

INTERNAL RULES FOR USERS

- The schedules for our departures are 8:30 am and 3:00 pm. The company is not responsible for schedule changes or delays by the client.
- The company may or may not modify and/or adapt its departure times to conciliation with the client after consultation with the management and availability.
- It is the client's obligation to respect the departure time and food (if included in their service). In case of not being respected, the company is obliged to comply ONLY with the contracted schedule, and it will NOT be extended.
- The company cannot operate in extreme atmospheric conditions such as excessive heat, storms, excessive cold, winds, earthquakes, fire; in this case the company offers the alternative rescheduling of the activity, if it is not possible to carry out said reprogramming for reasons attributable to the client, the company is NOT obliged to make a refund.
- It is the responsibility of the client to report any physical condition that prevents or limits the activity. In case of suffering an accident caused by omission at this point, the company is not responsible for the possible consequences caused by carrying out the activity.
- The client must have stable physical condition to carry out our activities. To provide service to people with diabetes, hypertension, hypotension, severe heart problems, morbid obesity, asthma, chronic respiratory problems, mobility impairments and / or a disability, the company requires extensive knowledge of the type of condition presented by the client prior to carrying out the activity to be able to adapt it to their specific abilities without jeopardizing their integrity.
- During the activities we carry out you may have the risk of falling, scrapes, sprains, sunstroke; So, we ask the client to respect all the indications of the responsible guide, avoid performing actions outside those indicated and separate from the group. Staying safe and respecting the trails, routes and indications of the guide is essential to keep your integrity safe.
- The minimum age to participate in the activities is 8 years, with the prior authorization of the parent or guardian.
- The client must always respect the instructions of the guide, respect the route, and always go behind the guide. It is the obligation of the client to always maintain an atmosphere of respect and cordiality, as well as to respect the uses and customs of the places we visit.
- Any reckless or unsportsmanlike conduct will be grounds for being expelled from the route.
- The client, without exception, must always use his safety equipment in the way indicated by the guide.
- The client is obliged to keep a safe distance with respect to the next companion to avoid accidents and injuries. You must carry a moderate speed to carry a compact group and not delay it.
- The client must collect his garbage and keep it until he finds the best place to deposit it, the guides are not responsible for your garbage.
- The client must respect the signs that are along the route. Avoid extracting flora and fauna from the areas where the activities are carried out and try to minimize the environmental impact that occurs during the stay in the places where we carry out the activities.
- It is the responsibility of the client to always comply with the instructions of the guide, preserve in good condition the equipment that is delivered and use it properly throughout the activity.
- Failure to comply with the rules established by Alternative Tourism In Guanajuato can be cause for a call for attention and / or expulsion from the route, the important thing is the safety and well-being of all.
- The intake of alcoholic beverages, as well as narcotics that alter the consciousness and motor skills of the client before and during the performance of the activity is prohibited. In the same way the handling of high-sounding language.
- The client has the obligation to fill out and sign the letter "responsive and registration of the participant" to manifest knowledge of the risks, schedules and types of activities that will be carried out during his service.
- In case of an accident caused by providing equipment in poor condition, or negligence of operation by the guide responsible for providing the service, the company is obliged to cover and repair the damages arising from this action.

- The client authorizes Turismo Alternativo En Guanajuato to use his image for promotion and marketing of events, in any media known or to be known, and may not demand any remuneration, the personal data provided in the registration of the participant are confidential and may be used exclusively by Turismo Alternativo En Guanajuato.
- **Alternative Tourism In Guanajuato provides you on your route and / or tour an accident insurance for the participant obtained by registering with the association Tourism of Nature and Adventure of Guanajuato AC. Through policy AG-26913-00 issued by THONA Seguros S.A. de C.V., which marks a deductible of \$ 1,000.00 which must be paid by the participant, additionally there is a Civil Liability insurance for the participant and the company Through the SEMP-3704-15 policy issued by Seguros El Potosí S.A. de C.V., which marks a deductible of 2.5% on loss of at least 25 UMAS which the participant must pay. Each one participates at his own risk knowing the degree of physical effort involved in these adventure activities and manifests to be physically healthy and suitable for sports and adventure activities or outdoor ecotourism, the expenses generated by cures and / or hospitalization less than the deductible will also be covered by the signatory of this registry.**
- In the case of the Balloon, they are adapted to the insurance policy required of the pilot by the SCT and civil aeronautics.
- Everyone participates at their own risk knowing the degree of physical effort involved in these adventure activities. And he claims to be physically healthy and suitable for sports and adventure activities or outdoor ecotourism.

In campgrounds:

- The client must respect the signs that are along the route. Avoid extracting flora and fauna from the areas where the activities are carried out and try to minimize the environmental impact that occurs during the stay in the places where we carry out the activities. Use those usual camping areas that have been previously used avoiding creating new areas.
- If there is a need to use virgin camping areas, the client must do so only on surfaces where they are not permanently injured. Likewise, if there are plans about camping in a certain area, they must be adjusted to them.
- The client should avoid using areas that begin to show signs of wear, to recover on their own.
- Whenever camping, the client must respect the area of the toilets, which must be located at least 100 meters away from any body of water.
- The client should try to walk on the most resistant surfaces in the area.
- The client must establish the camps away from the others, to minimize the visual impact.
- The client must camp away from wells and springs, feeding places for wildlife, nests, etc.
- The client must dispose of the food and leftovers responsibly to avoid habituating the wildlife (do not feed the animals).
- In case of use of campfires, they must be done in places previously identified for it, make sure they are completely extinguished before leaving the place. Preferable not to do them.
- It is totally forbidden from the natural area where the activities are taking place, flowers, stones, plants, animals, etc.
- The client must verify that he does not leave anything he takes with him in the place visited to avoid deterioration and contamination of this.
- During the tour we visit natural areas where the user can observe different birds in the area, such as hawks, sparrows, harriers among many others; animals such as vipers, armadillos and cacomixtles. We travel along a branch of the Camino Real de Tierra Adentro that, together with the center of our city, are listed as Cultural Heritage of Humanity.

I HAVE READ AND ACCEPT THE TERMS AND CONDITIONS OF THESE USER RULES.