



Booking Guide

Step by Step Guide to Booking on Our Web Site

Our online booking system is the only one of its kind in Bolivia that offers the ability to book and pay with a credit card or Paypal. This means our customers can choose the tours and transport they require and receive a confirmed booking as soon as we have had a chance to check availability and get back to you. In the majority of cases this is within 24 to 48 hours but we ask for at least 48 hours notices in order to allow for weekend and holiday working hours. Our web site uses a classic "shopping cart" type system and this guide will walk you through the booking process step by step for those not familiar with online shopping.

IMPORTANT – As stated in the terms and conditions, you MUST give us at least 48 hours' notice in order to confirm your booking. We advise that you give us longer in order to give yourself the best chance of getting the requested dates though as many things do get booked up. We are not responsible for any problems that you experience for not giving us enough time to arrange your booking - we do warn you of this!

Step 1.

Browse or **search** our web site to find the product you want - please make sure you try the search before sending us emails asking about products – the search works very well and each product page has the price on it and lots of details and info. If you send us email asking for the price or info that is already on the page we will simply send you a link to that relevant page. If you can't find something you want contact us and ask as we may be able to arrange it for you. If we can arrange, we will create a special product page for you and send you a link for you to book online.

You will see at the bottom of the page of each product there are some form boxes. Different products might have different boxes as the information we require can change depending on the product. Please fill in ALL the required information to enable us to process your booking as fast as possible. If you miss any required information we have to contact you for this and cannot process the order until we have it – obviously this can slow the process down.

Once you have filled in the form details you must ADD the product to the SHOPPING CART by clicking the ADD TO CART button. Please note that this just ADDS TO CART and doesn't place the order yet – you will need to checkout and pay before anything is sent to us. This is you just shopping not actually going to the till to pay yet!

Multiple Person Bookings and Groups

For most products if you want to book for more than one person you simply change the Qty box at the bottom to be the amount of people you wish to book for and include all persons details (name, passport etc.) in the form boxes provided. For some items though the price changes when there is a larger group size (it is cheaper the more people there are) so our system is configured for you to book "per group" for those products. This is because we need to ensure that you can only book for the "4 person price" if you are paying for 4 people. These products will have a dropdown form box that lists the different groups' sizes and their corresponding prices. You should book and pay for just ONE GROUP (do not change the Qty box) in these cases. Examples of these group booking options can be found in the trekking products.

Once you have filled in the required information and change the Qty to the correct amount required simply click on the **Add to Cart** button.

Below is an example of a typical form for one of our products (this one is Midrange 3 day Salt Flats Tour) and the information that could possibly be filled in.

Passenger Name(s) & Passport Number(s)

Mr Joe Backpacker passport 1415161710, Mrs Josephine Backpacker passport 1415161715

Further Details (List any special requirements and / or medical conditions here)

Josephine is bringing lots of shoes , can we confirm there is space in the vehicle for them?

Food Type (List who eats meat / veggies and any allergies)

Joe eats meat and Josephine is a veggie . Joe is allergic to peanuts - very important !

Departure Date

16 ▾ 11 ▾ 2013 ▾

Nationality (as shown on your passport that you will be using)

Joe is British, Josephine is Australian

\$215.00 Qty: **ADD TO CART**



N.B Whilst we do our best to help in every request we cannot guarantee we can fulfill all of them!

Please note that clicking on ADD TO CART just puts this item in your SHOPPING CART – IT DOES NOT send us any information or “requests”. We will not receive your order until after you have checked out and paid (following the steps below)

Step 2.

Once you have added all the products you wish to book into your shopping cart you can move onto the next stage – Checking Out. To checkout you simply click on the Checkout Cart # Items link and that will take you to the checkout page

Search entire store here... 

