



Connection To Perú

www.connectiontoperu.com

Terms and Conditions

1. Contract for the provision of tourist services with CONNECTION TO PERU TRAVEL AGENCY

The terms and conditions indicated below constitute the complete understanding and agreement between the Client and the travel agency **CONNECTION TO PERU TRAVEL AGENCY** with trade name "Ferros Travel Consulting EIRL" and RUC number: 20603661665.

2. Travel design

Connection To Peru Travel Agency, will design a personalized program according to what is requested.

Connection To Peru Travel Agency, will proceed to make all reservations and itinerary. But it is important to know that due to the availability of spaces, the itineraries can be modified (such modifications could include the places to visit, the hotels and the order of the program). That in case it happens, you will be informed immediately to make the respective changes.

3. Reservations and confirmation

To reserve a program or service, the client must send:

- Complete information of all passengers or travelers.
- Full name, as indicated in the client's passport
- Passport number, nationality, age, sex.
- Confirm if they are adult passengers or students, in the case of a student, it only applies if you are under 24 years of age and you must attach a copy of your current student card.
- Confirm the start date of the trip and the return date. (Flights or Land)
- Information about any detail or special requirement of the passenger in the case of health, food and services for people with special requirements.

4. Payments

CONNECTION TO PERU TRAVEL AGENCY will not be able to confirm the services, if it does not have the deposit of 50% of the total cost of the program at the time of returning the contract signed by the client and the other 50%, it will be paid 01 day before the arrival of the passenger or start of your itinerary in case of FIT sales.

You will not be able to confirm the services, if you do not have the deposit of 50% of the total cost of the program at the time of returning the contract signed by the client and the other 50%, will be paid 45 days before the arrival of the passengers or start of your itinerary in case of group sales. (= or + 5 passengers).

If the payment is not made on the indicated date, **Connection To Peru Travel Agency**, you can cancel the reservation.

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5. Cancellation or annulment of the reservation by the passenger

Cancellations must be sent in writing at least 45 days prior to arrival date.

In this case, penalties will be applied for expenses and reimbursements generated by reservations with our suppliers.

- If the cancellation is received from **44 to 30** days before the arrival date, the **70%** of the total amount will be refunded.
- If the cancellation is received from **29 to 15** days before the arrival date, the **50%** of the total amount will be refunded.
- If the cancellation is received from **14 to 1** day before the arrival date, it is considered as **No show**, therefore no refund applies.

CONNECTION TO PERU TRAVEL AGENCY is not responsible for additional expenses incurred by travelers before making the trip (non-refundable example: Advance purchases, air tickets, equipment, medical expenses, travel insurance, car rental, etc.).

Payment methods:

Bank transfer to current account in the name of the company:

1. **Account Holder Name of Company/Person:** Ferros Travel Consulting EIRL
2. **Company Address:** APV. Ayllu Rau Rau Mz. E – 2 San Jeronimo- Cusco
3. **Representative:** Johan Ferro Caballero
4. **Bank Name:** Credit Bank of Peru
5. **Bank Address:** Calle la Camelias 750 Lima 27
6. **Bank Account #:** 00228500973381010858
7. **SWIFT:** BCPLPEPL
8. **Currency of account:** American Dollars

6. Responsibility

Connection To Peru Travel Agency, acts solely as a mediator for the client in regards to travel, assumes no responsibility for injuries, damages, losses, accidents, delays and cancellation of flights or irregularities that may be caused either by reason of defect in any circumstance beyond of his direct control.

Connection To Peru Travel Agency, will not reimburse what by its own will or responsibility decides not to use either part or any of the services included in its program and if these changes cause any additional costs, the client must cover said expenses.

Connection To Peru Travel Agency, assumes that the client must comply with the schedules, with the rules and respect the social norms of the country that is being visited as well as with the government regulations related to tourists. The decision of the representative of **CONNECTION TO PERU TRAVEL AGENCY** is final in all aspects, where you can modify

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the original itinerary due to circumstances beyond its control, as well as to exclude any participant whose conduct could cause problems for the development of the program without any compensation or reimbursement.

Connection To Peru Travel Agency, and/or its agents do not accept any liability for additional losses or expenses due to flight delays or changes in flight schedules, theft, loss or damage of baggage, illness, personal health, injury, death, weather conditions, strikes, fires, explosions, earthquakes, floods, epidemics. Road conditions, transport delays, accidents, chance, fortuitous event, force majeure or other causes. All losses or expenses will have to be borne by the passengers, since the providers confirm their services for the single provision for the day and date established and dispense to **Connection To Peru Travel Agency** of any liability.

