

**Internal regulations for users:**

The schedules for our departures are from 8:30 am to 3:30 pm. The company is not responsible for changes in schedules or delays by the customer.

The company may or may not modify and / or adapt its departure times to conciliation with the client after consultation with management and availability.

It is the obligation of the client to respect the departure time and food (if included in your 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 can not operate in extreme atmospheric conditions such as excessive heat, storms, excessive cold, winds, earthquakes, fire; In this case the company offers the alternative reprogramming of the activity, of not being able to carry out such reprogramming for reasons imputable to the customer, the company is NOT obliged to make a refund.

It is the customer's responsibility to report any physical condition that prevents or limits the activity. In case of an accident caused by omission to this point, the company is not responsible for the possible consequences that cause the activity to be carried out.

The client must have stable physical condition to carry out our activities. In order to provide service to people with diabetes, hypertension, hypotension, severe heart problems, morbid obesity, asthma, chronic respiratory problems, mobility impairments and / or some disability, the company requires a thorough knowledge of the type of condition that the client presents before the realization of the activity in order to adapt it to its specific capacities without jeopardizing its integrity.

During the activities we do we can have the risk of falls, scrapes, sprains, sunstroke; So we ask the client to respect all the indications of the guide responsible, avoid performing actions outside the indicated and separated from the group. Staying safe and respecting the trails, routes and directions of the guide is essential to keep your integrity safe.

The minimum age to participate in activities is 8 years, with the prior authorization of the parent or guardian.

The customer must respect the directions of the guide at all times, respect the route and always go behind the guide. It is the client's obligation to maintain an atmosphere of respect and cordiality at all times, as well as to respect the customs and customs of the places we visit.

Any reckless or unsportsmanlike conduct will be grounds for being expelled from the route.

The customer, without exception, must use his / her safety equipment at all times in the manner indicated by the guide.

The customer 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 customer must collect his trash and keep it until he finds the best place to deposit it, the guides are not responsible for your trash.

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 customer to comply at all times with the indications of the guide, to preserve in good condition the equipment that is delivered to him and to use it properly during the whole activity.

Failure to comply with the norms established by Alternative Tourism In Guanajuato may be cause of a call for attention and / or expulsion of the route, what is important is the safety and welfare of all.

It is forbidden to drink alcoholic beverages as well as narcotic drugs that alter the conscience and motor skills of the client before and during the performance of the activity. In the same way the management of high-sounding language.

The client is obliged to complete and sign the letter "responsiva and register of the participant" with the purpose of manifesting the knowledge of the risks, schedules and types of activities that will be performed during his service.

**Tenería # 23 Marfil, Guanajuato Gto CP. 36251**

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In the event 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 obligated to cover and repair damages resulting from this action.

The client authorizes the Alternative Tourism In Guanajuato to use its image to promote and commercialize the events, in any medium known or to be known, and may not require any compensation, the personal data provided in the participant's registration are confidential and may Be used exclusively by Alternative Tourism In Guanajuato.

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Alternative Tourism In Guanajuato provides accident insurance for the participant (previous registration), according to the **Basic plan** contracted with **Grupo Soriano / Bio-s Biointelligence Science, S.C.** By means of the policy **30/38263** issued by **Chubb Seguros México S.A.** with a deductible of 10% paid by the participant. 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 fit for sports and adventure activities or outdoor ecotourism.

#### In camping areas:

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 areas of camping that have been used previously avoiding to create new zones.

If there is a need to use virgin camping areas, the customer must do so only on areas where they are not permanently injured. Likewise of existing plans on the camping in a certain area should be adjusted to them.

The customer should avoid using areas that begin to show signs of wear, so that they 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 of the area.

The client must establish the camps away from the others, in order to minimize the visual impact.

The client must camp away from wells and springs, feeding sites for wildlife, nests, etc.

The client must dispose of the food and leftovers in a responsible way to avoid habituating to the wild (not feeding the animals).

In the case of bonfires, they should be made in places previously identified for this purpose, to ensure that they are completely extinguished before leaving the place. Preferably do not do them.

It is totally forbidden from the natural area where the activities, flowers, stones, plants, animals, etc. are being carried out.

The customer must verify that he does not leave anything that is carried with him in the place visited to avoid deterioration and contamination of the same..

During the tour we wil visit natural areas where the user will can observe different birds of the area, such as hawks, sparrows, eagles among many others; Animals like vipers, armadillos and cacomixtles. We cross a branch of the Camino Real de Tierra Adentro, which, together with the center of our city, are listed as World Cultural Heritage.

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