



TRADE TERMS & CONDITIONS

INTRODUCTION

LARESTOURS S.A. ("LARES") is a Destination Management Company specializing in tailor-made journeys, active travel, cultural experiences, villa stays, incentive programs, and luxury travel services throughout Uruguay and selected destinations in South America.

LARES acts solely as an intermediary between travelers and independent suppliers providing transportation, accommodation, excursions, guiding services, meals, and other travel-related services.

All services are provided subject to the following Terms & Conditions.

PART I – AGENCY TERMS & CONDITIONS

AGREEMENT

Confirmation of any reservation constitutes acceptance of these Terms & Conditions by the Travel Advisor, Tour Operator, or Agency ("Agency").

RESERVATIONS

All reservations and requests must be submitted in writing via email.

Quotes are subject to availability and become confirmed only upon written confirmation from LARES.

To ensure accurate handling of reservations, all modifications must also be communicated in writing.

LARES reserves the right to request any additional information required to process, confirm, or operate a booking.

General Reservation Information Required

- Full names as per passport
- Nationality

- Passport copy (when required)
 - International and domestic flight details
 - Dietary restrictions
 - Allergies
 - Medical conditions
 - Special requests
 - Emergency contact information
-

PAYMENT TERMS

Confirmed Bookings More Than 45 Days Prior to Arrival

- Upon confirmation: 30% deposit
- 45 days prior to arrival: remaining balance

Confirmed Bookings Within 45 Days Prior to Arrival

- Upon confirmation: 100% payment

A deposit of 50% may be required upon confirmation depending on some suppliers' payment and cancellation conditions which will be communicated at the proposal stage.

Failure to remit payment by the applicable due date may result in the automatic cancellation of services without liability on the part of LARES.

HIGH SEASON BOOKINGS

For travel during:

- Christmas
- New Year
- Easter
- Carnival
- National and Regional Holidays

A deposit of 100% may be required upon confirmation depending on suppliers' payment and cancellation conditions which will be communicated at the proposal stage.

Failure to remit payment by the applicable due date may result in the automatic cancellation of services without liability on the part of LARES.

FORM OF PAYMENT

WIRE TRANSFERS

Payments should be made by bank wire transfer to the account detailed below. Any bank charges, transfer fees, intermediary bank fees, or local taxes associated with the transaction are the responsibility of the client.

To assist us in tracking your payment, please send a copy of the transfer confirmation to contaduria@lares.com.uy once the payment has been made.

Please note that reservations can only be fully reconfirmed once the funds have been received and credited to our account. As international transfers may require several business days to clear, we recommend arranging payment a few days prior to the due date to ensure a smooth confirmation process.

ITAU BANK

Intermediary Bank:	JP Morgan Chase Bank N.A. City: New York Swift Code: CHASUS33 ABA: 021000021
Beneficiary Bank:	Banco Itaú Uruguay S.A. Zabala 1463 – Montevideo, Uruguay Swift code: ITAUUYMM
Final Beneficiary:	LARESTOURS S.A. C/C 2695735

CREDIT CARD PAYMENTS

Payments by credit card are accepted subject to an administrative processing fee, which will vary depending on the card type and payment platform used.

An administrative processing fee of approximately 4%–5% may apply depending on the card type, payment platform, and country of issuance.

The applicable fee will be added to the total amount charged to the card.

CONFIDENTIALITY OF RATES

All rates, proposals, and commercial conditions provided by LARES are confidential and intended solely for the Agency's internal use.

MODIFICATIONS

Changes requested after confirmation are subject to availability and may incur additional costs.

LARES will make every reasonable effort to accommodate modifications but cannot guarantee their feasibility.

CONCIERGE SERVICE

“Complete bookings” (including services and accommodation) benefit from LARES' complimentary Concierge Service. In such cases, travelers may be contacted prior to arrival by a dedicated local concierge who remains available throughout the journey to assist with:

- Restaurant reservations
- Local recommendations
- Reconfirmations
- Operational support
- Special requests
- VIP Meet and Greet on arrival

Concierge service is available during normal operating hours unless otherwise specified. It is intended to enhance the travel experience and does not replace travel insurance or emergency services.

VILLAS & PRIVATE RESIDENCES

Villa rentals may be subject to:

- Security deposits
- Occupancy restrictions
- House rules
- Additional payment schedules
- Supplier-specific cancellation policies

Such conditions will be clearly communicated at the time of booking.