CONNECTION TO PERU TRAVEL AGENCY is not responsible for any act or failure incurred by any airline. We do not guarantee the type of aircraft that will be used by the airline. In addition, we are not responsible for the losses of the tours due to the cancellation of flights, changes in flight schedules or reassignment of seats. The client will not be able to cancel the contract without penalty due to change of airline, type of plane, route or destination. The liability of the airlines is limited to the carriage of passengers and baggage in accordance with the airline's terms and conditions of service. Scheduled services will not be reimbursed

Connection To Peru Travel Agency, requires all participants to be covered by appropriate life, accident and medical insurance and to be financially responsible for such expenses.

It is vitally important that customers with medical problems let us know at the time of registration. The representative of **CONNECTION TO PERU TRAVEL AGENCY** has the right to set aside the passenger who during the tour will put his health at risk. Refunds are not applicable under these circumstances. In the event that a client is fractured or has become ill, we are concerned with ensuring the best possible medical care. However, it does not assume responsibility for or with respect to the provision of medical care or its cost.

7. Documentation:

All passengers must carry the necessary personal documentation with them. Such as visas, except ducts, vaccines, etc...

It is the responsibility of the user to carry the documents that were requested and confirmed by the Operator at the time of acquiring the program.

8. Baggage:

In ground transportation, the Operator expressly denies any responsibility in case of loss, damage or theft for any reason. We recommend that passengers witness the handling, loading and unloading of luggage. In air transport, the IATA (International Air Transport Association) regulation will be applied.

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Clarifications:

1. The portorage service, when it is included in the program, is provided at the airports and at other boarding places. The hotels have their own staff for this purpose.
2. Tips represent gratitude for the efficiency of a service received, and as such, are always voluntary. Presentation at the airports The presentation for boarding at the airports must obey the margin established by the airlines.

9. Claims:

The client must first inform **CONNECTION TO PERU TRAVEL AGENCY** about the complaint or claim in writing, to the mail jferro@connectiontoperu.com, up to five days after the end of the trip. Failure to comply with this requirement removes the customer's right to make any complaint or claim against the company.

10. Concordance:


When requesting enrollment in any travel program marketed by **Connection To Peru Travel Agency**; the client and/or passenger declares that he knows and approves all the terms of these "General Conditions".

Authorization or Consent: You authorize that your data provided as your email or contact to our company can be used to send you information and programs from our company.

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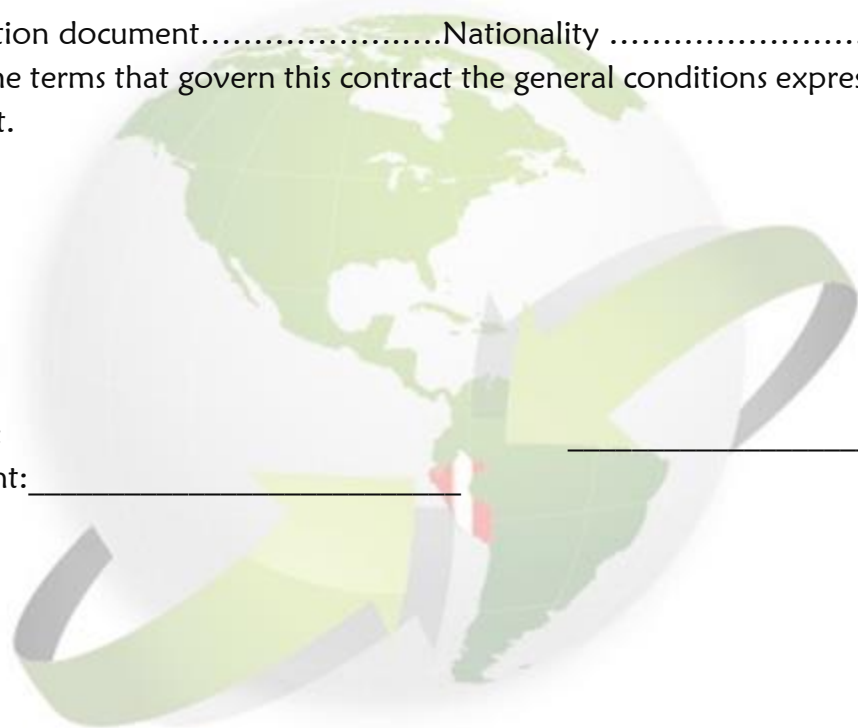
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Place:	Date:
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I..... Surnames.....

Identification document.....Nationality I accept with all the terms that govern this contract the general conditions expressed in this document.



Signature: _____
Fingerprint: _____

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