

# GENERAL TERMS AND CONDITIONS

Applicable until March 31<sup>st</sup> 2014

## I. RESERVATION REQUESTS

Reservation requests, cancellations or any other booking information shall be sent to:

E-mail: [reservas@titilaka.com](mailto:reservas@titilaka.com)

Phone: + 51 1 700 5106

Fax: + 51 1 700 5129

Toll Free Number:

USA: 1 866 628 1777

Monday to Friday from 09:00 am to 6:00 pm. Saturdays from 09:00 am to 01:00 pm. (Peru Time)

Required information per reservation:

- Complete guest(s) name(s), passport number(s) and date(s) of birth.
- Check-in & check-out dates.
- Number and category of Room(s).
- Arrival and departure time schedules and transportation details.
- Additional services or special requirements.

## II. RESPONSIBILITIES

Agencies and operators are responsible for informing The Andean Experience Co. of any reservation's modification and shall be acknowledged by E-mail or Fax to our Reservation Desk.

It is the booking agent's responsibility to comply with our Booking Policies and Time Limits, otherwise the reservation will be automatically cancelled. If deadline falls on a non working day, reconfirmations or payments must be effected the previous working day before 17:00 hrs.

Any unused portion of a reconfirmed reservation will not be reimbursed whatsoever. We strongly suggest Travel Insurance for these purposes.

## III. THIRD PARTY SERVICES

We are responsible for our own services. Without limitation The Andean Experience Co. is not liable for any direct, indirect, consequential or incidental accident, damage, injury, loss, delay or irregularity of any kind which may be caused by reason of any act or omission beyond our control; including, without limitation any willful or negligent act or failure to act or breach of contract of any third-party such as an airline, train, local ground transportation, and/any other.

Similarly, The Andean Experience Co. is not responsible for any loss or inconvenience due to delay or changes in schedule, default of any third party, sickness, lack of appropriate medical care, weather, strikes, acts of God or government, terrorism, criminal activity or any other cause beyond our control. All schedule airline flights are occasionally subject to overbooking or cancellation. We are not responsible for any additional expense, omission, delay reconfirmation or re-routing that may occur in such circumstances.

#### IV. RESERVATION POLICIES: TIME LIMITS, PAYMENT AND CANCELLATION CHARGES

Based on the group's size, three types of reservations procedures are managed. Individuals, one to two rooms; groups, three to four rooms and series only for preferred distributors who specify the name of the operator who displays our property in the program or series; and finally large groups, for reservations of five rooms or more.

	TIME TABLE	STATUS	REQUIREMENTS	CANCELLATION CHARGES
<b>Individuals (F.I.T.s): 1 - 2 Rooms</b>	90 days before arrival	CONFIRMED	Passengers names/number of Rooms and categories/arrival and departure dates/Non refund 20% payment	20% Payment Penalty
	45 days before arrival	RECONFIRMED	Non refund 80% payment/ transport information.	100% Payment Penalty
<b>Groups &amp; Fixed Departures: 3 - 4 Rooms</b>	90 days before arrival	CONFIRMED	Group name/number of Rooms and categories/arrival and departure dates/Non refund 20% payment	20% Payment Penalty
	60 days before arrival	RECONFIRMED	Non refund 80% payment/final passengers list/transport information.	100% Payment Penalty
<b>Large Groups: 5 + Rooms</b>	30 days after reservation request	CONFIRMED	Passengers names/number of Rooms and categories/arrival and departure dates/Non refund 20% payment	20% Payment Penalty
	90 days before arrival	RECONFIRMED	Non refund 80% payment/final passengers list/transport information.	100% Payment Penalty
<b>All</b>	Arrival	CHECK - IN	Credit card information to guarantee possible extra consumptions.	
	Departure	CHECK - OUT	Payment of all additional consumptions	

##### A. INDIVIDUALS (FITS): 1 – 2 ROOMS

###### CONFIRMED:

Names of guests, number and category of rooms and the arrival and departure dates are required in order to request a reservation. A non-refundable 20% prepayment is required ninety (90) days prior to check-in. Otherwise the reservation will be automatically cancelled without previous notification.

###### RECONFIRMED:

The non-reimbursable 80% remaining balance due, final list of travelers and rooming list, arrival and departure details and the payment for possible additional services are required forty five (45) days prior to check-in.

