

## Terms and Conditions

### 1. Definitions

- **Agency:** Refers to Pan Alliance, responsible for managing and coordinating travel services.
- **Client:** An individual or legal entity that purchases the services offered by the Agency.
- **Provider:** External companies that provide contracted services (airlines, hotels, transportation companies, etc.).

### 2. Scope of Service

- The Agency acts as an intermediary between the Client and the Providers.
- The Agency's responsibility is limited to the correct management and booking of the contracted services.

### 3. Reservations and Payments for Group Travel and Tours

- Reservations are subject to availability at the time of confirmation.
- A minimum deposit is required to confirm the reservation. The remaining balance must be paid before the indicated deadline.
- Prices are subject to change without prior notice due to variations in taxes, provider rates, or exchange rate fluctuations.

### 4. Cancellations and Refunds

- Cancellations are subject to the Providers' policies, which may include cancellation fees.
- The Agency is not responsible for refunds not approved by the Providers.
- Approved refunds will be processed within 30 to 45 business days, subject to resolution by the Provider.

### 5. Documentation

- The Client is responsible for having valid documentation (passports, visas, vaccination certificates, etc.) for their travel.
- The Agency is not responsible for issues arising from incorrect or expired documents.

### 6. Changes to the Itinerary

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- Changes to itineraries are subject to availability and may incur additional charges.
  - The Agency reserves the right to modify itineraries in cases of force majeure, including natural disasters, strikes, pandemics, or other unforeseen circumstances.

## **7. Responsibility**

- The Agency is not responsible for losses, damages, delays, or cancellations caused by third parties.
- It is the Client's obligation to notify any issues during the trip to seek immediate solutions.

## **8. Insurance**

- It is recommended to purchase travel insurance that covers cancellations, medical emergencies, and other unforeseen events.
- The Agency may act as an intermediary in acquiring insurance but is not responsible for handling claims.

## **9. Privacy and Data Protection**

- The personal data provided by the Client will be used solely to manage the contracted services.
- The Agency complies with applicable regulations on personal data protection.

## **10. Applicable Law and Jurisdiction**

- These terms and conditions are governed by the laws of the Republic of Panama.
- Any disputes will be resolved in the courts of the Republic of Panama and by the Consumer Protection and Defense of Competition Authority (ACODECO).
- By making a payment, the client affirms having read and accepted these Terms and Conditions.