

General Conditions



Sasplus Operadora Turística Ltda.
Av. Atlântica, 3916 / 201 – Copacabana
Rio de Janeiro – RJ – CEP: 22070-002
06.100.638/0001-80

Dear Customer,

The provision of contracted services is subject to cancellation and/or alteration for reasons of force majeure, such as, for example, unfavorable weather conditions, among other reasons beyond the control of Compass Brazil, which cannot be responsible for the continuity of services, without the conditions proper operation. Compass Brazil is not responsible for any related issues.

The provision of mass transport services, such as air transport, is governed by the rules of the Consumer Defense Code. Compass Brazil is a service provider, including the sale of airline tickets. Any cancellations, changes and/or impediments to boarding imposed by the contracted airline will be the legal responsibility of the same, not involving Compass Brazil in the acts.

All actions by the airline that result in changes in the organization of the trip will be duly taken into account by the Compass Brazil team, who will work to adapt the trip in the best possible way. There will be no reimbursement in case of loss of part of the trip by the passenger and, if there is a need to include services for the adaptation and continuation of the trip, the unforeseen costs will be the sole responsibility of the passenger(s)/ passenger(s).

In case of cancellation or alteration of the airline ticket, by the customer, it must be analyzed on a case-by-case basis, as each tariff base has its own policy for cancellation, alteration and refund.

PAYMENT CONDITIONS

Land Services: transfers and tours

Service amount must be paid in advance via credit card, bank transfer, bank slip or Pix. Extra expenses will be the responsibility of the client(s).
Billing in one installment.

Accommodation

The amount of the accommodation must be paid in full and in advance by credit card, bank transfer, bank slip or Pix, in a single installment, with any extra expenses being the responsibility of the customer(s).

Flight tickets

The total amount of the air ticket (s) must be paid in advance via credit card, bank transfer or bank slip x.
Payment in up to 4x (without interest)

CANCELLATION CONDITIONS

Land Services: transfers and tours

Cancellations must be sent by email to eventos@compassbrazil.com.

Respecting the deadlines below:

Up to 3 days before the service: penalty of 5% of the total amount paid to cover administrative expenses;

After this period, penalty of 100% of the total amount paid;

In case of no-show there will be no refund.

We kindly ask you to wait for the transfer at the arrival gate. The driver will wait with a sign with your name on it.

We ask that you wait for the transfer in the hotel lobby, with the checkout already completed.

Accommodation

Rates are Non-Refundable. In case of cancellation, there will be no refund.

Changes and additional information may apply.

Read the conditions carefully and consult your travel consultant.