

General Terms & Conditions

January 1st of 2024 - December 31st of 2025

Please, read the following terms and conditions as established by ANDEAN carefully. By booking and staying at any of our properties, you agree explicitly to the terms and conditions that regulate it and are detailed below:

I. OFFICE HOURS

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

For guests:

- E-mail: conciERGE@andean.travel
- Phone: + 51 1 700 5105
- Within the US: +1 786 396 0310

For travel agents:

- Email: reservas@andean.travel
- 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.)

II. RESERVATION POLICIES:

Required information per reservation:

- Guests' full name(s), passport number(s), and date(s) of birth.
- Check-in & check-out dates
- Arrival time and details & departure time and details
- Number and category of room(s)
- Additional services or special requirements

Based on the group size, two types of reservation procedures are managed.

- Individuals: 01 to 04 rooms.
- Groups: 05 rooms or more.

	FITs (1 to 4 bedrooms)	Groups (5 or more bedrooms)
Titilaka	Payment of 20%, non-refundable, 60 days prior to check-in. Payment of the remaining 80%, non-refundable, 30 days prior to check-in.	Payment of 20%, non-refundable, 90 days prior to check-in. Payment of the remaining 80%, non-refundable, 45 days prior to check-in.
PUQUIO	Full payment, non-refundable, 45 days prior to check-in.	
CIRQA	A 100% payment is required at least 30 days before check-in and is non-refundable. Modifications and cancellations are allowed without penalty up to 31 days before check-in.	Payment of 50%, non-refundable 90 days prior to check-in. Payment of the remaining 50%, non-refundable, 45 days prior to check-in.
Atemporal	100% payment is required at least 15 days before check-in and is non-refundable. Modifications and cancellations are allowed, without penalty, up to 16 days before check-in.	
Fausto		

Please, take note that credit card information will be asked at check-in in order to guarantee possible extra consumptions.

Failure to pay: In the event Andean does not receive the payment for a reservation within the corresponding deadline, the reservation will be automatically canceled without prior notice.

Clients, agencies and tour operators are responsible for informing ANDEAN of any reservation modification 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 they fail 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 (Peruvian time, UTC/GMT -5 hrs.)

Any unused parts of a reconfirmed reservation will not be reimbursed.

III. PAYMENT METHODS

ANDEAN accepts wire transfer to any of the following bank accounts. ANDEAN does not assume transfer fees or any other additional cost. ANDEAN does not assume transfer fees and requires the total net amount sent in the confirmation email be received.

Beneficiary	ANDEAN EXPERIENCE SAC	
Bank	BBVA - PERU	HELM BANK - USA
RUC	20513469129	-
Direction	-	999 Brickell Avenue 4692,67 - Miami, Florida
USD Account Number	0011-0910-0100170970-76	1106041955
CCI	011-910-000100170970-76	-
ABA	-	067011456
SWIFT	BCONPEPL	HELMUS31

IV. NO-SHOW POLICY

In the event that the guest does not show up for check-in, no refund will be issued. The full amount for the total nights and reserved rooms, including 10% for services and 18% for VAT, will be charged. This applies to all hotels.

V. 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.

VI. CHECK IN - CHECK OUT POLICY

	Remote Properties		City Properties		
	Titilaka	PUQIO	CIRQA	Atemporal	Fausto
Check-in	1pm		3pm		
Check-out	10am		11am		
Early Check-in	50% of the rate (subject to availability)				
Late Check-out	50% of the rate (subject to availability)				

