



# Terms and Conditions

For any questions about trips, reservations, etc., contact us by email [percy@epuerto.com](mailto:percy@epuerto.com) we'll respond within 24 hours.

## Confirmations:

In order to confirm programs for groups or individual passengers, Epuerto Perú Travel & Tours requires the following information:

- full name of passenger(s)
- nationality
- passport numbers
- age
- medical histories and dietary restrictions
- addresses and telephone number (emergency contacts)
- special interests / needs
- all flight schedules
- rooming list

**After Making Reservations:** Upon receipt of deposit we'll send a detailed itinerary, list of suggested equipment, visa requirements, hotel description, recommended reading list, maps, money exchange information, weather considerations and other useful tips.

**Insurance:** All passengers are required to sign a standard waiver form before beginning any and all trips. We also recommend a short-term traveler's insurance policy covering accidents, baggage loss, emergency evacuation, etc. Any expenses resulting from flight delays, schedule changes, missed connections, sickness, and trip delays due to bad weather, trail conditions, strikes, natural disasters, cancellations or acts of God will be assumed by the passenger through their traveler's insurance. We will assist you in obtaining any and all documentation (where possible) in order to file a claim with your insurance company.

**Personal Equipment:** Each participant must bring the equipment required for the program. Epuerto travel Peru supplies a detailed list of the necessary equipment and clothing, as well as the equipment provided by the company.

**No Shows:** Epuerto Peru will retain the entire deposit and not be held responsible for canceled or delayed flights. Epuerto travel Peru, reserves the right to modify or change any program itinerary to ensure client safety. The company does not accept any responsibility for mal-treatment (damage) to equipment, loss, accident,



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unforeseen costs, unavoidable delays, services provided by intermediaries, nor direct or indirect acts which are out the company's control.

### **Cancellation Terms for Last Minute Tours**

Effective immediately for trips booked at the last minute; these tours must be paid in full. If you have to cancel this last minute excursion due to any matter please be advised that there will be no reimbursement because hotels, transportation, guides, etc. have been paid in advance.

### **Our cancellation table is as follows:**

The schedule is as follows:

- Up to 61 days before the program departure date: no forfeit cost.
- 60 - 31 days before the program departure date: forfeit 50% of total package price.
- 20 - 0 days before the program departure date: forfeit 100% of total package price.

Once final balance has been paid, we will not be able to refund your trek payment in the case of cancellations. There will, however,

Thank you for your understanding.

**Contact us: [percy@epuerto.com](mailto:percy@epuerto.com)**