effective.

By making a reservation, you confirm that:

- You are at least 18 years of age.
- You agree with these Terms & Conditions.
- You have the authority to bind all members of your party to these Terms & Conditions.
- You take responsibility, as the lead name on the booking, to make payment.

We will request a legible copy of the passport data page for each member of your party to make the corresponding bookings for airlines and ground transportation services.

While The Colombian Trip will attempt to accommodate Special Requests, we cannot guarantee they will be met, and we will not be liable if any Special Request is not fulfilled.

2. PRICE, DEPOSITS, AND PAYMENTS



A group of 1 to 9 persons is considered an FIT trip.

To confirm services, a deposit of 30% of the total amount of the itinerary is required. In certain circumstances, such as during the high season or when indicated in writing at the time of booking, a non-refundable deposit exceeding 30% and up to the full payment might be necessary.

The balance of your reservation is due 30 days before the service (or 45 days for high-season bookings). Failure to pay the balance on time will result in your booking being treated as canceled, and cancellation charges will be applied as outlined below. For bookings made within 30 days of the beginning of your itinerary (or 45 days for high-season bookings), full payment is required to confirm services.

The Colombian Trip cannot guarantee the availability or prices of hotels, properties, and services until you make the deposit and accept your final itinerary.

Included in your itinerary will be hotels, properties, transportation, activities, and meals, as specified in the document. Hotel taxes and service charges are included in the itinerary cost, but international departure or airport taxes cannot be pre-paid and are not included.

Payments can be made by bank transfer or by credit card. The client assumes all additional financial costs related to these payment methods. We will not confirm the booking until the complete amount for the itinerary is received.

Please note that all payments are made in US Dollars (USD), converted from the currency of the invoice to USD based on the official exchange rate on the day of payment. We are not responsible for any charges, commissions, or fees that your bank might impose for processing a payment in a foreign currency.

Small Group & Big Group Trips

- A group of 10 or more is considered either a Small Group or a Large Group trip.
- To confirm services, a deposit of 30% of the total itinerary cost is required. This 30% deposit is non-refundable. In specific circumstances, such as during high season or as indicated in writing at the time of booking, a non-refundable deposit exceeding 30%—up to the full payment—may be necessary.
- The balance of your reservation is due 60 days prior to the commencement of your services (75 days for high-season bookings). Failure to pay the balance on time will result in the booking being considered as canceled by you, thereby incurring cancellation charges as outlined below.
- For bookings made within 60 days of the start of your itinerary (or 75 days for high-season bookings), full payment is required to confirm services.
- The Colombian Trip cannot guarantee the availability of hotels, properties, or services until the deposit is made and the final itinerary is accepted. Availability and prices are subject to change until the deposit is secured, for which we hold no responsibility.
- Inclusions such as hotels, properties, transportation, activities, and meals will be as specified in the itinerary document. Hotel taxes and service charges are included in the itinerary costs. International departure or airport taxes are not pre-paid and are not included in the itinerary cost.
- Payments may be made via bank transfer or credit card. The client is responsible for any additional financial costs related to these payment methods. Bookings will not be confirmed until we receive the full amount for the itinerary.
- Please note that all payments are made in US Dollars (USD), converted from the invoice's currency to USD based on the official exchange rate on the day of payment. We are not responsible for any charges, commissions, or fees that your bank may impose for payments processed in a foreign currency.

3. AMENDMENTS & CANCELLATIONS

All requests for amendments or cancellations to your itinerary must be submitted in writing and emailed to customerservice@thecolombiantrip.com.

If you wish to amend your itinerary after confirmation, The Colombian Trip will do its best to assist but cannot guarantee that the change will be possible.

