



## GENERAL TERMS AND CONDITIONS

Applicable until March 31<sup>st</sup> 2020

Read the following terms and conditions as established by Andean Experience Co. 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:

- E-mail: [reservas@titilaka.pe](mailto:reservas@titilaka.pe)
- Phone: + 51 1 700 5105
- Within the USA: 347 713 7030

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 Co. of any reservation modification(s) by contacting our reservation desk via e-mail or phone.

It is the client's or booking's 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 effected 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 Co. 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, negligents 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.

#### SALES OFFICE

Av. Sáenz Peña 214, Barranco – 15063 Lima - Perú | T (511) 700 5106 | [reservas@titilaka.pe](mailto:reservas@titilaka.pe)  
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Similarly, Andean Experience Co. 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 Co. 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 |
|---|-----------------------------------|-------------|--|----------------------|
| <b>Individuals (F.I.T.s):<br/>1 - 2 rooms</b> | 90 days before arrival            | CONFIRMED   | Passengers' names<br>Number and categories of rooms<br>Arrival and departure dates<br>Non-refundable 20% payment       | 20% Payment Penalty  |
|   | 45 days before arrival            | RECONFIRMED | Non-refundable 80% payment<br>Transport information  | 100% Payment Penalty |
| <b>Groups &amp; Series:<br/>3 - 4 rooms</b>   | 90 days before arrival            | CONFIRMED   | Group name<br>Number and categories of rooms<br>Arrival and departure dates<br>Non-refundable 20% payment              | 20% Payment Penalty  |
|   | 60 days before arrival            | RECONFIRMED | Non-refundable 80% payment<br>Final passengers list<br>Transport information   | 100% Payment Penalty |
| <b>Large Groups:<br/>5 + rooms</b>            | 30 days after reservation request | CONFIRMED   | Group name and operator<br>Number and categories of rooms<br>Arrival and departure dates<br>Non-refundable 20% payment | 20% Payment Penalty  |
|   | 90 days before arrival            | RECONFIRMED | Non-refundable 80% payment<br>Final passengers list<br>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:

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Names of guests, number and category of rooms, and the arrival and departure dates are required to request a reservation. A non-refundable 20% payment is required ninety (90) 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 forty-five (45) 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 ninety (90) 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 sixty (60) 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 thirty (30) days after receiving our confirmation. 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 one hundred and twenty (120) days after the reservation is requested.

**RE-CONFIRMED:**

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

**V. PAYMENT METHODS**

**SALES OFFICE**

We accept wire transfer to any of the following bank accounts. Andean Experience Co. 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 Co. needs to receive.

*BANCO DE CREDITO DEL PERU*

Beneficiary: ANDEAN EXPERIENCE S.A.C.  
Account number in US dolars: 193-1558098172  
Address: Jr. Lampa N° 499 Cercado de Lima, Perú  
Phone number: 511-427-5600  
SWIFT: BCPLPEPL

*HELM BANK - USA*

Beneficiary: ANDEAN EXPERIENCE S.A.C.  
Account number in US dollars: N° 1040144844  
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 90 days before the guests' arrival date do not have any cancellation penalties.
- All individuals or small group cancellations made up to 45 days before the guests' arrival date imply a 20% penalty charge.
- All individuals or small group cancellations made within 45 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 90 days before the guests' arrival date do not have any cancellation penalties.
- All individuals or small group cancellations made up to 60 days before the guests' arrival date imply a 20% penalty charge.
- All individuals or small group cancellations made within 60 days of the guests' arrival date are non-refundable (100% penalty).

### LARGE GROUPS (5 rooms or more)

- All large group cancellations within 30 days after the reservation request do not have any cancellation penalties.
- All large group cancellations made until 90 days before the guests' arrival date imply a 20% penalty charge.
- All large group cancellations made within 90 days of the guests' arrival date are non-refundable (100% penalty).

## 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.

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## *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. LATE RESERVATIONS**

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

## **XI. TAX EXEMPTION**

According to Peruvian Decree of Law – 919, non-residents with less than 60 consecutive days in Peru can be exempted of lodging sales taxes (VAT) by presenting their original passport and Andean Immigration stamp upon check-in at the hotel. In case passengers cannot show the required documents or they are not legible, a 18% tax will be charged.

## **XII. 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.

## **XIII. SITE INSPECTION TRIPS, FAM TRIPS AND OTHER SPECIAL RATES**

Special requests should be addressed to our sales team at [olga@aeco.pe](mailto: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.

## **XIV. ANTICORRUPTION AND ANTIFRAUD POLICY**

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Andean Experience Co. 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, 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.

#### **XV. MONEY LAUNDERING AND TERRORIST FINANCING PREVENTION POLICY**

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

#### **XVI. DECLARATION OF THE ORIGIN AND DESTINATION OF FUNDS**

By contracting Andean Experience Co., 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.

#### **XVII. SUSTAINABILITY POLICY**

Andean Experience Co. 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 Co. respects the environment and implemented actions regarding waste management, energy saving, human resources, corporate social responsibility, etc.

#### **XVIII. ANTITOBACCO POLICY**

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

#### **XIX. PERSONAL DATA AUTHORIZATION**

Guests and partners authorize Andean Experience Co. 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.**

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

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