



Landline. +51 84 224 613  
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Av. Brasil A-14 Urb. Quispicanchi  
Cusco, Perú  
info@andeanlodges.com  
www.andeanlodges.com

## TERMS AND CONDITIONS

### 1. Supplier's Information

Commercial Name : Andean Lodges  
Denomination : CAMINO DEL APU AUSANGATE S.C.R.L.  
RUC : 20527679622  
Address : Av. Brasil A-14, Urb. Quispicanchi, Cusco, Peru  
Telephone : +51 84 224 613  
From U.S.A. : +1 646 844 7431  
E-mail : info@andeanlodges.com  
Website : www.andeanlodges.com

### 2. Contact Information

**Name:** Juan Carlos Flores Rodriguez  
**Position:** Manager  
**E-mail:** jcflores@andeanlodges.com  
**Telephone:** +51 953 759 819  
**Skype:** jcflores.andeanlodges

**Name:** Franco Delgado Herrera  
**Position:** Office Manager  
**E-mail:** franco@andeanlodges.com  
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**Name:** Fiama Alarcon  
**Position:** Operations Manager  
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### 3. Booking Requests

Please direct booking requests, space availability enquiries, modifications, cancellations and other consultations to our Booking Central.

Telephone : +51 84 224 613  
From the United States : +1 646 844 7431  
E-mail : info@andeanlodges.com

Answers to your requests (with confirmation code or waiting list indication) will be returned via the same communication means, in a time lapse no greater than 24 hours, and in accordance with the order of arrival of requests at our Booking Central.

Once your booking has been confirmed, you must send, mandatorily, our “Client’s Information Form”, an online questionnaire containing all the information Andean Lodges requires.

Any confirmation, reconfirmation and modification must receive our approval answer; otherwise, it is not valid.

Bookings are not endorsable.

### 4. Tariffs

#### Set Departure Tariffs

Group departures, on Fridays, between March and November, in the 3 and 5-day programs, and on Thursdays, in the 6-day program.

#### Tariffs for Private Groups

Departures in programs, from 2 to 7 days, that can leave any day, and without a minimum of customers. The price depends on the number of participants. Availability should be requested at info@andeanlodges.com.



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- Prices are expressed in US Dollars.
- Prices are individual.
- Prices are subject to changes, without previous notice.

## 5. VAT exemption

In accordance with the 919 Law Decree, will be exonerated from the 18% VAT tax (Only accommodation and catering services), all clients who present, prior to the trip, their original foreign passport, duly stamped by immigration, and the Andean Immigration Card.

We do not accept presentation of passport photocopies.

In case of Peruvian passengers living outside the country, they will need to present their original passport and residence visa abroad.

If passengers do not present the requested documents, or the stamps are not legible, we will charge the 18% VAT (The service export works, for as long as they fulfill the requirements of the 919 Law Decree).

Passengers with Peruvian nationality or residence in Peru do not enjoy this exemption.

## 6. Payment modes

We accept the following payment modes:

- Issuing a bank check to the following name:  
Camino Del Apu Ausangate S.C.R.L.  
With a non-negotiable stamp.
- Our online system: POS Web, only for Visa Card
- Bank deposit or wire transfer to our bank account:



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Beneficiary – Name of the company: Camino Del Apu Ausangate S.C.R.L.

Bank: BANCO DE CRÉDITO DEL PERÚ

Checking account in US Dollars

Account number: 285-1517702-1-19

ICC: 002 285-001517702-1-19-51

ABA code: 026002167

Swift code: BCPLPEPL

\* If you make your payment by bank wire, Andean Lodges will only assume commissions and charges effectuated by our bank. Please, ask your bank about commissions or any other charges it might charge, before you make your deposit. In the reference, indicate the term “Expenses Ours”, this ensures, that the committee is assumed by the customer, and we receive the full cost of our service.

You will have to send a copy of the payment voucher, via e-mail, to info@andeanlodges.com, before 15:30 p.m., on the indicated deadline date. Whenever the payment date is a Saturday, Sunday or holyday, you will have to send the payment on the working day prior to the indicated deadline date.

Any payment verification or review will have to be made by phone at +51 84 224613 – or via e-mail at info@andeanlodges.com.

In case of payment failure on the indicated day, we will automatically eliminate the booking from our system.

## 7. Rooming list

- **Individuals (From 1 to 4 participants)**

The customer, responsible of the group, must send the list of participants, 30 days before the group's departure, at the latest,



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indicating all of its members' information, in the online form sent upon booking confirmation.

