



Katrina Tinker <travelheligator@gmail.com>

Our excursion with Panama Your Way - Booking Confirmation (Ref: HFNV-180926)

1 message

Katrina M. Tinker <katrinamtinker@gmail.com> Fri, Sep 18, 2026 at 2:03 PM
To: Peter Chen <petermschen@gmail.com>, Katrina Tinker <TravelHeligator@gmail.com>, Reno Evony <iarlifarias@outlook.com>, Reno Evony <YarleyOliveira@hotmail.com>, Iarly farias de oliveira <yarleyoliveirafarias@gmail.com>

See below

----- Forwarded message -----

From: **Panama Your Way** <info@panamayourway.com>
Date: Fri, Sep 18, 2026 at 1:58 PM
Subject: Panama Your Way - Booking Confirmation (Ref: HFNV-180926)
To: Katrina M Tinker <katrinamtinker@gmail.com>

Hi Katrina,

Thank you for your booking with **Panama Your Way**. Your reservation is now confirmed and fully paid, see booking confirmation below.

Please carefully review the confirmation details below, if you notice any mistakes please notify us ASAP.

Should you have any other questions please do not hesitate to contact us!

Warm Regards,
Panama Your Way Team!

Invoice - Confirmation

PAID



Panama Your Way

Email: info@panamayourway.com

WhatsApp: +507-6893-6589

www.panamayourway.com

[instagram.com/panamayourway](https://www.instagram.com/panamayourway)

Katrina M Tinker
katrinamtinker@gmail.com
00 1 805-705-9516
460 Pacific Oaks Rd
Goleta, California, 93117
United States

Booking ID:	HFNV-180926
Created:	September 18, 2026
Booking Date:	October 24, 2026
Total (USD):	\$567.00

Item	Rate	Amount
Monkey Island Eco - Shore Excursion (Private) Sat Oct 24, 2026 07:30 AM	Adult (13yo+): 3 @ \$129.00	\$387.00
Pick up from Cruise Terminal - Port fee	Passengers: 3 @ \$10.00	\$30.00

Item	Rate	Amount
Pick up and drop-off from Colon Cruise Terminal (round-trip)	Passengers: 3 @ \$150.00	\$150.00
Preferred language: English	Sub-Total: \$567.00	
<u>Tour(s) details:</u>	Total: \$567.00	
Cruise / Ship name: Grandeur of the Seas with Royal Caribbean	Amount Paid: \$567.00	
PDF (Print)		

Katrina M Tinker: *We are landing on the Caribbean side of Panama. I believe I chose the option to be picked up there, but let me know if I did not. There are 2 English speaking and 1 Portuguese speaking people in our group, and I am hoping you can accommodate that. In addition, one person had knee replacement surgery on September 11, 2026, so she may be moving slowly and may need help into and out of the boat. Also, our boat docks at 7:30am and departs at 3pm. I was told that you can accommodate those times. We may not be able to get off the boat at exactly 7:30am, so I was not sure if I should choose the 9am pickup. I chose the 7:30am, but we will be getting off the boat at that time at the earliest, and will need to make our way into the cruise terminal. I assume that there are no port taxes (in addition to the ones paid by our cruise ship), passports or visas needed for this excursion.*

Payments: Sep 18 2026 \$567.00 (MasterCard)

Panama Your Way strives to deliver the best possible customer experience. If at any point you have a question or concern about our service or if you need to change or cancel your reservation, please contact us as soon as possible.



HOTEL PICK-UP / MEET & GREET (when applicable)

Our driver/guide will meet with you in your hotel lobby or in the hotel designated area for meet & greet. They will hold a name sign with the full name of the person that appears on the booking confirmation. If you are not at the designated meeting point by the time of your tour, Panama Your Way reserves the right to cancel your tour without providing a refund. However, we will always try our best to locate you at the meeting point.

AIRPORT & CRUISE PORT PICK-UP / MEET & GREET (when applicable)

Our driver/guide will meet with the clients inside the terminal building, at the arrivals hall, in the designated area for meet & greet. He will hold a name sign with the full name of the person that appears on the booking confirmation.

