

Terms and Conditions

Our terms and conditions, which may undergo periodic revisions, apply to all online tourism services accessible via various devices, such as mobile phones, email, or computers. By visiting, exploring, or utilizing our website (including the mobile version) and/or making a reservation, you affirm that you have not only read but also understood and accepted the terms and conditions outlined herein, which include our privacy policy. Your use of our services constitutes explicit agreement to abide by these terms and conditions.

About Our Service

Through our platform, Makoa Travel provides an online avenue for visitors to access, reserve, and inquire about various tourism services offered by our suppliers. When you book our tourism services, Makoa Travel acts as an intermediary, ensuring you receive the services as presented.

While delivering our travel services, the information we provide is based on data supplied by our tourism providers. Although we strive for accuracy, we cannot guarantee that all information is entirely precise, complete, or free of errors. We disclaim responsibility for any errors (e.g., typographical errors), disruptions (e.g., server outages, maintenance, or platform updates), inaccuracies, or omissions.

Our travel services are exclusively intended for personal, non-commercial use. Reselling, deep-linking, utilizing, copying, monitoring (e.g., spidering or scraping), displaying, downloading, or reproducing the content, information, software, bookings, tickets, products, or services available on our platform for any commercial or competitive purposes is strictly prohibited.

Payment, Change, and Cancellation Policies for Reservations

When you make a reservation for any of our tourism services, you agree to adhere to the cancellation and no-show conditions (if you fail to appear) of the provider, as well as any additional terms and conditions (delivery) specified by the travel provider that may impact your journey.

The general cancellation and no-show policies for each tourism service are accessible on our platform, both on the information pages and during the booking process, as well as in the confirmation email or ticket (if applicable). Please review the details of each product or service for specific conditions before making a reservation. Cancellation and prepayment conditions may vary depending on the tourism product or service.

If you wish to review, modify, or cancel your travel reservation, please refer to the confirmation email and follow the provided instructions. Be aware that cancellation fees may apply in accordance with the provider's cancellation, prepayment, and no-show terms. You may not be entitled to a refund of the prepaid amount. We recommend that you carefully read these conditions before making a reservation and ensure subsequent payments are made on time, as they may be required to secure your reservation.

If you anticipate arriving late or being delayed on your check-in or pick-up day, please promptly communicate this information to the provider so they can note your estimated arrival time and avoid canceling your reservation or imposing a no-show fee. Our customer service department is available to assist if needed. Makoa Travel is not responsible for any consequences resulting from your delay or for any cancellations or no-show charges imposed by the provider.

Cancellation Policy

- a. The reservation will not be confirmed until full payment is completed.
- b. Cancellations made more than 24 hours before the service date will incur a 10% charge to cover operational expenses.
- c. Cancellations made within 24 hours or less of the service date are non-refundable and will incur a 100% penalty of the reservation amount.
- d. "No-shows" are non-refundable and will incur a 100% penalty of the reservation amount.

Refund Policy

You have the option to request a refund, whether for a portion or the entirety of your trip, before or after your scheduled arrival date. However,

the specific refund amount will be determined in accordance with our cancellation policies.

To initiate the refund process, please contact us at reservation@makoatravelcr.com with the subject line "Refund." Processing times for refunds may vary depending on the volume of requests. All approved refunds will be credited back to the original credit card used for the transaction. If this is not feasible, alternative arrangements will be made.

Please note that once a refund is issued, it may take up to 15 business days to appear on your credit card statement. Your satisfaction is our priority, and we aim to expedite the refund process as efficiently as possible.

Terms and Conditions Updates

From time to time, we may make modifications to these terms and reserve the right to update or amend them at any time. You will be notified of such changes in writing via email. We strongly advise you to review these terms before your travels to familiarize yourself with the most current version. Your understanding and adherence to these updated terms are greatly appreciated.