



TERMS AND CONDITIONS

Welcome to GOTOPERU website (the "Website"). This Website is provided to assist customers in creating tailor-made journeys, carefully crafted to deliver a personalized adventure like no other. The terms "we", "us", "our", and "GOTOPERU" refer to GOTOPERU EIRL/SAC, a Peruvian travel registered company. The term "you", "customer", or "the traveler" refers to the customer visiting or using the Website and booking a reservation through our customer service agents.

Thank you very much for choosing GOTOPERU for your next vacation. Please read carefully the information in this article, which contains the TERMS AND CONDITIONS FOR THE CONTRACTING OF TOURISM SERVICES with our company.

PAYMENT INFORMATION

ONLINE : secure payment link will be generated from WETRAVEL booking platform.

Payment with Credit Card: We accept Visa, Mastercard, American Express, and Diners Club; Customers can make payments through our website. An additional charge of 3.9% would be applied over the final amount of the tour as a result of using credit card services and added to your bill. In some instances, we can waive the fee. In case you need any assistance, contact us to process your payment.

or

WIRE TRANSFER

Invoice Notes

COUNTRY : PERU

BANK : Banco de Credito del Peru - BCP

SWIFT : BCPLPEPL

ACCOUNT : 285-9874059-1-64

CURRENCY : USD DOLLARS

Account Name : GOTOPERU COMPANY EMPRESA INDIVIDUAL

Account Address : AVE EL SOL 449 - CUSCO - PERU

Bank Address : CALLE CENTENARIO 156 - LIMA -PERU

Note: Add USD 26.00 to the amount you are sending to cover the transaction fee.

WESTERN UNION

You can pay by Western Union at their office (they have offices internationally) or online (www.westernunion.com):

Receiver's first name: MARIA ELENA

Receiver's last name: AVILES ANGELINO

City/Town: Cusco Country: Peru Note: In the "message" space on the Western Union form, please write the name of your tour and your arrival date. Once you have made the transaction, please send us the tracking number (MTCN code)

CANCELLATION POLICY

For services (transfers/ tours), cancellation fees will be charged as follows: For FITS (For groups of up to 9 people), if the notification date of the cancellation is after 7 days prior to the arrival date, cancellation fees will be 100%. For Groups (Groups of 10 or more people), if the notification date of the cancellation is after 15 days prior to the arrival date, cancellation fees will be 100%.

GOTOPERU guarantees and provides transportation, bilingual guides, equipment, and food as stated in the detailed itinerary. All tour prices include the services of a driver and guide, and miscellaneous costs are not included; for example, any service not outlined in the itinerary, such as hotel extras (washing and ironing of clothes, alcoholic drinks, telephone calls etc.), excess baggage costs, airport taxes, visa costs, etc. GOTOPERU is not responsible for delays,

inconveniences, or expenses of any kind resulting entirely or partly from causes beyond the company's control, nor for losses or additional costs due to delays, sickness, bad weather, strikes, riots or other similar circumstances.

TRAVEL INSURANCE:

We strongly advise you to take out a travel insurance that covers accidents, medical expenses GOTO PERU . We strongly advise you to take out a travel insurance that covers accidents, medical expenses (including rescue and air ambulance) and emergency repatriation. We also recommend that it covers cancellations and loss of luggage. Make sure that this insurance reimburses you for non-refundable trip costs. Once you have purchased travel insurance, please forward a copy of the insurance company name and policy number by email or bringing the information when you meet our representative.

BEHAVIOR

Our paramount as a company is the safety of the group. Thus, if a traveler behavior is detrimental to the safety and welfare of the group, incompatible with other members or contrary to the progress of the itinerary, GOTO PERU , reserves the right to require this person to withdraw from the tour. Anyone asked to leave for these reasons will not receive a refund. Refunds for unused services will not be honored under these circumstances, nor will any additional expenses be recognized. In the case of an illness that hinders the progress of the trip, a client may also be excluded from a tour. The company can make the necessary arrangements and recover the client's costs. Finally, a client committing an illegal act, they will be excluded from a tour and on this regard, any responsibility from GOTO PERU shall cease to exist.

TRIP WITH TREKS

Transportation, bilingual guides, equipment and food are included. Miscellaneous costs are not included, such as alcoholic beverages, personal telephone calls, excess baggage, airport taxes, visa charges, and travel insurance. All trip members will receive the necessary gear for their trip. The client must cover any damage or loss of all the equipment and gear supplied by GOTO PERU for their personal use. Tours are limited in number, usually less than 10, to lessen the impact on the environment and local cultures. This also ensures a more personalized service to each individual traveler.

CLIENTS' RESPONSIBILITIES

Clients are responsible for their personal documentation such as valid passports and visas. The name on the airline ticket should correspond to the name on the passport. The client is responsible for a timely arrival for activities. Should they fail to do so, extra costs may incur in order to catch up with the group or even make it necessary to cancel and withdraw from the group. Travelers are also responsible for their own personal belongings, such as their baggage.

CHANGES MADE BY CLIENT:

For Tour/Trek/Trip/Rental/Service a \$35 USD change of order fee is charged to make any changes. Though all efforts will be made to make the changes requested, they are not guaranteed and there may be additional costs in relation to these changes.

DISSATISFIED CUSTOMERS

Should a client have any complaint about their holiday/vacation plan, they should make it known as soon as possible, directly to the guide or travel assistant in order to make the necessary amendments immediately. If the problem remains unsolved and the client requests a refund, they must write to the travel assistant no more than 30 days after the last day of the trip. GOTOPERU will attend to the case as quickly as possible, using the travel agency as the mediator.

CLAIMS AND REFUNDS

Except in the case of verifiable extenuating circumstances, no refunds are given for missed services. Verifiable claims must be received in writing within 30 days of the program's termination and must be accompanied by supporting documentation and/or a statement from the Operating Company verifying the claim, unless otherwise specifically addressed in these terms and conditions. Any adjustments considered will be based on the actual cost of the services involved, rather than on a per diem basis. There will be no refunds for unused sightseeing trips or meals. GOTOPERU will not accept liability for any claims not received within 30 days of the end of your travel program. All claims for days missed while traveling must be made in writing within 30 days of the program's termination.

PLEASE NOTE THAT, FOR THE INCA TRAIL, PERMITS ARE NON-TRANSFERABLE, NON-REFUNDABLE, AND DATES CAN'T BE CHANGED. CHANGES AND CANCELLATIONS BY GOTOPERU :

We always make our best efforts to carry out tours / services according to the original schedules as listed in the reservation order. However, by entering into this agreement with GOTOPERU , the client accepts that necessary changes may need to be made to a Tour/Trek/Trip/Rental/Service due to predominant conditions (see 'Force Majeure' section above). GOTOPERU reserves the right to change or cancel any facilities, services and GOTOPERU substitute for reasonable alternative of comparable value. In the event of a major change, the client will be notified as soon as possible. The client will have options with regards to accepting the change.

BAGGAGE

Weight restrictions may apply on internal flights. Baggage and personal effects are at owner's risk throughout the travel program. Check with the airline for other baggage restrictions applicable to internal and international flights.

PROMOTIONAL PHOTOGRAPHY

GOTOPERU reserves the right to photograph any program or part of a program and use them for promotional purposes. By making a reservation with GOTOPERU, program participants agree to have their images used in such photographs. Members who do not want their images used are asked to identify themselves to their travel program escort at the start of their program.

VERY IMPORTANT:

By applying deposit/payment for a reservation, customer/traveler agrees to all the terms conditions described above, and those that apply to all transportation, accommodations, services and activities, included and described on your reservation.