##### B. GROUPS: 3 – 4 ROOMS, AND FIXED DEPARTURES (SERIES)

###### CONFIRMED:

Group's name, operator's name, number and category of rooms, arrival and departure dates as well as the series complete information specifying the name of the hotel are required in order to request a reservation. This option is only available to preferred distributors.

A non-reimbursable 20% prepayment is required ninety (90) days before check – in. Otherwise, the reservation will be automatically cancelled without previous notification.

###### RE-CONFIRMED:

The non-reimbursable 80% remaining balance due, final list of travelers and rooming list, arrival and departure details and the payment for possible additional services are required forty five (45) days prior to check-in.

### **C. LARGE GROUPS + 5 ROOMS**

#### **PRE CONFIRMED:**

Group's name, operator's name, number and category of rooms and the arrival and departure dates are required in order to request a reservation.

#### **CONFIRMED:**

A non-reimbursable 20% prepayment is required thirty (30) days after receiving our confirmation. The final list of travelers, rooming list, arrival and departure details and possible additional services information are required one hundred and twenty (120) days after the reservation is requested.

#### **RE-CONFIRMED:**

The non-reimbursable 80% remaining balance due is required ninety (90) days prior to check-in. Otherwise the reservation will be automatically cancelled without previous notification.

### **V. CANCELLATION POLICIES**

#### **INDIVIDUALS AND SMALL GROUPS (up to 4 rooms)**

All individuals or small group cancellations made 90 days before the guests' arrival date will have no cancellation penalties.

All individuals or small group cancellations made 45 days before the guests' arrival date will be charged with a 20% penalty.

All individuals or small group cancellations made within 45 days of the guests' arrival date will have no refund (100% penalty).

#### **LARGE GROUPS (5 rooms or more)**

All large group cancellations made 120 days before the guests' arrival date will have no cancellation penalties.

All large group cancellations made 60 days before the guests' arrival date will be charged with a 20% penalty.

All large group cancellations made within 45 days of the guests' arrival date will have no refund (100% penalty).

### **VI. CHECK IN – CHECK OUT POLICY**

#### **CHECK-IN 12:00 hrs**

A credit card must be swiped at the front desk upon check-in for possible additional services to be spent at the hotel. The original passports must also be presented as well as the Andean Migration Card if required.

#### **CHECK-OUT 10:00 hrs**

Full payment for additional services consumed at the hotel is required

### **VII. NO SHOW POLICY**

In case of a no show we will charge 100% of the total nights and rooms reserved plus 29% of taxes and services.

### **VIII. COMPLIMENTARYS, GUIDES AND TOUR CONDUCTOR POLICY**

**COMPLIMENTARYS:** For every 15 paying guests, the sixteenth guest will receive complimentary accommodations in a single room or a half double. In the event of booking more than 30 paying guests, a double room at most will be given free of charge.

**GUIDES OR TOUR CONDUCTORS:** Special rates for guides and tour conductors are available subject to availability in the hotel or at staff quarters. Please inquire when making a reservation.

**IX. LATE RESERVATIONS**

A 100 % non-refundable payment is required for reservations requested forty-five (45) days or less prior to arrival.

**X. CHILDREN POLICY / ADDITIONAL BED IN SOFA BED**

A maximum of 2 children sharing a room with 2 adults is allowed. This rate will be charged only to children under 11 years of age.

**XI. SITE INSPECTION TRIPS, FAM TRIPS AND OTHER SPECIAL RATES**

Special request should be addressed to our sales team at [olga.cervantes@andean-experience.com](mailto:olga.cervantes@andean-experience.com) indicating the name of the agent, company they represent, title, country of origin, hotel, nights requested, number of rooms and the reason for the request.

**XII. TAX EXEMPTION**

According to Peruvian Decree of Law – 919, non-residents with less than 60 consecutive days in Peru may be exempted of the payment of lodging sales taxes (VAT) only by presenting their original passport and Andean Immigration Card upon check-in at the hotel. In the event that the passengers do not show the required documents or they are not legible, we will charge 18% for VAT.

**Please refer to our Sales Agents for payment details.**

**OUR POLICIES ARE SUBJECT TO CHANGE WITHOUT PREVIOUS NOTICE.**