



GENERAL TERMS AND CONDITIONS

Applicable until March 31st 2023

Read the following terms and conditions as established by Andean Experience carefully. By using this website or its individual pages and components, you agree explicitly to the terms and conditions that regulate it and are detailed below. If you wish to not accept these terms and conditions, you should refrain from using this site and its components.

I. RESERVATIONS

Reservations, cancellations or any other booking information have to be sent to:

For guests:

- E-mail: concierge@aeco.pe
- Phone: + 51 1 700 5105
- Within the US: +1 786 396 0310

For travel agents:

- Email: reservas@titilaka.pe
- Phone: + 51 1 700 5106
- Within the US: +1 786 396 0310

Monday to Friday from 9am to 6pm. Saturdays from 9am to 1pm. (Peruvian time, UTC/GMT -5hrs.)

Required information per reservation:

- o Complete guest(s) name(s), passport number(s) and date(s) of birth
- o Check-in & check-out dates
- o Number and category of room(s)
- o Additional services or special requirements

II. RESPONSIBILITIES

Clients, agencies and operators are responsible for informing Andean Experience of any reservation modification(s) by contacting our reservation desk via e-mail or phone.

It is the client's or booking agent's responsibility to comply with our booking policies and time limits. If he/she fails to do so, the reservation will automatically be cancelled. If the deadline falls on a non-working day in Peru, reconfirmations or payments must be done the previous working day before 5pm.

Any unused parts of a reconfirmed reservation will not be reimbursed. We strongly suggest travel insurance for these purposes.

III. THIRD PARTY SERVICES

We are only responsible for our own services and cannot be held accountable for inconveniences generated by a third part that are out of our control.

Without limitation, Andean Experience is not liable for accidents, damage, loss, be it personal or patrimonial; as well as delays, cancellations, other additional costs clients can be charged with, irregularities of any kind which may be caused by guilty, negligent or malicious third-party acts or omissions that are beyond our control. This includes wilful or negligent act or failure to comply or a breach of contract of any third-party such as airlines, train, local ground transportation, maritime and/or water transport operators and/or any other party.

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Similarly, Andean Experience is not responsible for any damages, loss or inconveniences due to delay or changes in schedule, default of a third party nor because of sickness, lack of appropriate medical care, weather, strikes, acts of God or government, terrorism, criminal activity or any other cause beyond our control. All scheduled airline flights are occasionally subject to overbooking or cancellation. Andean Experience is not responsible for any additional expenses, omission, delay reconfirmation or re-routing that occur in such circumstances.

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

Based on the group's size, three types of reservation procedures are managed.

- Individuals: one to two rooms
- Groups: three to four rooms and series. Series are only for preferred distributors who specify the name of the operator who displays our property in their program or series
- Large groups: five rooms or more.

	TIME TABLE	STATUS	REQUIREMENTS	CANCELLATION CHARGES
Individuals (F.I.T.s): 1 - 2 rooms	60 days before arrival	CONFIRMED	Passengers' names Number and categories of rooms Arrival and departure dates Non-refundable 20% payment	20% Payment Penalty
	15 days before arrival	RECONFIRMED	Non-refundable 80% payment Transport information	100% Payment Penalty
Groups & Series: 3 - 4 rooms	60 days before arrival	CONFIRMED	Group name Number and categories of rooms Arrival and departure dates Non-refundable 20% payment	20% Payment Penalty
	30 days before arrival	RECONFIRMED	Non-refundable 80% payment Final passengers list Transport information	100% Payment Penalty
Large Groups: 5 + rooms	90 days after reservation request	CONFIRMED	Group name and operator Number and categories of rooms Arrival and departure dates Non-refundable 20% payment	20% Payment Penalty
	45 days before arrival	RECONFIRMED	Non-refundable 80% payment Final passengers list Transport information	100% Payment Penalty
All	Arrival	CHECK - IN	Credit card information to guarantee possible extra consumptions.	-
	Departure	CHECK - OUT	Payment of all additional consumptions	-

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A. INDIVIDUALS (FITS): 1 – 2 ROOMS

CONFIRMED:

Guest's names, number and category of rooms, and the arrival and departure dates are required to complete a reservation. A non-refundable 20% payment is required sixty (60) days prior to check-in. Otherwise the reservation will automatically be cancelled without previous notification.