Cancellation charges will be applied based on when the notification is received:

LOW SEASON

- **DATES:**

February – May (Except Holy Week) & September – November

• **PAYMENT TERMS:**



- 30% of total + expenses* to confirm booking
- 100% of total due 30 days prior to arrival

• **CANCELLATION TERMS:**

- 46 days or more prior to arrival: 30% of total + expenses*
- 45-31 days prior to arrival: 50% of total + expenses*
- 30 days or fewer, no-show, and early departure: 100% of total

HIGH SEASON

• **DATES:**

December – January, Holy Week & June – August

• **PAYMENT TERMS:**

- 30% of total + expenses* to confirm booking
- 100% of the total due 45 days prior to arrival

Cancellation Terms

46 days or more prior to arrival

45-31 days prior to arrival

30 days or less, no-show, and early departure

Penalty Applied

30% total + expenses*

50% total + expenses*

100% of total

HIGH SEASON

• **DATES:**

December – January, Holy Week, & June – August

• **PAYMENT TERMS:**

- 30% of the total amount plus additional expenses* is required to confirm the booking.
- The remaining 100% of the total is due 45 days prior to arrival.

Cancellation Terms

61 days or more prior to arrival

Penalty Applied

30% total + expenses*

60-45 days prior to arrival

50% total + expenses*

44 days or less, no-show and early departure 100% total



NOTES:

Expenses refer to any deposit requested by our suppliers (i.e., hotels, flights, or activity deposits).

- a) Any deposits paid will be kept as credit for a future booking in the event of border closures or travel restrictions.
- b) Failure to pay for a reservation within the established time frame may result in its automatic cancellation, along with the corresponding penalties listed above.
- c) Amendments to a booking are subject to availability and may incur additional costs.

If you cancel your booking and are interested in re-booking a trip, the previously mentioned cancellation policies will apply. After this, The Colombian Trip may, at its absolute discretion, transfer some or all of any funds already paid by you to the new booking. New conditions will be established at the time of the new booking.

AMENDMENTS BY THE COLOMBIAN TRIP:

After your itinerary is fully paid and your booking is confirmed, The Colombian Trip will make every effort to operate the itinerary as advertised. We plan arrangements well in advance of your travel, using independent suppliers such as airlines, hotels, and local transport operators, over whom we have no direct control. On rare occasions, The Colombian Trip may have to modify an itinerary. Most of these changes are minor. However, if we consider a change to be significant, we will notify you or your travel agent as soon as possible and offer alternative arrangements of similar quality. In cases of force majeure, no compensation is payable, and any resulting costs shall be borne by the itinerary guests.

CANCELLATION BY THE COLOMBIAN TRIP:

Cancellations by The Colombian Trip are rare, but they can occur, and we reserve the right to cancel. We will strive to offer alternative arrangements of comparable or better quality, except in cases of force majeure or when the minimum number of bookings needed to operate the itinerary is not met.

REFUND REQUEST:

Refund requests must be submitted in writing to customerservice@thecolombiantrip.com. The Colombian Trip team will strive to process it as soon as possible; however, please allow up to six weeks for the administration of refunds. In some cases, additional penalties may apply beyond those described above.

EVENT TICKETS:

Cancellation or curtailment of a major event or sporting fixture is a rare occurrence and not the responsibility of The Colombian Trip. We do not accept responsibility for cancellations or changes in venue for events. We will make every effort to offer alternative arrangements and will pass on any corresponding refunds to you in the unlikely event of cancellation.

AIR TICKETS:

Cancellation or changes to air tickets are not the responsibility of The Colombian Trip. We are not liable for any claims related to seat assignments, overbooking, union unrest, flight schedule changes, delays, cancellations, requests for refunds or reimbursements, or the insolvency or bankruptcy of an airline. We will do our best to offer alternative arrangements and will pass on any corresponding refund to you, if applicable.

FORCE MAJEURE:

Force majeure refers to unusual and unforeseeable circumstances beyond The Colombian Trip's control or that of our suppliers. These can include, but are not limited to, war,

threat of war, riot, civil strife, terrorist activity (actual or threatened), industrial disputes, unavoidable technical issues with transport, machinery or equipment, power failure, changes imposed by flight rescheduling or cancellations, closure of airports, natural or nuclear disasters, acts of God, fire, flood, drought, adverse weather conditions, pandemics, epidemics, or outbreaks of illness.

