



Cancellation Policy Season 2025

We do appreciate you choosing Pachico's Ecotours for your whale experience. Now to complete your reservation Payment is required. Our cancellation policy is as follows:

If you cancel,

- at any time for any reason, greater than six weeks before your arrival date, we will keep 10% of your total quoted price for office processing expenses and refund you the difference. Or we can offer you a full credit towards a future reservation.
- four to six weeks before your arrival date, we will keep 20% of your total quoted price and refund you the difference. Or we can offer you a 90% credit towards a future reservation.
- two to four weeks before your arrival date, we will keep 50% of your total quoted price since there is no guarantee that we will fill your spot within that short time. Or we can offer you 70% credit towards future reservation.
- within two weeks from tour date there is no refund, since the chances to fill those spots saved for you are very slim.
- If WE have to cancel the trip for reasons not under our control (health concerns such as a world pandemic, government travel restrictions, earthquake, tsunami or any other natural event), we will keep 30% of your total quoted price for office processing expenses and refund you the difference.
- Weather plays a role more commonly than we would like, if we are prevented from going out to the whale observation area, we still will be offering side tours for you to explore the area and experience the natural surrounding of San Ignacio Lagoon.
- If WE cancel the trip for our own internal company reasons, we will refund you the full amount deposited or we will try to arrange for you to receive the reserved services with another local trusted company.



Pachico's Ecotours / Legacy Whale Tours, LLC

www.pachicosecotours.com