RECONFIRMED:

The remaining 80% balance (non-refundable), final list of travellers and room list, arrival and departure details and the payment for possible additional services (e.g. private transfers or excursions to Bolivia) are required fifteen (15) days prior to check-in.

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

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 to request a reservation. The series option is only available to preferred distributors.

A non-reimbursable 20% payment is required sixty (60) days before check-in. Otherwise, the reservation will automatically be cancelled without previous notification.

RE-CONFIRMED:

The remaining 80% balance (non-refundable), final list of travellers and room list, arrival and departure details, and the payment for possible additional services (e.g. private transfers or excursions to Bolivia) are required thirty (30) days prior to check-in.

C. LARGE GROUPS: > 5 ROOMS

CONFIRMED:

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

A non-reimbursable 20% prepayment is required ninety (90) days before check-in. The final list of travellers, room list, arrival and departure details and possible additional services information (e.g. private transfers or excursions to Bolivia) are required ninety (90) days after the reservation is requested.

RE-CONFIRMED:

The remaining 80% balance (non-refundable) is required forty-five (45) days prior to check-in. Otherwise the reservation will automatically be cancelled without previous notification.

V. PAYMENT METHODS

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We accept wire transfer to any of the following bank accounts. Andean Experience does not assume transaction cost or any other additional cost that is required to make a wire transfer. The amount indicated on the invoices is the nett amount Andean Experience needs to receive.

BBVA BANCO CONTINENTAL

Beneficiary: ANDEAN EXPERIENCE S.A.C.

Currency: USD

Account Number: 011-910-000100170970-76

Address: Av. Rep de Panama Nro. 3055

SWIFT: BCONPEPL

BANCO DE LA NACIÓN (for local taxpayers)

Beneficiary: ANDEAN EXPERIENCE S.A.C.

Currency: Peruvian Nuevos Soles

Account Number: 00-005-027608

HELM BANK - USA

Beneficiary: ANDEAN EXPERIENCE S.A.C.

Account number in US dollars: N° 1040166880

Address: 999 BRICKELL AVE MIAMI, FL 33131 - USA

ABA: 067011456

VI. CANCELLATION POLICIES

INDIVIDUALS (up to 2 rooms)

- All individuals or small group cancellations made up to 61 days before the guests' arrival date do not have any cancellation penalties.
- All individuals or small group cancellations made up to 16 days before the guests' arrival date imply a 20% penalty charge.
- All individuals or small group cancellations made within 15 days of the guests' arrival date are non-refundable (100% penalty).

SMALL GROUPS (up to 4 rooms)

- All individuals or small group cancellations made up to 61 days before the guests' arrival date do not have any cancellation penalties.
- All individuals or small group cancellations made up to 31 days before the guests' arrival date imply a 20% penalty charge.
- All individuals or small group cancellations made within 30 days of the guests' arrival date are non-refundable (100% penalty).

LARGE GROUPS (5 rooms or more)

- All large group cancellations within 91 days after the reservation request do not have any cancellation penalties.
- All large group cancellations made until 46 days before the guests' arrival date imply a 20% penalty charge.
- All large group cancellations made within 45 days of the guests' arrival date are non-refundable (100% penalty).

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VII. CHECK IN – CHECK OUT POLICY

CHECK-IN 12pm

A credit card must be provided at the front desk upon check-in for possible additional services at the hotel. The original passports must also be presented to check the immigration stamp.

CHECK-OUT 10am

Full payment for additional services consumed at the hotel is required.