Security deposits required by villa owners may be pre-authorized or charged separately and are subject to the owner's assessment following departure.

SPECIAL EXPERIENCES

Certain experiences involve artists, artisans, winemakers, athletes, chefs, local personalities, specialists, and hosts.

While LARES will make every effort to provide the featured individuals, participation of specific hosts, artisans, winemakers, chefs, or local personalities cannot be guaranteed and may be substituted by comparable alternatives without materially affecting the nature of the experience.

SUPPLIER CHANGES

Hotels, guides, vehicles, restaurants, wineries, and other suppliers featured in proposals are subject to availability. LARES reserves the right to substitute services with comparable alternatives of similar standard when operationally necessary.

FORCE MAJEURE

LARES shall not be liable for any delay, cancellation, modification, loss, or additional expense arising from circumstances beyond its reasonable control including but not limited to:

- Natural disasters
 - Floods
 - Fires
 - Epidemics
 - Pandemics
 - Political unrest
 - Strikes
 - Border closures
 - Transportation disruptions
 - Supplier insolvency
 - Government restrictions
-

PART II – INCLUSIONS & TRAVELER BOOKING CONDITIONS

PRICES

Prices include only those services specifically described in the confirmed itinerary.

Unless otherwise stated, prices do not include:

- International flights

- Visa fees
- Passport fees
- Travel insurance
- Personal expenses
- Gratuities
- Excess baggage charges
- Services not expressly included in the itinerary

Prices are quoted in US Dollars unless otherwise specified.

TRAVEL DOCUMENTS

Travelers are solely responsible for ensuring they possess all necessary travel documentation including:

- Passports
- Visas
- Entry permits
- Vaccination certificates

No refund shall be due for denied boarding, denied entry, or missed services resulting from inadequate documentation.

HEALTH & FITNESS

Travelers are responsible for assessing their own physical fitness for participation in the itinerary.

Any medical condition, allergy, dietary restriction, disability, or special requirement must be communicated before departure.

Certain itineraries may include:

- Cycling
- Hiking
- Horseback riding
- Water activities
- Remote locations

Participation is voluntary and undertaken at the traveler's own risk.

TRAVEL INSURANCE

Comprehensive travel insurance is strongly recommended.

Coverage should include:

- Trip cancellation
- Trip interruption
- Medical expenses
- Emergency evacuation
- Repatriation
- Personal belongings
- Personal liability

Travelers are responsible for obtaining suitable coverage.

CANCELLATIONS BY THE TRAVELER

All cancellations must be submitted in writing.

Cancellation Charges

Notice Received Prior to Arrival Cancellation Charge

More than 45 days	USD 150 per person plus non-recoverable expenses
44 – 31 days	50% of total trip cost
30 days or less	100% of total trip cost

Certain hotels, villas, festive season reservations, cruises, charter services, and special events may be subject to stricter cancellation policies.

These conditions will be advised at the time of booking.

CANCELLATION BY LARES

LARES reserves the right to modify or cancel services when required for operational, safety, supplier, or force majeure reasons.

Where possible, alternative arrangements of comparable quality will be offered.

Any refund provided shall constitute full settlement of any claim arising directly from such cancellation.

LARES shall not be responsible for independently purchased services including:

- International flights
 - Additional hotel reservations
 - Third-party travel arrangements
-

LIABILITY

LARES acts solely as an intermediary between travelers and independent suppliers.

To the maximum extent permitted by applicable law, LARES shall not be liable for any indirect, consequential, incidental, or punitive damages for:

- Injury
- Illness
- Death
- Loss
- Theft
- Property damage
- Delays
- Transportation disruptions
- Supplier insolvency
- Additional expenses
- Missed connections

arising from the acts, omissions, negligence, or failures of independent suppliers.

ACCEPTANCE OF RISK

Travelers acknowledge that travel involves inherent risks including but not limited to:

- Road transportation
- Adventure activities
- Wildlife encounters
- Remote destinations
- Altitude-related conditions
- Weather-related events
- Physical exertion

Travelers voluntarily assume such risks.

COMPLAINTS

Any issue affecting the travel experience must be reported immediately to the local guide, concierge, supplier, or LARES representative to allow an opportunity for resolution during the trip.

FINAL ACCEPTANCE

Payment of any deposit or balance confirms acceptance of these Terms & Conditions.
