

POLICY SALES, RESERVATION

PeruCuzco.com PCtours EIRL is registered in Peru with RUC 20527905819. The company works in tourism and is responsible for providing commercial touristic services in accordance with our website. It also functions as an intermediary between our clients and the actual providers of the services, hotels, restaurants, transport companies, etc., according to the following conditions:

To receive confirmation of your reservations for programs, trips, and services, it is necessary to make a partial or complete payment in advance. Individuals should make their payment 15 days before their arrival and groups should make their payment 45 days before their arrival. If partial payment has been made by a group, the difference should be paid in full 15 days before your program begins. If you have to make your reservation at the last minute, or less than 15 days in advance, the total amount will be due at that time.

Due to operational and/or weather conditions, programs, trips, and itineraries are subject to partial or total change without notice. Due to the geography of Peru, there are certain months during the rainy season when natural events could occur that might cause the deterioration of the roads or other means of access. If this should happen, the client needs to be ready to assume the extra costs that might be incurred.

Once the program has started, **PeruCuzco.com PCtours EIRL** will be unable to make any kind of refund. If the client wishes to cancel services that have been paid for in advance, there will be a 25% service charge if the cancellation is made at least 8 days before the program starts. If the cancellation is made with less than one week of anticipation, the service charge will be 50%. This refund policy does not include refunds for lodging, as that refund will depend on the policy of the hotel or hostel which has been selected.

A client is considered a NO SHOW when said client does not arrive at the agreed upon location at the agreed upon time. In such cases, no refunds can be made.

Any kind of change in a program that the client wishes to make must be made at least 20 days before the tour begins. Modifications can only be made 2 times. If changes need to be made after the 20 day cut-off date, a fee will be charged.

All prices and published tariffs can vary with the season, and prices may have to be changed without notice.

All the prices and tariffs published on our website and agreed to with our clients are subject to an 18% IGV tax.

If the client is in the midst of a program, and the client decides to take a different excursion, the client must assume the expenses of the new tour, and cannot be issued a refund for the unfinished portion of the scheduled tour.

In the case of refunds, the client should inform us in writing by email as to why he is requesting the refund. If it is determined that a refund can be issued, the refund process takes at least 15 working days.

PeruCuzco.com PCtours EIRL. will confirm a reservation within 48 to 72 hours after receipt of payment and confirmation code. You will receive a list of the services that you have contracted and and the final itinerary.

For all reservations made for holidays and special dates, cancellations must be made at least 30 days prior to your arrival in order to receive a refund. This refund policy does not include refunds for lodging, as that refund will depend on the policy of the hotel or hostel which has been selected.

Regarding airline tickets: no refund can be made. The tickets remain valid for one year, but there may be a penalty involved in changing the tickets, depending on the policy of the airline selected.

In case you are purchasing tickets for international flights, only a 100% payment guarantees the reservation.

For trips to or from Peru, it is the responsibility of the client to have all the necessary documentation. This would include a valid passport, a visa, and the necessary vaccinations for the selected itinerary.

If the client does not comply with the above conditions, he forfeits all rights to reimbursement and must suffer the consequences. The same conditions apply if the client is refused entry into the country.

All clients who travel with us both within and outside of Peru, should purchase travel insurance. This should include insurance against accident, injury, and theft (cameras, computers, etc.). Our tourist packages do not include any kind of insurance. Therefore, we are not responsible for any type of damage, accident, or injury which might occur.

The client should be ready to pay whatever commission might be necessary depending on his selected method of payment.

Perucuzco.com EIRL. explicitly declares that it acts solely as the intermediary between the traveler and the entities offering tourist services which are indicated on the itinerary, such as airlines and hotels. Therefore any inconveniences caused by delay or cancellation of flights, or by lost baggage, is not our responsibility. Nevertheless, we will be ready to help you out in any way we can, to minimize any problems should any inconveniences occur.

The client declares that he is knowledgeable of and accepts the following general conditions of the contract, and thereby agrees to abide by the following:

- 1) The payment in full for all the requested services before the program begins.

- 2)) Through the acceptance or use of any portion of the contracted services, the client is thereby agreeing to pay for all of the contracted services.

These conditions can be changed without prior notice.

PeruCuzco.com EIRL Agencia de Viajes, Turismo y Servicios.

[PCtours](#) EIRL Cultura, Nature and Spiritual trips.