PYW Guides & tips/gratuities

We have a small and wonderful team of guides, drivers and concierge who work hard on giving you the best service. If you enjoy yourself, do not forget to show your appreciation. Generally tipping in Panama is between 10 and 15%.

Payments

Most of our services are payable in full upon booking. Payments can be made by bank transfer (extra fees may apply), PayPal or with a credit card (Visa/MC).

A purchase is not complete until all payments due and payable have been processed by Panama Your Way and a confirmation of booking has been sent. Receipt of confirmation from Panama Your Way constitutes agreement to these Terms & Conditions.

For Multi-day Packages and custom vacation packages and charters we may take the reservation with a 50% deposit. In those cases, the balance (full payment) is due 30 days* prior to the date of the first service.

For scheduled tours from Riviera Pacifica all-inclusive hotels, we take the reservation with a 20% deposit. The balance (full payment) is due upon request when the tour is confirmed (minimum number of participants has been reached). Usually 5-15 days prior to the tour date.

Detailed Terms & Conditions

LUGGAGE LIMITS

For all transfers a maximum one (1) standard size luggage & one (1) carry-on item per person is included. Please notify us if you have extra luggage. Additional fees may be applicable.

RATES

All rates are in US Dollars, NET, non-commissionable and are inclusive of all applicable taxes in force at time of confirmation.

Not included in the Rates are: Port taxes; passports; visas and vaccinations; tips to your tour director, host, driver, local guides, and/or ships' crew; gratuities on ferries, trains, and cruise ships; laundry; telephone; minibar; alcohol, beverages, and food outside of the contracted menu as presented at a hotel or restaurant (these extra items will be billed to you before leaving the hotel or restaurant); optional excursions; porterage at airports and train stations; travel insurance premiums; carrier baggage fees; and all other items of a personal nature.

DELAYED AND CANCELED FLIGHTS

If your flight is canceled or delayed, contact us as soon as possible and we will try to arrange and reschedule the transfer accordingly. Fees may apply, details are outlined below. If we do not receive any notice and you are not at the meeting point within the designated time frame, Panama Your Way reserves the right to cancel your transfer without providing a refund. However, we will always try our best to locate you at the meeting point.

TOURS CANCELED OR POSTPONED BY PANAMA YOUR WAY

Occasionally, tours are canceled or postponed due to weather, mechanical failure, or other unforeseen events. Should this occur, we will attempt to contact you about the changes and inform you about the refund or exchange procedures. In the case of a cancellation of your tour by Panama Your Way, we will refund 100% of the price paid for your tour or schedule you for another tour if possible.

CANCELLATIONS & REFUNDS

INDIVIDUAL BOOKINGS (FIT): Day tours (private & semi-private), layover tours & transfers:

We offer a simple free cancellation policy for all our individual day tours bookable online. Cancellation penalties will be calculated based on the time the cancellation notification is received:

- 48 hours* or more prior to service date: 100% refund (FREE CANCELLATION) – cancel for any reason and get a full refund to your original form of payment without paying any additional fees.
- Less than 48 hours*: no refund

GROUPS (GIT): Day tours, layover tours, transfers & private charters (10 travelers and more):

Entire group /charter cancellations:

- 11 days* or more before the tour date full refund minus \$150 cancellation fee on transfers and \$250 on day tours.
- 0-10 days* prior to departure: non-refundable.

Individual cancellations:

- 48 hours* or more prior to the service date: 90% refund (10% cancellation fee)
- less than 48 hours*: no refund

Pre-assembled multi-day tours offered on our website (individual reservations for up to 9 travelers):

Cancellation penalties will be calculated based on the time the cancellation notification is received:

- Free cancellation: travelers have up to 48 hours* after making the booking to cancel for any reason and get a full refund to their original form of payment without paying any additional fees.
- 15 days* or more before the first service date: 90% refund of the package total price (10% cancellation penalty fee)
- 10 days* to 48 hours* before the first service date: 50% refund of the package total price (50% cancellation penalty fee)
- less than 48 hours*: no refund

Panama Relocation Experience (All-Inclusive 8-days / 7-nights Panama VIP Relocation Experience):

Cancellation penalties will be calculated based on the time the cancellation notification is received:

- 30 days* or more: Full refund (no cancellation fee).
- 29 to 15 days* before the tour start date: 90% refund of the total package price (10% cancellation fee).
- 14 to 2 days* before the first service date: 50% refund of the total package price (50% cancellation fee).
- Less than 2 days*: No refund.

