Lunático Experience SAS

Terms and Conditions

Last updated: August 2026
https://lunaticoexperience.com/terms-and-conditions

These Terms and Conditions apply to standard consumer bookings made directly with Lunático Experience SAS through our website and online booking system.

Responsible entity: Lunático Experience SAS
Contact: info@lunaticoexperience.com
Address: Avenida del Pedregal 29-225, Cartagena, Colombia
Last updated: August 2026

1. Scope

These Terms and Conditions apply to standard consumer bookings made directly with Lunático Experience SAS through our website and online booking system.

Private experiences, customized groups, corporate events, travel-trade bookings, off-site experiences or reservations confirmed under a separate quotation or written agreement may be subject to different booking, payment and cancellation terms.

Where specific written terms have been provided for such a booking, those terms will prevail in relation to that booking.

2. Booking and payment

A booking is confirmed once the required payment has been successfully completed and a booking confirmation has been issued.

The applicable experience, date, time, number of participants, price, currency and any optional extras are shown during the booking process and confirmed before payment.

Online bookings may be processed through Bókun and the payment providers connected to the booking system.

Guests are responsible for providing accurate contact and booking information.

3. Cancellation and booking changes

Unless a different cancellation policy is expressly displayed for the selected experience at the time of booking, standard online bookings may be cancelled for a full refund up to 24 hours before the scheduled start time, based on local time in Cartagena, Colombia.

Cancellations made less than 24 hours before the scheduled start time are non-refundable under Lunático Experience's standard commercial cancellation policy.

Requests to change a booking date or time are subject to availability. Changes requested less than 24 hours before the experience are not guaranteed.

Lunático Experience may, at its discretion, offer a rescheduling option or booking credit where

operationally possible.

No-shows are non-refundable under the standard commercial cancellation policy.

The cancellation policy displayed during the booking process forms part of these Terms and Conditions.

Nothing in this commercial cancellation policy limits any mandatory right of withdrawal, payment reversal, refund or other consumer right that may apply under Colombian law.

4. Statutory consumer rights

Consumers may have additional mandatory rights under Colombian consumer protection law, including the right of withdrawal (derecho de retracto) in cases where the legal requirements for that right are met.

Where applicable, the statutory right of withdrawal may be exercised within the period established by Colombian law. Its applicability, time limits and exceptions are governed by the applicable legislation and are separate from Lunático Experience's voluntary 24-hour cancellation policy.

To request the exercise of a statutory consumer right in connection with an online booking, the customer may contact: info@lunaticoexperience.com

The request should include, where possible:

- the customer's name;
- booking reference;
- date of the booked experience; and
- a clear statement of the request.

Lunático Experience will process requests in accordance with applicable Colombian consumer protection law.

5. Experience-specific requirements

Each experience may have its own participation requirements, including age restrictions, starting times, recommended clothing, dietary considerations, alcohol restrictions or other practical conditions.

Guests are responsible for reviewing the information shown on the relevant experience page and during the booking process before completing their reservation.

Experiences involving alcoholic beverages are available only to guests who meet the applicable minimum-age requirement. Valid identification may be requested.

6. Allergies and dietary requirements

Guests should inform Lunático Experience of allergies, dietary restrictions or other relevant requirements when booking or as early as reasonably possible before the experience.

We will make reasonable efforts to accommodate confirmed dietary requirements where the experience allows it.

However, because food is prepared and handled in a working culinary environment, we cannot guarantee an entirely allergen-free environment or the complete absence of cross-contact.

7. Arrival and participation

Guests should arrive at the meeting point at the time communicated in their booking confirmation.

Late arrival does not automatically extend the scheduled duration of an experience.

If a guest arrives too late to participate safely or without materially disrupting the experience, participation may not be possible and no refund is guaranteed, without prejudice to any mandatory rights that may apply under law.

Guests are expected to follow reasonable safety and conduct instructions provided by Lunático Experience staff during the experience.

8. Changes or cancellation by Lunático Experience

Lunático Experience may occasionally need to modify or cancel an experience due to operational circumstances, safety considerations, supplier or partner availability, weather where relevant, or other circumstances outside our reasonable control.

If Lunático Experience cancels an experience and cannot provide the booked service, the guest will be offered:

- an alternative date, subject to availability; or
- a full refund of the amount paid for the affected experience.

Reasonable operational changes that do not materially alter the nature of the booked experience may be made when necessary.

9. Optional refund protection

Where optional enhanced refund protection is offered during checkout, it is an additional third-party product and is governed by the terms of the provider offering that protection.

Purchasing or declining that protection does not change Lunático Experience's standard cancellation policy or any mandatory statutory consumer rights.

10. Personal data

Personal data provided during the booking process is handled in accordance with the Lunático Experience Privacy Policy.

Booking and payment services may involve third-party providers such as Bókun and connected payment processors, as explained in our Privacy Policy.

11. Responsibility and applicable rights

Nothing in these Terms and Conditions is intended to exclude, restrict or limit any consumer rights or responsibilities that cannot legally be excluded or limited under applicable law.

12. Contact

Lunático Experience SAS
Avenida del Pedregal 29-225
Getsemaní, Cartagena de Indias, Colombia
Email: info@lunaticoexperience.com

If you have a question about an existing booking, please contact us using the details above and include your booking reference where possible.