VII. 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.

	Infants (0 - 5 years)	Children (6–12 years)	+13 years
Titilaka	No additional cost when sharing a bed with parents. Includes meals, excursions, and transfers. Maximum of 02 infants per room with 1 or 2 adults. Maximum of 01 infant in Explorer with 1 or 2 adults.	Child rates include a sofa bed and all meals, excursions, and transfers. An extra sofa bed is only possible in Dawn/Dusk and Corner categories. Maximum 01 extra bed per room.	Considered adults
CIRQA	No additional cost when sharing a bed with parents. Includes half board. Maximum 01 infant per room.	Child rates include an additional bed and half board program. Only possible in Aposento and Bóveda. Maximum 01 extra bed per room.	
PUQIO	No additional cost when sharing a bed with parents. Includes meals, excursions, and transfers. Pirca and Tent: maximum 02 adults and 01 infant. Shelter Tent: maximum 3 adults and 01 infant.	Child rates include an additional bed and all meals, excursions and transfers. Only possible in Carpa Refugio. Maximum 01 extra bed per room.	
Atemporal	No additional cost when sharing a bed with parents. Breakfast included. Maximum 01 infant per room.	Child rates include an additional bed and breakfast. Only available in the Grand category. Maximum of 01 extra bed per room.	
Fausto	No additional cost when sharing a bed with parents. Breakfast included. Maximum 01 infant per room.	Child rates include an additional bed and breakfast. Only possible in the Grande category. Maximum 01 extra bed per room.	

VIII. ANTI-TOBACCO POLICY

The hotels operated by ANDEAN are smoke-free spaces. Consequently, guests acknowledge it as their obligation to refrain from smoking in the enclosed areas of the hotels and in the hotel vehicles.

IX. SUSTAINABILITY POLICY

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

X. ANTICORRUPTION AND ANTIFRAUD POLICY

ANDEAN is obligated to conduct itself with honesty, probity, veracity, and integrity. Conduct or practices that harm the business integrity and good reputation of Andean are not permitted. In the exercise of their functions, employees are not allowed, whether by action or omission, directly or indirectly, whether with officials, public servants, private individuals, or related third parties, to engage in illegal acts or corruption, negotiate or make illegal payments or incentives for the benefit of the company, or influence decisions to obtain any undue benefit and/or advantage for themselves or for ANDEAN.

XI. THIRD PARTY SERVICES

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

Without limitation, ANDEAN 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.

Similarly, ANDEAN 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, schedule changes or cancellation. ANDEAN is not responsible for any additional expenses, omission, delay reconfirmation or re-routing that occur in such circumstances.

XII. TRAVEL INSURANCE

In addition to the cases of non-liability on the part of ANDEAN outlined in the previous section, it is established that ANDEAN will also not be responsible for accidents, damages, or losses, whether personal or property-related, as a result of acts or omissions by the client.

In light of the foregoing, ANDEAN strongly recommends that the client obtain insurance coverage that at a minimum includes:

- a) Non-compliance by third-party service providers, airlines, trains, such as cancellations, delays, route changes, flight changes, missed connections, loss and/or misplacement of luggage, including cases of service provider operations ceasing due to insolvency or bankruptcy.
- b) Rescue, medical care, and emergency medical evacuation during the duration of the trip.
- c) Trip cancellations or interruptions due to illness, injuries, family emergencies, natural disasters, unforeseen emergencies, unavoidable and unforeseen circumstances, or any other unexpected event.

By accepting these terms and conditions, ANDEAN will assume that the clients and their dependents on the trip have insurance coverage that at a minimum covers the scenarios described in points a), b), and c) above.

XIII. PERSONAL DATA AUTHORIZATION

Guests and partners authorize ANDEAN to process their personal data, which has been voluntarily provided through various commercial channels such as websites, call centers, emails, among others. They will be treated and stored with special care, in accordance with the provisions of Law No. 29733, Personal Data Protection Law, and its Regulations, No. 003-2013-JUS.

XIV. MONEY LAUNDERING AND TERRORIST FINANCING PREVENTION POLICY

ANDEAN implements procedures and policies according to current local regulations to prevent money laundering and terrorist financing. In compliance with these regulations, ANDEAN 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, 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.

OUR POLICIES ARE SUBJECT TO CHANGE WITHOUT PREVIOUS NOTICE.