This will take you to the checkout "review" page which will look something like this (we do update the web page from time to time so it might not look exactly the same but will be very similar):

SHOPPING CART

[PROCEED TO CHECKOUT](#)

3 Day Salt Flats Tour - Mid Range (Red Planet) was updated in your shopping cart.

PRODUCT NAME	UNIT PRICE	QTY	SUBTOTAL	
<p>3 DAY SALT FLATS TOUR - MID RANGE (RED PLANET)</p> <p><i>Passenger Name(s) & Passport Number(s)</i> Mr Joe Backpacker passport 1415161710 Mrs Joesphin B ...</p> <p><i>Further Details (List any special requirements and / or medical conditions here)</i> Josephine is bringing lots of shoes, can we confirm the ...</p> <p><i>Food Type (List who eats meat / veggies and any allergies)</i> Joe eats meat and Josephine is a veggie. Joe is allerg ...</p> <p><i>Departure Date</i> Nov 16, 2015</p> <p><i>Nationality (as shown on your passport that you will be using)</i> Joe is British , Josephine is Australian</p>				
	\$180.00	2	\$360.00	 
CONTINUE SHOPPING		UPDATE SHOPPING CART		

Subtotal \$360.00

Grand Total Excl. Fee \$360.00

Tax \$23.40

Grand Total Incl. Fee \$383.40

[PROCEED TO CHECKOUT](#)

Check everything looks ok (you can edit the details if you have made a mistake by clicking on the edit button) and if so click on proceed to checkout button to take you to the main checkout page. The main checkout page will look something like this:

KANOO TOURS ONLINE BOOKING REQUEST - CHECKOUT & PAYMENT

Please allow a Minimum of 48 hours in order for us to process your order. We only process orders during office hours - make sure you read the terms and conditions before you agree to them (compulsory) you can read them by clicking [HERE](#) Please fill in the fields below and click Place Order to complete your purchase! We will try to get back to you within 48 hours.

Please note if you get an error "15005" or "10505"- this means your bank is refusing the payment , not us (its actually a confirmation of our site working correctly!).

Please make sure the details you are entering are the correct details that your bank has on file for your card (i.e an incorrect address, phone number or Card Verification number for example will all cause this error)

[Already have an account? Click here to login](#)

BILLING ADDRESS

First Name * Last Name *

Email Address * Telephone *

Address *

Country * City *

Zip/Postal Code *

State/Province

Password * Confirm Password *

PAYMENT METHOD

Credit Card

Credit Card Type *

Credit Card Number *

Expiration Date *
Month Year

Card Verification Number * What is this?

What is PayPal?

ORDER REVIEW

Product Name	Qty	Subtotal
<input checked="" type="checkbox"/> TESTPRODUCT1 text 1 test	<input type="text" value="1"/>	\$1.50
text 2 test		

Subtotal	\$1.50
Grand Total Excl. Fee	\$1.60
Tax	\$0.10
Grand Total incl. Fee	\$1.80

I read and agree to Terms and Conditions

Place order now

magestore

If you have used our site before then you can simply login with the details you registered before then continue with the rest of the form. If this is your first time booking online with us you will need to register your details in the provided form. You should use the same address here as is registered for your credit card if using credit card to pay.

You MUST check the box to agree to the Terms and Conditions – you should read these Terms and Conditions first and make sure you understand and agree to everything.

You can see a review of all the products you are paying for on the lower right hand side, please make sure this is correct. There final price is displayed which includes the online processing fee of 6.5% that is automatically added to the total..

If everything looks ok and you have agreed to the Terms & Conditions then simply click on PLACE ORDER NOW button and your order will be sent. If your payment is successful you should receive an email with your order details. This is NOT a confirmation of your booking (we still need to process that) but it is a confirmation we have

received your order and will process it as soon as we can. We will send you all the details , information and etickets that you need when we process your order , usually within 24 to 48 hours – please don't email us asking for details (what time , where you need to go , what to bring etc) – were going to send you all this soon!

If you receive an error saying your payment couldn't be processed it is usually due to your bank refusing the payment. This can be something simple like you have input a number, expiry date or name incorrectly or it can be because the address you used when you registered is different to the one they have on record for your card. You can change your address details by going to the My Account link at the top right menu, logging in (if you aren't already) and editing your details. If you contact us we can confirm if your bank is refusing the payment but we can't see why exactly – only your bank can tell you that. Sometimes it is as simple as your limit is lower than the amount you are trying to spend.

If you have tried everything and still can't get it to work you can try sending us the payment by PayPal to sales@kanootours.com (please remember we still need the 6.5% charge included in the total for this) or you can contact us and we can send you a PayPal invoice for the total which you can pay by PayPal or by credit card (no PayPal account required). This of course won't fix any problems with your card but it is worth a try to see if it works.