- **Small groups (From 4 to 8 participants)**

The customer, responsible of the group, must send the list of participants, 45 days before the group's departure, indicating all of its members' information, in the online form sent upon booking confirmation.

- **Large groups (From 8 to more participants)**

The customer, responsible of the group, must send the list of participants, 60 days before the group's departure, at the latest, indicating all of its members' information, in the online form sent upon booking confirmation.

## **8. Trekking programs in Ausangate: Deadline dates, payment deadlines, cancellation charges**

- 50% of the booking will be paid within a deadline that does not exceed seven (7) days after the booking confirmation.
- If you fail to make payment of the reserve (first deposit), your booking will be canceled, automatically.
- You can pay the first prepayment (50%), only by check, cash, Visa Card on our online system or via wire to our bank account.
- You can pay the balance, via wire, to our bank account, by check, cash or Visa Card on our online system, at the latest thirty (30) days before the beginning of the trip.
- We will accept cancellations without penalty charge, up to 31 days prior to the client's arrival, to avoid the 100% booking charge.
- We will accept booking modifications, up to 31 days prior to the client's arrival, without additional charge.



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- We will accept cancellations with overcharge or penalty, up to 10 days prior to the client's arrival date, charging 20% of the booking's total amount, to cover operative expenses.
- Modifications within 30 days prior to the client's arrival, will suffer a 20% penalty of the booking's total amount.
- Cancellations and modifications, within 9 days prior to the client's arrival date, will be charged 100% of the booking's total amount. In addition, we will add 18% VAT to that amount. (No Show).
- If the payment corresponding to the booking is not made, the latter will automatically be cancelled.

#### **9. Acclimatization programs: Deadline dates, payment deadlines, cancellation charges**

Payment deadline dates, and cancellation charges described in the previous number are valid only for our trekking itineraries in Ausangate. Itineraries including acclimatization tours are subject to different policies:

- A 50% deposit of the trip's total price is required, within a deadline that does not exceed seven (7) days after the itinerary has been confirmed.
- The remaining amount (50%) must be paid, at the latest sixty (60) days before the beginning of the trip.
- For cancellations received between 90 and 61 days prior to the start of the trip, there will be a penalty of 25% of the trip's total payment, unless that, due to a third party supplier's policies, such as hotels, for example, payment of the whole amount might be required.
- For cancellations received between 59 and 40 days before starting the trip, there will be a penalty of 50% of the trip's total payment, unless that, due to a third party's policies, such as hotels, for example, payment of the full amount should be required.
- For cancellations received between 39 and 20 days before starting the trip, there will be a penalty of 75% of the trip's total payment, unless that,



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due to a third party's policies, such as hotels, for example, payment of the full amount should be required.

- For cancellations received past 20 days prior to the beginning of the trip, there will be a penalty of 100% of the trip's total payment.
- The traveler is allowed to make minor changes to the itinerary, in accordance with the policies described herein. Therefore, we will do our best to adapt to your requests. However, major changes, such as destination city, hotels, flights, trains, etc., will incur additional non-refundable expenses, in addition to the deposit made for the quote's initial amount.
- Our payment policies refer to the services offered by Andean Lodges, payments of additional services, including the purchase of entrance tickets, tickets for any means of transportation, hotel bookings, etc., are previously made in full, to confirm the trip. Some services have payment, cancellation and refund policies which are different to ours. In these cases, payments, cancellations and refunds will be adapted to the third-party suppliers' policies.

## **10. Children's policies**

We do not have tariffs for children. Nevertheless, we recommend, in case of children, that these should be older than 12, to be able to complete the hike. Minors of 18 years of age, travelling without their parents, will have to present an authorization signed by their parents.

## **11. No show policies**

When a booking presents a no show, we will charge the booking's total of nights. Charges are subject to 18% VAT. Andean Lodges will dispose of these rooms for their sale.



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## 12. Late bookings

Bookings made within 30 days the departure date are considered late bookings. Payment of the 100% non-refundable amount, will be necessary, to confirm them.

## 13. Accommodation

Our hiking programs in Ausangate include the lodging service in our lodges. We have 08 double rooms in each, for a maximum of 16 participants per departure.

There is no telephone signal, internet connection, or electricity in the lodges, do not forget to bring extra batteries for your camera. It is the client's obligation to take care of the facilities of the lodges placed at his service. For your safety, it is forbidden to leave the lodges unless it is accompanied by one of the guides.