4. RESPONSIBILITIES OF THE COLOMBIAN TRIP

- The Colombian Trip is committed to maintaining high-quality standards for all the accommodations, venues, and experiences during your trip. However, it's important to note that hygiene, lodging, and transport standards in Colombia may differ from those in the United States, Canada, Europe, and other parts of the world. We make every effort to partner with reputable suppliers. Should any complaints arise, the contract will be considered fulfilled if the services meet local standards.
- The descriptions, information, and opinions provided by The Colombian Trip concerning destinations, airlines, hotels, and other suppliers are presented in good faith, based on the most recent information available at the time of publishing.
- Neither The Colombian Trip, nor its employees, officers, shareholders, directors, successors, assigns, or service suppliers assume any liability for costs, injuries, damages, deaths, losses, accidents, or delays affecting any person or property that result directly or indirectly from (i) acts or omissions of any person, provider, operator, or entity supplying any goods or services included in the itinerary, or (ii) factors such as theft, labor disputes, mechanical breakdowns, quarantine, government regulations or actions, weather conditions, strikes, accidents, fires, floods, political unrest, war, terrorism, pandemics, epidemics, interactions with wildlife, criminal activities, force majeure, or other causes beyond our control. By making a reservation with us, you hereby waive any claims against The Colombian Trip for any such costs, damages, or inconveniences.
- If circumstances beyond our control force us to alter or terminate your itinerary after departure but before its completion, we will not be liable for any compensation or reimbursement for expenses incurred. We strongly recommend acquiring adequate travel insurance and suggest directing any claims to your insurance provider.
- The Colombian Trip reserves the right to substitute hotels with those in a similar category or the best available options should the originally quoted hotels be unavailable for any reason. We also reserve the right to cancel an itinerary before departure, in which case we will refund the entire payment without any further obligations on our part.
- Travelers should be aware that travel advisories exist and that consular services may not be available in all areas. Although The Colombian Trip will do everything possible to ensure client safety, travel is undertaken at the passenger's own risk, and The Colombian Trip accepts no responsibility or liability for passenger safety.

5. YOUR RESPONSIBILITIES

You must check the details of your itinerary when you receive it. In the event of any discrepancy, you should contact The Colombian Trip or your travel agent immediately.

MEDICAL.

You are responsible for contacting your medical advisor or vaccination center to take the correct actions prior to your departure. Although The Colombian Trip will send you medical advice before you start your trip, we are not responsible for any poor health conditions of the travelers.

SPECIAL REQUESTS.

If you or any member of your party have any disabilities, medical conditions, or allergies, it is extremely important that you notify us as soon as possible so that we can make the necessary arrangements. In order to assist you, please provide us with full written details regarding your medical condition or dietary requirements and any special requests that result from this prior to booking.

INSURANCE.

It is strongly recommended that you and all members of your party have comprehensive travel insurance coverage that is adequate for your needs. Your insurance policy should provide coverage for (i) emergency evacuation insurance, (ii) medical insurance, and (iii) trip cancellation/curtailment insurance. Special insurance may be required if you intend to be involved in any high-risk activities, such as scuba diving, riding horses, or undertaking other dangerous sports activities. You confirm you are in good health to practice such activities and have appropriate experience. Please keep your insurance details with you while traveling. We will not be responsible for any costs incurred by you or any member of your party before, during, or after your trip as a consequence of inappropriate or insufficient travel insurance being purchased.

PASSPORTS.



All travelers are responsible for having a valid passport for at least six months from their date of arrival in Colombia. The Colombian Trip is not responsible for any inconvenience with immigration authorities.

BAGGAGE.


Generally, one normal-sized suitcase will be handled at no charge with a maximum weight of 23 kg (50 lbs) in Economy Class and Business Class. Baggage limitations for charter flights or regional flights may be less than those on international flights. All money, valuables, and travel documents should be packed in a carry-on bag for which you are responsible at all times. All baggage is at the owner's own risk; therefore, The Colombian Trip is not responsible for baggage. Insurance is strongly recommended.

