

## **METROPOLITAN TOURING PERU TERMS AND CONDITIONS 2016**

### **PRICES**

All prices are in US Dollars and are subject to change without previous notice. Prices are per person, in double occupancy room, unless otherwise specified.

### **ITINERARY**

Itineraries are planned with great care, although, for operational reasons, it may be necessary to change the sequence of activities in the itinerary or specified route, and though such cases are exceptional, in general the itinerary should be treated only as a basic guideline.

### **SERVICES NOT INCLUDED**

The passenger is responsible for obtaining passports, visas, travel insurance, payment of excess baggage, personal requests such as extra drinks, laundry service, communication (calls, faxes, emails, etc.), national and international airport departure taxes, gratuities, or other services and fees not specified in the itinerary

### **UNUSED SERVICES**

Some services may be interrupted or cancelled due to climate conditions, force majeure reasons, acts of nature, strikes, etc., or others beyond control of the hotels, airlines, and other suppliers, Metropolitan Touring Peru or its associates. No reimbursements will be made as a result of such interruptions or cancellations that escape our control.

### **INSURANCE**

We highly recommend passengers to get trip cancellation, travel repatriation and international medical insurances to cover any inconveniences that may arise during the trip. We also urge them to check with their doctor to update vaccines and review medical concerns regarding international travel.

### **AIR TICKETS**

Prices of air tickets are subject to change without previous notice until their final issuance. Flight schedules are subject to change by the airline companies up until the day of the flight. Additional restrictions, limitations, penalties and/or specific conditions may be placed by the airlines.

### **BOOKING CONDITIONS**

To process a reservation to Peru, the following information is required, for each guest:

- Complete names and surname(s)
- Nationality
- Passport number
- Date of Birth
- Gender
- **Scanned copy passport's picture page**
- Dietary restrictions, if any

### **IMMIGRATION SLIP**

Please inform your guests that right upon arrival to Peru, the designated Metropolitan Touring representative will temporarily ask each guest for the Immigration slip (*Tarjeta Andina de Migración*) to verify the content and take a photograph.

Additionally, it is important that each guest be aware they should keep the Immigration Slip safe for the entire duration of their trip in Peru as it will be required upon check-in at each property visited. Failing to do so, may generate additional charges by hotels.

#### **HANDLING OF PERSONAL INFORMATION AND CONFIDENTIALITY**

Metropolitan Touring Peru guarantees that all personal information will be handled with absolute confidentiality and in accordance to the *Protection of Personal Information Law* (N° 29733). Metropolitan Touring Peru will only submit personal information of guests if officially requested by local authorities or the Peruvian Immigration office.

#### **FIT/GROUP SIZE DEFINITION**

- FIT conditions apply to a set of nine or less travelers
- GROUP conditions apply to a set of ten or more travelers

#### **PAYMENT CONDITIONS**

Full payment is required on behalf of Metropolitan Touring Peru:

- 45 days prior to the date of arrival for FIT's
- 60 days prior to date of arrival for Groups

- Payment constitutes the acceptance of the terms and conditions set out herein

#### **FORMS OF PAYMENT (valid for both Groups and FIT's)**

##### **A. Wire transfers:**

Payments should be made to the following bank account in the U.S.:

BANCO DE CREDITO DEL PERU - MIAMI AGENCY

121 ALHAMBRA PLAZA

SUITE 1200

CORAL GABLES, FL 33134

U. S. A.

Phone: (305)448-0971

Fax: (305)448-0981

ACCOUNT NAME: INVERSIONES RECEP TOUR S.A

ACCOUNT NUMBER: 201030009033007

SWIFT: BCPLUS33

ABA: 067015355

All wire transfer costs must be paid by the sender and must have the Metropolitan Touring tour number(s), on their reference code field. Additionally, we require a copy of the payment confirmation issued by the bank transferring funds, via fax or e-mail, including the following information:

- Passenger Name
  - Booking Number
  - Traveling date
- The above information is mandatory for accurate processing of payments

**B. Credit Card payments:**

Credit card payment is available. However, a "Signature on File" form must be filled out and signed, and sent to us in advanced.