## 14. Alimentation

Our programs include food service, during the whole trek, from lunch on the first day, to lunch on the last. For instance, in the case of a 5d/4n program, meals are as shown in the following chart:

DAY	BREAKFAST	LUNCH	DINNER
FIRST DAY		√	√
SECOND DAY	√	√	√
THIRD DAY	√	√	√
FOURTH DAY	√	√	√
FIFTH DAY	√	√	

In case you have some food restriction, you must mention it on our online “Client’s Information Form”. Please, do let us know beforehand, so that we might be able to coordinate an appropriate menu.



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## **15. Transportation**

The program includes transportation, from the client's accommodation, in the city of Cusco, to the village of Chillca, where the trek starts, and the return trip, from the road's head, to the accommodation, in the city of Cusco.

The Price does not include any other type of transportation, eventually requested, outside the program, for example, in case of evacuation.

## **16. Travel insurance**

Our tours' prices do not include travel insurance.

We recommend that our clients should purchase a travel insurance that provides medical transportation, in case of emergency.

Usually, insurances provide financial compensation, refunds and/or other benefits, in case the trip is cancelled, delayed or if luggage is lost or delayed.

Any unused portion of a reconfirmed booking, will not be refunded (We suggest you to become affiliated to a travel insurance).

We must receive the valid coverage's documentation, prior to emitting your trip's confirmation. The information should be completed in our "Client's Information Form". The customers must take their travel insurance policy along, together with their travel documents.

In case of emergency, neither Andean Lodges, nor any member of our team will be responsible for assuming the expenses the insurance policy does not cover. When purchasing an insurance, the client must let the insurance broker know about the kind of trip they are about to go on.

World Nomads offers travel insurance, you can click here to get a quote. The price and coverage vary, depending on the number of days. Please, always



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review if the coverage it offers fits your needs. You can find more information on our website.

## **17. Health and physical aptitude**

Being in good physical shape, before the trip, will greatly improve your trip experience. So, we recommend you to visit your physician and dentist, before you set off on your vacations.

If you have any doubt about your physical capacity to complete the trip, we recommend you to go over the itinerary with your practitioner. You must send us details about pre-existing medical conditions.

The trip's leader, trained in first aid, will take a first-aid kit along, as well as a satellite phone, for eventual evacuation cases.

Staff trained to attend serious problems is scarcely accessible in the remote areas we will visit. Therefore, an evacuation might take time and be difficult.

The trip's leader has the right to disqualify any participant, at any time, during the trip, for being physically or mentally incapable of concluding it, or for endangering the group's safety. In these cases, there is no refund.

## **18. Inherent risks**

You understand and accept that, when participating in the tour, you might expose yourself to inherent dangers. Among these are the dangers of travelling in remote areas and on high mountains. There also are dangers of accidents or illnesses in remote places, without any medical services, as well as those inherent to nature's forces, dangers of war or civil insurrection, and dangers inherent to travelling by air, water or land, by different means of transportation, and other dangers inherent to that type of trips.



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The trip's leader has the faculty to modify the itinerary, or to suspend it, given the climatic conditions or other Acts of God that could endanger the customers' safety.

### **19. Unforeseen acts of god**

The Company cannot be held responsible for Acts of God, fortuitous and unforeseeable events, referring to climatic, geographic and social issues, or of any other sort, that make it impossible to offer the service.

We cannot be responsible for illnesses, accidents, destroyed luggage, transportation cancellation, natural disasters or any other factor beyond our control.

All itineraries are subject to changes, due to weather conditions, plane or train delays and other Acts of God.

If any of the above-mentioned suppositions should arise, the Company has the power to suspend the trek, and to take the necessary actions, to safeguard the participants' lives.

### **20. Customer's Code of Conduct**

During your trip in Ausangate, please follow carefully the following instructions:

- Buying handicrafts supports local skills and helps local economy, avoid haggling. Andean Lodges promotes fair trade.
- Unless clearly hidden or using a long range zoom camera lens, it is essential to ask before taking a picture of a person or your family, your guide will help.
- Do not give out candies, money, or anything alike to children.
- In case you wish to make donations, please let our Experiences Coordinator know, if possible before the hike.



