



TERMS AND CONDITIONS

TRAVEL LIFE PERU is specialized exclusive tour packages that combine culture and nature with special emphasis on the north of Peru. We are a company open to innovation, so we investigate new destinations and create new products according to our demand. That is why our mission is: "Satisfy exclusive customers with exclusive products, promoting Peru as a destination in a sustainable way, caring for the environment, involving the local population and allying ourselves with our suppliers". Whatever I want, we give it to you!

We customize programs tailored to your needs, sharing culture, nature and experiences with local people.

The best tour experience in Peru!

ABOUT OUR COMPANY

Travel Life Peru is part of the Servicios y Consultorías Turísticas SAC company, based in the city of Trujillo, Peru.

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Email: info@travellifeperu.com.pe

Web site: www.travellifeperu.com.pe

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INCLUDED IN THE PRICE

The price includes all travel as indicated in the specially prepared itinerary, accommodation in comfortable hotels/motels or their equivalent unless otherwise stated, experiential experiences, all meals unless otherwise stated, transportation unit, travel materials and guide or tour leader services.

The Single Occupancy Supplement listed for each tour provides a single room for the entire tour, unless otherwise noted. In the event that certain smaller hostels do not provide single rooms if they are heavily booked, Travel Life Peru will notify clients prior to departure.

Baggage handling assistance is provided by our hotels or by the tour leader(s) unless otherwise noted. The following items are not included in the tour price: passports, visas, airport taxes, immunization vaccines, excess baggage charges, optional excursions, telephone calls, alcoholic beverages, laundry, room service, snacks, tips, or anything of personal nature.

RESTRICTIONS ON PARTICIPATION IN TRAVEL

If you have a health condition or physical limitation that may hinder or restrict your full participation in any aspect of the tour, or that we need to know about for your safety (for example, walking difficulties, diabetes, asthma, angina, dietary restrictions, etc.), please notify us in detail and in writing when reserving your space. Normally we do not program strenuous physical exercise, but if it cannot be avoided, the fact is made explicit in the description of the route. Participants must be able to take easy walks up to half a day, travel in any seat in the tour vehicles, and adhere to the simple tour program. We reserve the right to send home individuals who are unable or unwilling to behave in a manner consistent with the successful operation of the tour.

RESERVATIONS AND PAYMENTS

Our tours are private and we require an initial deposit of 20% of your reservation at least 60 days before the departure of the tour in order to guarantee advance booking of hotels/accommodations, guides, drivers and to coordinate with all the other collaborators

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that we have with much anticipation. Deposit is expected Final trip payment is always scheduled 30 days prior to your arrival. Finally, a complete single invoice will be issued.

Payments must be made in US dollars by:

- a) **Online payments**, using our website system, via a secure private link provided by email. The payment system is powered by www.wetravel.com. You'll be able to choose between online bank transfer or credit card.
- b) **Bank transfer**, by going to your local bank office and make a money transfer to:

Bank Name: Banco Interbank
Account holder: SERVICIOS Y CONSULTORIAS TURISTICAS SAC
Account number: 8983003937848
Interbank account code: 00389800300393784841
SWIFT CODE: BINPPEPL

REFUNDS AND CANCELLATIONS

If notice of cancellation is received 60 days before departure, any payment you have made is refundable, less 10% bank and administration charges (please note that your bank may add more costs). If notice of cancellation is received less than 30 days prior to departure, payments will not be refunded, but the full amount may be taken into account for future travel. There will always be an empathetic person by our side, ready to listen to you when necessary.

In case of cancellation by Travel Life Peru, all deposits and other payments for the tour or tour extension will be refunded. Please also note that Travel Life Peru reserves the right to cancel all or part of a tour at any time if we believe that the health and/or safety of the participants is at risk.

RATE INCREASE

Due to the global situation, price increases may occur unexpectedly. By pricing tours months in advance, we try to anticipate an increase in the cost of ground transportation and accommodation, but if unexpected increases occur, we reserve the right to charge participants up to a 10% increase in tour price. If larger increases are necessary, participants can withdraw without penalty and all payments will be refunded.

ITINERARY MODIFICATIONS

Our tours are carefully planned but sometimes circumstances beyond our control require us to make significant changes after a tour has been published. If such changes, for example in itinerary or leadership, are necessary before a tour has been confirmed to run (90 days before tour departure unless otherwise specified), participants will be informed and may withdraw from the tour without penalty.

If significant changes occur after a tour has been confirmed but before it has departed, it will be Travel Life Peru decision whether or not we can run the tour successfully. Participants may withdraw without penalty only if they have Travel Life Peru written agreement. If the company decides the tour cannot be run successfully, the tour price will be refunded.

If significant changes to itinerary or mode of operation are forced upon us while a tour is in progress, Travel Life Peru will adjust the tour to the new realities as best it can but other than for its tour leaders and staff, Travel Life Peru is not responsible for any additional costs. These costs, if any, are a participant expense and will be invoiced after the tour concludes.



TOUR MATERIALS

General information sheets will be sent to each registrant upon receipt of a deposit. Final tour information, meeting instructions, a list of participants, and any additional materials will be emailed approximately three weeks prior to tour departure. For those who sign up for a birding trip you will receive, upon request, a printed copy of the "(Specific Trip) Bird Checklist" when you first meet your tour guide in Peru.

We will be continuously available to answer any questions you may have before, during and after the trip.

Once your trip begins, we'll check in with you regularly to check on how you're doing. We will be at your disposal 24/7 in case there is an emergency, or to answer any questions you may have.

TRAVEL INSURANCE

Travel Life Peru does not provide any type of insurance. We strongly recommend purchasing your travel insurance with your preferred insurance company so that you are well protected in case of unexpected situations.

ASSUMPTION OF RISK AND LIABILITY RELEASE AGREEMENT

At Travel Life Peru we spare no effort in trying to provide our clients and staff with a safe travel environment, we regularly travel to remote locations "off the beaten track" where medical care may be non-existent or minimal, where the terrain may be rugged. and unpopulated, and where local governments may respond to you very differently. We expect our clients to take reasonable and prudent care of their own safety and to recognize that Travel Life Peru cannot guarantee the personal safety of anyone. For these reasons, we are willing to provide you with the tour you have requested only if you accept your personal responsibilities and release us from responsibility for your safety.

When making the reservation, you will receive the PDF document of the **Assumption of Risk and Release of Liability Agreement** by email, you must print, complete and sign this agreement, then return it to our mail.

Perú, enero 2022