



## Nature Shuttle Policies

- The Nature Shuttle departs daily at 8.30am from Pan Pa Ya in Chapinero **(Calle 58 #6-22)**
- We ask that you arrive **15 minutes before** the departure time.
- No-shows and late arrivals forfeit their payment. The shuttle **does NOT wait** for anyone past the departure time.
- The Nature Shuttle arrives to the chosen location around 10.00am
- The Nature Shuttle departs the location by 1.00pm and it is not mandatory that the guests return in the shuttle. The shuttle **will not wait for anyone that is not in the vehicle by 1.00pm.**
- The Nature Shuttle has a defined route and will not change it upon client 's request.
- The Nature Shuttle does not drop off or pick up guests at any other location other than Pan Pa Ya in Chapinero (Calle 58 #6-22).
- The Nature Shuttle **arrives back at Pan Pa Ya in Chapinero by 3.00pm**
- The Nature Shuttle is a transfer service and not a guided tour. Our drivers only speak Spanish. If you have any questions prior to departure, you can contact us by WhatsApp (+57 310-559-9729) or ask the driver to connect you with someone over the phone that speaks English.
- In case of cancellations, you can request a full refund 48 hours before departure. For **cancellations made within 48 hours we will not refund your payment**, but you can change it to a later date or award it to someone else.