



TERMS & CONDITIONS

Find below our standard terms and conditions that apply to all reservations at Lullu Llama Mountain Lodge. Please be aware that by making a deposit or full payment to us you will be registering the acceptance of every clause for yourself and each member of your party, no signature(s) is (are) necessary.

Reservations

We can make your pre-reservation when we receive your written acceptable of your booking details and our terms. A 40% booking deposit is taken before arrival on reservation, and the balance and extras will be settled on check-out.

A reservation is only 100% guaranteed after receipt of a deposit or full payment which must be received as soon as possible after the original booking.

Last minute bookings are accepted depending on availability, but we highly recommend to book in advance to avoid disappointment.

Cancellations

Please let us know in writing if you need to cancel. We only charge for cancellations if we are unable to re-let your room and it is 3 days or fewer until your arrival. The cancellation charge is 75% of the total value of your accommodation package. Without notification of cancellation, the full amount may be charged. Our cancellation policy is effective regardless of the motive of the cancellation. Note there are no refunds for missed meals.

Payments

We accept only payments in cash at Lullu Llama Mountain Lodge. Bear in mind that there are no banks or ATMs close by. For deposit payments we accept prepaid bank deposits or online credit card payments – contact us for more information.

Facilities and services

Please let us know if you have any special requests (dietary, room location etc) so we can do our best to make sure we get everything just right for you.

We do our best to keep everything at Lullu Llama Mountain Lodge shipshape but occasionally something might go awry. We accept this as part of life and don't accept liability if a facility is out of action or a guest chooses to take part in an activity at their own risk. We expect Lullu Llama to evolve as we listen to our guests' feedback, so please expect changes to our facilities and entertainments from time to time and let us know about anything that is particularly important to you or on which you would like more details.

If something goes wrong

Please let us know as soon as you can so we can try to put it right. If you or your party are unwell, please let us know so we can ensure you are well looked after.

Acknowledgement of Risks



While undertaking activities during your stay at Lullu Llama Mountain Lodge, you acknowledge that there is an element of risk in any adventure, activity, or sport in the outdoors. These inherent risks include, but are not limited to:

- Danger caused by forces of nature including earthquakes, landslides and volcanic eruptions
- Risk of injury or accident resulting from hiking in the area on or off trails, walking on bridges, trails or stairways, or rock climbing
- Risk of injury or illness in remote places with limited medical facilities
- Danger caused by altitude
- Risk of accident in travel by automobile, horse, truck, bus, milk truck, mountain bike or other conveyance or on foot
- Risk of injury associated with force majeure or acts of providence such as wars, internal commotion, protests / strikes, fire, explosion, public authority decisions, or any other extreme circumstances

Transport, tours, activities and guide services on the Quilotoa Loop are mostly operated by local people. Lullu Llama can help you coordinate and contract these services with local providers, however Lullu Llama Mountain Lodge cannot be held responsible for service level, safety measures nor for any injuries or risks that evolve from these activities and services.

By reserving at Lullu Llama, you acknowledge that you have read and understood the risks mentioned above, and accept that Lullu Llama Mountain Lodge will not be responsible for loss, injury or damage to person, personal belongings or property for any of the above dangers and risks, during your stay.