

# PERU TOURS TERMS AND CONDITIONS

## General

Depending on the type of reservation we have different requirements, therefore please refer to the specific document your Sales Consultant sends to you. It is IMPERATIVE that you read and understand our Terms and Conditions. This is wholly the Clients responsibility.

## Modifications to your Booking

Any modifications to the original booking must be confirmed in writing via email. Any costs or charges, which we incur or which are incurred or levied by our service providers as a result of the modification, will be charged to the passenger. Whilst every reasonable effort will be made to accommodate changes and additional requests, availability cannot be guaranteed.

## Substitution of a Passenger

If any member of a party is prevented from travelling, it may be possible to transfer the booking to another person provided that written notice is given at least 30 days prior to departure. An administration fee of US\$50 will be levied plus any costs imposed by ourselves or our service providers. Airlines may impose 100% cancellation charges and the cost of a new ticket.

## Cancellations

In the event of a cancellation on any of our Treks, please note that deposits are NON-REFUNDBALE! Many services that we acquire from Third Parties, ie Entrance Permits/Train Tickets are not refundable once purchased and therefore we are not able to offer refunds once we have made such purchases.

The Cancellation Policy for treks is as follows:

Cancellation of tour 7 weeks or more prior to departure date: We will refund the cost of the tour less all deposits which are non-refundable.

Cancellation of tour within 3-6 weeks prior to departure date incurs a loss of 60% of total tour cost.

Cancellation of tour within 2 weeks prior to departure incurs a loss of 80% of total tour cost.

Cancellation of tour within 1 week prior to departure incurs a loss of 100% tour cost.

When reserving a full Program covering various regions of Peru the cancellation table is as follows:

6 weeks prior to arrival : 50% loss of total trip price  
4-5 weeks prior to arrival: 60% loss of total trip price  
3 weeks prior to arrival: 80% loss of total trip price  
2 weeks prior to arrival: 100% loss of total trip price

We reserve the right to maintain or ask for a retainer/administration fee in the event the client cancels before the afore-said cancellation table comes into effect if we have already administered several bookings on the client's confirmation of the reservation. The retainer/administration fee is US\$50.

In case part of a booking is cancelled, the remaining passenger may have to pay additional charges (e.g. single room supplements or under occupancy).

Cancellation of Flights: If your flights were purchased under the Economical Fares then please note that these are Non-Refundable / Non-Transferable / Non-Changeable. This is the conditions of LAN Airlines.

#### **Cancellations and Changes made by GreenGo Travel**

While we will endeavour to operate all tours as quoted, it may prove necessary or advisable to vary or modify an itinerary or its contents, due to prevailing local conditions. We reserve the right at any time to cancel or change any of the facilities, services or prices (including flights, accommodation or other arrangements) and to substitute alternative arrangements of comparable monetary value without compensation and accepts no liability for loss of enjoyment as a result of these changes.

If a major change is known to us, our passengers will be told at the time of the booking

If a major change becomes necessary after booking we will inform our passengers as soon as is reasonably possible.

GreenGo Travel reserves the right to increase the tour cost to take into account of the following items: government action, currency fluctuations, transportation costs (including the cost of fuel), food increases, airport charges and increase in scheduled air fares or any other increase that is beyond our control.

GreenGo Travel will not be liable for any charges in the event of a change beyond their control to the departure time or date of a tour, flight or other form of transport.

#### **Force Majeure**

GreenGo Travel is not responsible for force majeure - this is war, threat of war, riots, civil strife, industrial dispute, terrorist activities, natural or disaster, fire or adverse weather conditions, technical or maintenance problems with transport, changes imposed by

cancellation or rescheduling of flights by an airline, the alteration of airline or aircraft type, or other similar events beyond the control of ourselves.

### **Passports, Visas and Vaccinations**

It is the responsibility of the Passenger to be in possession of a valid passport, visa permits, proof of inoculations and preventive medicines as may be required for the duration of the tour. Information about these matters or related items is given in good faith but without responsibility on the part of ourselves.

### **Local Laws**

All participants in tours operated by GreenGo Travel are expected to obey the laws and regulations of the countries visited and any failure to do so will relieve GreenGo Travel of all obligations that they may otherwise have under these booking conditions.

### **Age, Fitness and Participation**

All Passengers are expected to satisfy themselves prior to booking that they are fit and able to complete the itinerary of their choice. Persons over 60 years of age will be advised to obtain medical evidence of fitness to travel on the chosen itinerary. No unaccompanied minors (those under 18 years of age) can be accepted on tours operated by ourselves, however older teenagers may be considered provided they are accompanied by a parent or guardian who accepts full responsibility for them. We reserve the absolute right to decline a booking at our discretion. If, in the opinion of such person, the health or conduct of a Passenger before or after departure appears likely to endanger the safe, comfortable or happy progress of a tour, the Passenger may be excluded from all or part of the tour. In case of ill health we will make such arrangements as it deems fit and recover the costs thereof from the Passenger.

### **Illness or Disability**

Anyone suffering from illness or disability or undergoing treatment for any physical or medical condition must declare the true nature of such condition at the time of booking and make arrangements for the provision of any medication and/or other treatment which may be required during the tour. Failure to make such disclosure will constitute a breach of these booking conditions and result in such persons being excluded from the tour in which case all monies paid will be forfeited.

### **Insurance**

We strongly recommend the use of a travel/medical insurance plan. We do not provide or include an accident or travel insurance policy in our cost. However, if a member of the group gets sick or is incapacitated, we take care of him or her by getting a qualified doctor

or immediate medical attention. In these cases, the extra costs are assumed by the individual client, including hospitalization if necessary. In the case of accident and/or necessary emergency evacuation, all costs are assumed by the individual client.

### **Complaints**

If a Passenger has a complaint about any of the tour arrangements he/she must bring it to the attention of the Guide or a representative of GreenGo Travel at the time so that they may endeavor to rectify the situation. We can only rectify problems if we are made aware of such problems. Failure to complain immediately will prejudice the Passengers right to claim compensation. Should the problem remain unsolved a complaint must be made in writing to ourselves within no more than 14 days of the completion of the holiday.

### **Responsibilities**

GreenGo Travel reserves the right to modify or withdraw any travel arrangements when deemed necessary, in the best interest of the clients. We reserve the right to refuse, accept, or retain any person as a member of one of our trips.

GreenGo Travel is not responsible for injury, sickness, damage, loss, additional expenses, accidental delay or other irregularities which may be caused either through willful or negligent acts or omissions on the part of companies or individuals providing or engaged in transportation, accommodation or other services related to the accomplishment of the tour, or through natural disasters or acts of nature.