RENTAL OF PROPERTY.

You are responsible for the costs of any damage to equipment, property, accommodation, or any extra charges to The Colombian Trip or our suppliers incurred by you or any member of your party. In the case that you do not make payment when you incur these expenses and costs, you will be liable to reimburse us for these, and you authorize The Colombian Trip to automatically charge your credit card for the market value deemed reasonable by us or the value instructed by the supplier for any such costs and charges.

FLIGHTS CHECK-IN.

You are responsible for doing your own flight check-in for all your flights at least 24 hours before flight departure. The Colombian Trip is not responsible if you miss flights for arriving late at the airport, not having availability on the flight due to overbooked flights (this is the responsibility of the airline), or because the traveler has not checked in on their own.

The Colombian Trip is responsible for the activities and  detailed in the final itinerary before travel starts. Any tours and activities that you decide to purchase at any time from a local supplier or third party will not form part of your contract with us, and you will enjoy them based on that party's terms and conditions.

6. COMPLAINTS

Any complaints, changes, or special arrangements while traveling with us, you must address your complaint immediately to The Colombian Trip's local representative and to The Colombian Trip at customerservice@thecolombiantrip.com. If we cannot resolve the problem immediately and you wish to complain further, please send full details to The Colombian Trip by email. We will do our best to investigate the event and reply to you as soon as possible. Any claim under the itinerary services must follow the steps described above.

7. DATA PROTECTION

You freely, expressly, and unequivocally give your consent and agree to the Personal Data Protection Policy found at www.thecolombiantrip.com according to Law 1581 of 2012, partially regulated by Decree 1377 of 2013, to carry out activities of treatment of your personal data, which implies the collection, storage, use, circulation, and/or deletion, for the fulfillment of the purposes of the Policy of Treatment of personal data of The Colombian Trip. You acknowledge that the purpose of processing the collected data is related to the development of The Colombian Trip's corporate purpose, specifically to process your reservation and ensure that your travel arrangements run smoothly and meet your expectations. You also authorize The Colombian Trip to share your data with service providers for your trip and to use your data to perform security checks, conduct satisfaction surveys, market research, statistical analyses, and send you communications about news, information, and/or offers. The data provided to The Colombian Trip may be

delivered to public authorities, such as customs and immigration, credit or security companies, debit and credit companies, and government and security agencies if required by them or by law. If you wish to obtain a copy of the personal information held about you, modify, correct, eliminate, alter, or make a claim, don't hesitate to contact The Colombian Trip at customerservice@thecolombiantrip.com. The maximum term to process the mentioned will be fifteen (15) working days from the day following the date of receipt thereof. If it is not possible to satisfy the claim within this term, we will notify the interested party about the reasons for the delay and the date we will process the claim. The process may not exceed eight (8) working days following the expiry of the first term. By booking with The Colombian Trip, you declare that you have read and understood the Personal Data Protection Policy, so you expressly and unequivocally authorize the processing of your personal data.

8. GOVERNING LAW

This contract and any matters arising from it are governed by the laws of Colombia and are subject to the jurisdiction of Colombia. We reserve the right to amend any or all parts of these terms and conditions at any time and without prior notice.

PAYMENT OF A RESERVATION SHALL CONSTITUTE CONSENT TO ALL PROVISIONS AS PUBLISHED HEREIN. YOU UNDERSTAND THAT THE PENALTIES, TERMS, AND CONDITIONS DESCRIBED ABOVE APPLY TO ALL PAYMENTS THAT YOU MAKE TO THE COLOMBIAN TRIP.







stor
afted
ps

THE Colombian TRIP
Experiences

B2B
Partnership

Why
Choose
Us

About
Us

Travel
Blog

Get
Tou

Registro Nacional de Turismo Colombia # 96714 / California Sellers of Travel # 2137640-70

Conscious Travel © 2026 The Colombian Trip Terms & Conditions