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- Respect the cultural expressions of the communities to be visited, avoiding to interfere in the normal development of daily activities of native people, along the “Camino del Apu Ausangate”.
- Tips for staff are not included in our rates, they are completely voluntary and at your discretion. Please read carefully the guidelines described in the document “Information before departing” that will be sent after at your confirmation.
- Follow the Trip’s Leader instructions, and not move away from the group, during the trek.
- Avoid using common soaps or shampoos, we will provide organic products every day.
- We use biodigester tanks, please do not put paper or any other type of solid in the toilet, instead use the litter bins next to it.
- Dispose of waste properly, place organic waste in the green bags and inorganic waste in the red ones.
- Use a water bottle that you can refill each day, before leaving the lodges. Avoid using disposable plastic bottles.
- Do not collect plants, stones or other objects as souvenirs.
- Take care of the environment (flora and fauna), avoiding throwing trash along the route, make fire, hunt animals and any other of environmental alteration or pollution.
- Follow your guide's instructions and do not walk away from the group during the walk.
- Respect all travel group members (excursionists and Andean Lodges’ team).
- Not to consume drugs, meta-amphetamines, corticoids, stupefying and other hallucinogenic drugs or elements that alter their good judgment and mental state, during the trek, as doing so could put their own life, as well as that of the rest of the group, in danger.
- Acquire all necessary gear to go on the trek: Waterproof mountain boots, comfortable walking pants, quick-drying long-sleeved shirts,



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thermal jacket, warm jacket, waterproof jacket, wool cap and gloves, sunglasses, walking sticks and a backpack for your personal belongings.

## **21. Corporate Social Responsibility**

The company is committed to the practice of responsible, inclusive and equitable tourism, which contributes to the sustainable development of the communities involved in our field of operation. We have signed a Code of Ethics that involves our shareholders, employees, suppliers, and customers; and through which we guarantee compliance with the fundamental principles of Sustainable Tourism and Corporate Social Responsibility practices. By means of that document the company declares that:

- We protect respect for human rights, and we reject any type of discrimination related to skin color, origin, sex, religion or ideology, disability, age or sexual identity. In addition, we reject the sexual exploitation of children and adolescents in Peru and in the world, and in particular in its travel and tourism modality, we strongly denounce and condemn these practices, as well as those of any type of forced labor and child exploitation.
- The contractual relationship between the company and our employees is done legally and ethically, respecting the duties and rights of both parties, and ensuring the safety and health protection of all our employees, the payment of a fair wage and their general welfare.
- We promote the conservation of the environment and biodiversity, through actions that allow us to reduce the impact of our operations, such as the correct management of waste.
- We promote fair trade, dialogue with our suppliers is open, and on an equal footing, respecting agreed payment schedules and cancellation policies.



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- We protect local values and identities and promote respect for the culture of the people around the sacred Ausangate Mountain. We incorporate the ancestral knowledge of these communities into our operational processes, employing their settlers in what they are experts by tradition, to insert them into the modern economy.

## **22. Offset of carbon**

Our rates include the payment of USD 10.00 (Ten US dollars with 00/100), which are used in the offset of carbon dioxide and other greenhouse gas emissions of the trip you will make with us. This is done by working in conjunction with Nature Services Peru SA. This company controls the 'Regenera project' ([www.natureservicesperu.com/regenera](http://www.natureservicesperu.com/regenera)) which works on the sustainable management of ecosystems in Peru.

## **23. Privacy and use of information policy**

Andean Lodges respects your privacy and is committed to protect the personal information that you share with us. By booking our services, you accept the following practices.

We may use Personal Information you have given us to, for example, provide a service, ensure proper booking, measure consumer interest in our various products and services and inform you about products, services and regular updates about our work with communities in Ausangate.

Andean Lodges may send you emails based on Personal Information you provided, you can opt-out of receiving them by using the link provided at the bottom of every newsletter and informing us of your preference or if you would like to be removed from all of our communications.

## **24. Conformity declaration**

The present document's previous reading is mandatory, to make a contract with the company Camino del Apu Ausangate SCRL, "Andean Lodges".



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It is each mandatory that every customer who participates in our programs should be aware of the information established in the present document. Upon their booking's confirmation, the customers declare their conformity and adhesion to the company's terms and conditions.

## **25. Causes for contract termination**

The contract, celebrated with the Company Camino del Apu Ausangate SCRL, "Andean Lodges", will be automatically terminated, in the following cases:

- That the customer who participates in the program ignores or does not adhere to rules, established in the present document.
- That the customer's conduct, while participating in the program, should put his/her life or that of other people in the group, at risk.

In cases of contract termination, there is no refund whatsoever.

## **26. Freedom of contract making**

The supplier reserves the right to make contracts; that is, the faculty of celebrating a contract or not to do so, as well as to determine whom it hires, in accordance with what Article 62 of Peru's Political Constitution prescribes.

**THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE, WITHOUT  
PREVIOUS NOTICE.**