

PACHAMAMA – ALTERNATIVE TOURISM

General terms and conditions

1. Every booking has to be made by fax or e-mail and will be replied in the same way.
2. The prices of the itineraries are per person sharing double/twin room, except otherwise specified in the program. Hotels rating is based on local standards. Our prices include local taxes and all the services mentioned in the program. The prices are expressed in the currency agreed in the program.
3. • For reservations three months before the date of the beginning of the journey, you are asked to pay a deposit of 20% of the total price of the program. For all reservations one month before the start of your trip, you are asked to pay a deposit of 50% of the total price. This deposit must be sent by bank transfer to our account and communicated to Pachamama by Associate email the receipt of the transfer. The cost of this transfer is to the customer.
4. In case of cancellation of a confirmed booking, the following terms and conditions apply:
 - * Every cancellation has to be made in writing, specifying reasons.
 - * In case of a cancellation made 30 or more days before the date of travelling, Pachamama will refund the 100% of the deposit except bank transfer expenses and any other possible bank expenses.
 - * In case of a cancellation made between 30 and 15 days before travelling, Pachamama will refund the 50% of the deposit except bank transfer expenses and any other possible bank expenses.
 - * In case of a cancellation made less than 15 days before travelling, no refund is possible.
5. If, for circumstances beyond one's control, a person and/or a group of people cannot travel on the scheduled date, Pachamama may reschedule the journey for another date, provided that seats are available on flights and rooms are available in the hotels. If our company is made aware of the change 30 or more days before the tour, no charges apply.
6. Concerning the bus departure times, it is possible to make changes, provided that there are seats available. For any cancellation, refund or change (date, itinerary, timetable, fare or other), Pachamama will refer to the general terms and conditions of sale of the bus company and wouldn't be liable for any of the above.
7. In case of delay of the arrival of the international flight, Pachamama does not agree any reduction in price for missed days.

8. Our company is not responsible if the journey does not take place due to passport problems, legal problems or any other personal problem of the passenger, and would not accept any complaint in the above cases.

9. In case of accident or other circumstances that might influence in the continuation of the itinerary, the whole group or part of it may decide to end the itinerary or to continue it. In case of interruption, our company will refund the cost of the services that have not been used, except possible cancellation fees related to hotel bookings, national flights and other services (train tickets, guides, etc.).

10. The inland itineraries might be interrupted and/or changed due to weather conditions, natural calamities, strikes or due to other causes that only depend on the transportation company. In these cases Pachamama would not feel responsible and the itinerary will be modified according to the new timetable. If the customer wishes the itinerary to be modified, this can be done, however there will be an extra charge for any additional expense conveyed by the changes. The company will take the most suitable decision for the client and will provide all the information required.

11. The itineraries do not include any type of insurance, except the transportation company compulsory insurance in case of accident. Pachamama recommends to insure yourselves in your home country. It is possible to purchase insurance through Pachamama's mediation. Ill people, pregnant women or people that suffer from specific illnesses are requested to mention it at the time of booking, so that Pachamama can recommend the most suitable travel option for their state. In case of situations that endanger the passengers or a third party's health, limit or impede our services, the itinerary can be modified. Pachamama will neither accept any complaint nor provide any refund in the cases mentioned above.

12. If you wish to stay in Amazonia, you have to get the vaccination for the yellow fever at least 15 days before travelling. We also highly recommend you to bring a treatment against malaria.

13. The majority of our itineraries are a blend of alternative and traditional tourism. Our company is committed to give you the best service we can offer, however please be prepared to face some uncomfortable situations that might come up during your journey.

14. Our itineraries do not include:

- meals, except otherwise mentioned in the programme;
- non-alcoholic and alcoholic drinks;
- personal expenses and services not mentioned in the programme;
- any special or additional service required. Customers should send their requests in advance by e-mail.

15. For all the pre-payments made by bank transfer to Pachamama's account, **the client has to cover the cost of the pre-payment and the bank transfer's expenses as these expenses are not included in the price of the itinerary.** All the payments have to be in American dollars or euro and to the following accounts:

DOLLARS

Bank: Banco Internacional del Perú

Address: Av. Eduardo de Habich 499 - Urb. Ingeniería

To: Pachamama Empresa de Turismo Responsable S.A.C.

Account number: 082-3000150407

SWIFT code: BINPPEPL

EURO

Bank: Banco BBVA Continental

Address: Av. República de Panamá 3055 San Isidro

To: Pachamama Empresa de Turismo Responsable S.A.C.

Account number: 0011-0130-0100056353-24

SWIFT code: BCONPEPL

Phone: ++51-1-575 18 51

E-mail: info@pachamamaturismo.org

- The bank transfer receipt has to be sent to Pachamama by fax or e-mail so that we can verify that the payment has been made.
- The balance has to be paid once you arrive in Lima, in the currency specified in the booking.
- We accept payments by credit card (MasterCard or Visa) however an additional 5% fee applies on the total price of the itinerary. This fee does not apply if you pay by cash.
- If you pay by cash, Pachamama accepts American dollars and/or euro, valid at the time of paying. Please note that in Peru damaged, torn or burnt notes are not accepted. Moreover, we would appreciate you not to bring 100\$ notes of the series BC and CB, as they are often refused due to forgery problems.