

General Conditions



COMPASS
Brazil

Sasplus Operadora Turística Ltda.
Rua Barão de Ipanema, 56/Suíte 301 – Copacabana
Rio de Janeiro – RJ – CEP: 22050-032
06.100.638/0001-80

Dear Sir/Madam

The completion of services hired is subject to cancellations and/or changes due to force majeure situations such as unreasonable climate conditions among other reasons beyond Compass Brazil control. The tour Operator is not responsible for continuing services in prohibitive conditions of operation.

The provision of mass transport service, such as air transport, is governed by the rules of the Consumer Protection Code. Compass Brazil is a service provider, among which is the sale of airline tickets. Any cancellations, changes and/or impediments of shipment imposed by the contracted airline will be the legal responsibility of the same, not imbricating Compass Brazil in the acts.

All actions of the airline that result in changes in the organization of the trip will be taken into consideration by Compass Brazil team, who will work to tailor the trip in the best possible way. There will be no refund in the event of loss of part of the trip and, if there is a need to include services to adapt the trip, unforeseen costs will be entirely the responsibility of the passenger(s).

PAYMENT POLICIES

Hotel Accommodation only:

Daily rates and taxes will be charged in advance either by credit card or bank transfer. Extra expenses are on the guest(s) responsibility with direct payment to the hotel upon check out.

Land Services: hotel, transfers and tours

By Credit Card (all types)

Charged at one time

Air Tickets: domestic & international flights

By Credit Card only (all types*)

Charged at one time

***Unless in case of the air company's restriction to be advised case by case.**

CANCELLATION POLICIES

Cancellation request should be made in written form by email only, to eventos@compassbrazil.com, and follow the deadlines below:

Land Services: hotel, transfers and tours

Until 60 (sixty) days prior departure date: 5% penalty of the total paid amount to cover administrative expenses;

From 59 (fifty-nine) to 30 (thirty) days prior departure date: 20% penalty of the total paid amount to cover administrative expenses;

From 29 (twenty-nine) days advanced notification or less, 100% penalty of the total paid amount;

In case of No-Show, the total amount charged will not be refunded.

Air Tickets:

Case by case, according to the air company/airfare issued that follows its own rules for changes and cancellation.

Changes and additional information may apply.

Read the conditions carefully and consult your travel consultant.