Custom build vacation packages or multi-day tours (for individuals and groups):

In most cases same as the "Pre-assembled multi-day tours", however depending on the customization, cancellation

policy and penalty fees may vary on each individual package and will be communicated on your quote/contract.

To cancel and request a refund for a tour, please contact us by email: info@panamayourway.com. Instructions will be provided in order to obtain your refund. In general, we process refund within the next 48 hours. Depending on your financial institution, you should receive the refund within 3 to 5 business days.

**Cut-off times are based on Panama's local time.*

TOUR EXCHANGES

No tour exchanges are offered. While in some extreme cases we may offer this service (such as when a tour is canceled by us), it is not guaranteed and often impossible. Contact us directly to inquire about tours exchanges. Fees may apply.

IMPORTANT INFORMATION

We strongly recommend travel insurance for everyone. All necessary entrance documents (such as passports, visas, etc.) are the responsibility of each individual. Passports should be valid for 6 months beyond your return date. All changes, requests or booking requirements should be sent in writing. Please notify us in advance should any passengers require special accommodation (such as dietary needs or disabilities).

Disclaimer

Liability limits and policies on Panama Your Way

In the Republic of Panama, "Panama Your Way" is a licensed travel agency and tour operator subsidiary of Panama Exotica SA. The "Panama Your Way" logo, along with all variations of the name, are protected by both international and Panamanian copyright laws.

Acts of God & "force majeure"

PANAMA YOUR WAY IS NOT LIABLE for acts of God, fire, acts of government or other authorities, wars, civil disturbances, riots, terrorist acts, strikes, thefts, pilferage, pandemics, epidemics, quarantines, dangerous incidents on water, land, and air travel, and OTHER SIMILAR ACTS OR INCIDENTS BEYOND ITS CONTROL.

Accidents and incidents that occur outside of vehicles

Any incidents or accidents that may lead to injury or death that occur outside of the vehicle will NOT be covered by our or our partners insurances. It is strongly recommended that each traveler has his/her own travel insurance.

Traveler's Representations

The traveler represents that neither he or she nor anyone traveling with him or her has any physical or other condition or disability that would create a hazard to himself or herself or others that partake on the transfer or tour.

Suppliers, Partners and Third Parties

PANAMA YOUR WAY has established business relationships with handpicked suppliers, partners and third parties to provide a wide variety of services and to assure the quality of service you will receive. Although with all our efforts and commitments to make sure they comply with our high standards of quality, we have NO CONTROL over them.

Therefore, PANAMA YOUR WAY will NOT BE HELD LIABLE for any property damage, personal injury or death, that may occur due to any act or omission of such supplier, partner or third party and also defects in or failures of any aircraft, vessel, automotive vehicle, or other means of transportation that is not under our control.

Optional Activities that may hold risk and danger

Optional activities may be available at some of the locations you will visit in the course of a tour. Some of these optional activities may carry a risk of serious personal injury. These activities may include but not necessarily limited to: (a) snorkeling or scuba diving; (b) horseback riding; (c) canoeing or kayaking; (d) white water rafting, (e) ziplining, among others. You should be aware that your personal safety cannot be guaranteed. Should you elect to participate in such activities while you are on tour, you are free to do so.

However, you must understand that such participation will be at your own risk and that PANAMA YOUR WAY WILL NOT ASSUME RESPONSIBILITY FOR YOUR SAFETY. Under these terms, travelers under the age of 18 are required to have the consent of the parent or guardian whether they are traveling together or not.

Applicable Law

This agreement shall be construed, interpreted, and enforced in accordance with, and shall be governed by, the laws of the Republic of Panama.

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