This form authorizes Metropolitan Touring Peru to charge our services to your corporate Visa, Master Card or American Express credit cards. Payments should be made to the order of: **INVERSIONES RECEPTOUR S.A.**

- You may request this form from your Destination Travel Expert
- **Note:** As our proposals and services consider the most competitive rates, for payments with credit card, we are forced to transfer the credit card rate, which ranges from 4% to 5% off the total.

**C. Check payments:**

Check payments may be made, as long as they are received at least 60 days prior to arrival, and must be in US Dollars drawn on a US Bank.

**Note:** Metropolitan Touring Peru may also accept floating or revolving deposits equivalent to 2 months of billings, in any of the above mentioned payment methods.

**CANCELLATIONS AND REIMBURSEMENTS**

Notifications of cancellations and requests for reimbursements must be made in writing including all relevant details, in order to receive immediate attention by Metropolitan Touring Peru.

**CANCELLATION CHARGES**

Different cancellation charges apply to the different hotels and service providers. Cancellation charges tend to rise as the date of arrival approaches.

Metropolitan Touring Peru will spare no effort to maintain these charges as low as possible. However, in general terms, these will amount to:

For FIT's:

- 60% if cancellation takes place between 45 and 31 days before the date of arrival
- 80% if cancellation takes place between 30 and 15 days before the date of arrival
- 100% if cancellation takes place between 14 and 0 days before the date of arrival

For GROUPS:

- 40% if cancellation takes place between 60 and 46 days before the date of arrival
- 60% if cancellation takes place between 45 and 31 days before the date of arrival
- 80% if cancellation takes place between 30 and 15 days before the date of arrival
- 100% if cancellation takes place between 14 and 0 days before the date of arrival

**Important note:** Tighter pre-payment conditions and cancellation charges may apply to some specific dates, hotels and service providers. These conditions will be specifically mentioned by our travel consultant at the moment of your request.

### **CANCELLATION FEE**

A USD 100.00 cancellation fee per file applies to bookings that are cancelled by the client. This fee only applies to bookings, does not apply to quotations.

**Note:** During high season, Metropolitan Touring Peru reserves the right to change our cancellation policies in case our suppliers apply tighter penalties on top of those stated above.

### **SPECIAL DATES**

Some services increase their rates during some holidays or special dates:

- Easter (Thursday, Friday, Saturday & Sunday; dates vary each year)
- May 1st (Labor Day Celebration in Peru)
- National Holidays (June 29, July 28th & 29<sup>th</sup>, August 30<sup>th</sup>, October 8<sup>th</sup>, November 1<sup>st</sup>, December 8<sup>th</sup>)
- Christmas (December 24th and 25th)
- New Year's Eve (December 31st and January 1st)

### **AIR TICKETS**

100% payment should be made to issue air tickets. Actual rates are subject to availability at time of purchase and fare basis (refunds and changes allowed/not allowed, penalties apply/not apply, etc). Tickets are non-refundable and non-endorsable in case of cancellation.

### **CHILDREN POLICIES**

Discounts will apply only for children younger than 10 years old (9 years, 11 months and 29 days old as an age limit)

- A 30% discount off the total cost of an adult rate applies when a child shares the bed with his parents; that means, no additional bed is requested for him. Only one child per each double room is allowed.

- A 10% discount off the total cost of an adult rate applies when a child is not sharing the bed with his parents; this means, the child is occupying an individual room or sharing one with his parents on an individual bed.

### **LUGGAGE LIABILITIES**

Metropolitan Touring Peru recommends that all of the guests arrive to Peru with their own travel insurance, and that it covers for lost luggage.

Metropolitan Touring Peru cannot be held responsible for:

- Baggage lost or delayed during international or domestic flights
- Lost carry-on items, hand bags, or personal articles
- Items forgotten by guests at hotels, vehicles or venues, or during tours

We recommend our guests not to include any valuable items in their checked baggage during land transfers, since our liability is limited to 350 US dollars per piece of luggage.