EARLY CHECK-IN / LATE CHECK-OUT

Both are subject to availability. An early check-in or late check-out over 2 hours is considered Day Use and implies an additional charge.

VIII. NO-SHOW POLICY

In case of a no-show we will charge 100% of the total nights and rooms reserved plus 18% of taxes and services.

IX. COMPLIMENTARY ARRANGEMENTS, GUIDES AND TOUR CONDUCTOR POLICY

COMPLIMENTARY ARRANGEMENTS: For every fifteen paying guests, the sixteenth guest will receive complimentary accommodation 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 or tour conductors are available in the hotel or staff quarters, subject to availability. Please inquire when making a reservation.

X. TAX EXEMPTION

A 18% Peruvian VAT has not been added yet to any booking. At the hotel, the guest's passport and immigration stamp received upon entering Peru will be requested. If the guest cannot provide this information or if he/she is a Peruvian resident or tourist who has been in Peru for more than 60 days, we are legally obliged to charge an additional 18% VAT to the total amount.

XI. CHILDREN POLICY / ADDITIONAL BED IN SOFA BED

Children and adolescents under 18 years old have to be accompanied by an adult (parent, guardian or caregiver) while staying at the hotel. In case of a guardian or caregiver, they should be duly accredited beforehand or have the necessary documents that either confirm a legal or judicial relation with the child or show the necessary notarized authorization signed by the parents. Maximum 2 children can share a room with 2 adults. If they are under 11 years old, a child rate will apply. From 12 years or older, they will be charged as adults.

XII. SITE INSPECTION TRIPS, FAM TRIPS AND OTHER SPECIAL RATES

Special requests should be addressed to our sales team at olga@aeco.pe 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.

XIII. ANTICORRUPTION AND ANTIFRAUD POLICY

Andean Experience is obliged at all times to conduct itself with honesty, truthfulness and integrity. It does not tolerate any behaviour or practices that violate its business integrity and good reputation. In the execution of their functions, its partners and employees are not allowed whether by action or omission, directly or indirectly,

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with public entities and/or legal persons under private law, to carry out illegal acts, participate in acts of corruption, negotiate or make illegal payments for the benefit of the company.

XIV. MONEY LAUNDERING AND TERRORIST FINANCING PREVENTION POLICY

Andean Experience implements procedures and policies according to current local regulations to prevent money laundering and terrorist financing. In compliance with these regulations, Andean Experience declares that it will only provide the information of clients to the legal authorities and only as established by law.

XV. DECLARATION OF THE ORIGIN AND DESTINATION OF FUNDS

By contracting Andean Experience, clients and partners declare that their economic resources, as well as those that they provide in exchange for the company's services, did not come from illegal activities such as money laundering, terrorism, drug-trafficking, or any other activity considered illegal in local and international regulations. The resources provided in exchange for the company's services have to come from legal activities. To accomplish the above, the client explicitly authorizes the hotel to consult the listings, information systems and databases following the necessary corresponding contractual and/or legal actions.

XVI. SUSTAINABILITY POLICY

Andean Experience is committed to the sustainable development of the environment in which it operates and carries out its operations. Through the reduction of the impacts of our activities and the efficient use of resources, Andean Experience respects the environment and implemented actions regarding waste management, energy saving, human resources, corporate social responsibility, etc.

XVII. ANTITOBACCO POLICY

The hotels operated by Andean Experience are non-smoking facilities. Consequently, the guest is obliged to refrain from smoking in the enclosed spaces and in the vehicles of the hotels.

XVIII. PERSONAL DATA AUTHORIZATION

Guests and partners authorize Andean Experience to process their personal data, which has been provided voluntarily via various marketing channels such as websites, call centres, mails, or other communications channels. They will be treated and saved with special care, in accordance with the Peruvian Law of Personal Data Protection (No. 29733) and its Regulation No. 003-2013-JUS.

Please refer to our Sales Agents for payment details.

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