In case a piece of luggage is lost during a land transfer provided by Metropolitan Touring Peru:

- A period of 30 days will be required to pursue an investigation, before the piece of luggage is considered officially lost
- During this 30 day period, the collaboration of the affected guest is expected as it may be needed
- Any compensation for lost luggage has to be transferred directly to the guest's bank account

Independently of Metropolitan Touring Peru's responsibility or not, we will always do our best to locate any lost items or luggage. If found, Metropolitan Touring Peru can coordinate any necessary shipping arrangements to the address provided by the owner, after any shipping charges have been accepted by the owner should these be generated.

### **SPECIAL TERMS AND CONDITIONS FOR INCA TRAIL POLICIES**

According to the Resolution #002-2004-UGM-CD, published in El Peruano on Nov 12, 2004, modifying chapter III of the Inca Trail Regulation which refers to Inca Trail space bookings, bookings will only be guaranteed by the governmental institutions when providing full names, nationality and passport number of each passenger and, once having paid the full amount of entrance fees for passengers and trekking staff (cook and team of porters); this will be considered as a deposit and is NON REFUNDABLE.

Therefore, Metropolitan Touring Peru will only be able to guarantee the spaces booked provided the following conditions are met:

1. Space availability on the Inca Trail for the requested date has been first confirmed to our Reservations Department via e-mail by the corresponding trekking provider/supplier
2. Full passenger data has been provided and the required deposit has been paid

**Note:** As the Inca Trail has a maximum allowance of 500 people per day (including passengers and trekking operator staff), Metropolitan Touring Peru strongly recommends that bookings are made as much in advance as possible in order to increase the chances of availability on the desired traveling date. Should it not be possible to obtain spaces on the Inca Trail, Metropolitan Touring Peru has other amazing alternative trekking routes and excursions to offer.

**VERY IMPORTANT:** The following client information is mandatory for any Inca Trail bookings:

- Complete names and surname(s)
- Nationality
- **Scanned copy of picture page of passport**
- Date of Birth
- Gender
- Dietary restrictions, if any

The exact information provided will be submitted to the governmental institution in charge of regulating the access to the Inca Trail and will be included in the official permit to enter the Inca Trail on the requested date. Should there be any change in the above mentioned data (i.e. new passport number), we kindly request you to inform us via email as soon as possible. The governmental institution reserves the right not to allow entry to any visitor whose data is not exactly the same as the one shown in the official permit. Metropolitan Touring Peru excludes any responsibility for a no-entry in case the passenger information has changed without proper prior notification.

**LIABILITY CLAUSE:**

Metropolitan Touring shall not be held liable for any injury, death, loss, delay, inconvenience, damage to personal property in connection with the provision of any goods or services whether resulting from, but not limited to, acts of God or force majeure, illness, disease, government restrictions, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transportation mechanism to arrive or depart on time.

Metropolitan Touring is not responsible for error or omission of any suppliers (such as accommodation or transportation companies). We shall not be held responsible for lack of availability in hotels, lodges, refuges, and/or camps requested by the client. In such cases we will try to place the client in alternative accommodation of the same level, without

taking any responsibility for the client's lack of satisfaction with the alternative accommodations. Our programs do not include travel insurance.

We strongly recommend that you purchase a medical and travel insurance policy in your home country that covers any cost of cancellation before or during the trip, accidents, and loss of luggage. We insist on the fact that in case of accident, we bear no responsibility for medical expenses or expenses of any other kind. It is the responsibility of the participant to contract medical and travel insurance before departure that covers all such eventualities. If the participant does not contract insurance, we can, at clients' expenses, arrange medical treatment or emergency evacuation service if deemed essential for clients' safety.

We are not responsible in case of loss or theft of luggage or personal belongings (refer to the Luggage Liability clause above for details).

Metropolitan Touring reserves the right to withdraw, alter or otherwise modify any trips, itineraries, specific programs or activities when it is deemed necessary or to your advantage.

Metropolitan Touring reserves the right to modify booking procedures, terms and conditions and/or program prices at any time without notice.

Metropolitan Touring reserves the right to take photographic or film records on any trips we have arranged/organized, and to use such photographic or film records for promotional and/or commercial purposes.