



Bookings and Inquiries

At Quechua Treks, we want your trip to be as smooth and enjoyable as possible. Please read the following booking conditions carefully before confirming your reservation.

Booking & Payment

Your reservation is confirmed once the required payment has been received and we have received the complete and accurate information requested for all travelers.

- For bookings made **more than 40 days before arrival**, a **50% deposit** is required to confirm the reservation. The remaining balance is due **40 days before arrival**.
- For bookings made **40 days or less before arrival**, **100% payment** is required at the time of booking.
- Payment can be made through our **payment link** or, if preferred, by bank transfer. For bank transfers, any fees charged by the traveler's bank or intermediary banks are the traveler's responsibility.
- Prices are confirmed based on the services and rates quoted at the time of booking.

Before making your payment, these Booking Policies will be sent to you by email together with your payment link. By making the payment, you confirm that you have received, read and accepted these Booking Policies and agree to their terms.

Travelers are responsible for providing accurate passport and personal information and for notifying Quechua Treks immediately of any changes. Certain services, including flights, permits, entrance tickets and other pre-booked services, may be issued under the traveler's passport details and may have strict change or cancellation conditions. Any additional costs resulting from incorrect, incomplete or outdated information provided by the traveler are the traveler's responsibility.



Cancellation Policy

Cancellation requests must be made in writing. Refunds are calculated based on the total trip price and the date we receive the cancellation request.

Cancellation before arrival	Cancellation fee
More than 60 days	20%
60–31 days	50%
30–0 days	100%

These cancellation fees are subject to any **non-refundable costs already incurred or committed on your behalf**. In the event of cancellation, Quechua Treks will review the services already booked or paid for your trip and determine the actual non-refundable costs, which may include permits, entrance tickets, flights, accommodation, transportation and other services that cannot be recovered.

Quechua Treks will provide supporting evidence of these non-refundable costs upon request.

We understand that unexpected circumstances can arise. If you need to cancel your trip, please contact us as soon as possible. Exceptional circumstances may be reviewed on a **case-by-case basis**, and we will always do our best to find a fair solution.



Inca Trail Cancellation Policy

Inca Trail permits are issued by the Peruvian authorities under specific traveler information and are subject to limited availability and strict conditions.

A **US\$300 Inca Trail permit and reservation cost per traveler is non-refundable**. This amount covers the Inca Trail permit and reservation costs associated with your trek.

Any additional refund will be calculated according to the general cancellation policy and the costs that can be recovered from the other services included in your trip.

Date Changes & Rescheduling

We understand that travel plans can change, and we will do our best to accommodate a change of travel dates, subject to availability.

- **Changes within the same calendar year:** no change fee will be charged, and we will do our best to maintain the original trip rate. However, if the new dates fall during a different season, holiday period, Christmas, New Year, or are subject to unexpected supplier rate increases, any resulting price difference will apply.
- **Changes to a different calendar year:** no change fee will be charged; however, the total trip price will be reviewed and adjusted according to the rates applicable for the new year.

Any **non-refundable costs already incurred or committed** as a result of the original booking may apply. Quechua Treks will review these costs and provide supporting evidence upon request.

Any price difference or additional cost will be communicated and agreed upon before the new dates are confirmed.



Travel Insurance & Traveler Responsibility

We strongly recommend purchasing travel insurance that covers **trip cancellation, interruption, medical expenses, evacuation and lost or delayed luggage**.

Travelers are responsible for ensuring that they have the necessary passports, visas, permits, vaccinations or other documents required for their trip, as well as appropriate travel insurance and personal equipment.

Partial Cancellations

If one or more travelers cancel from a booking while the remaining travelers continue with the trip, the total price for the remaining travelers may need to be recalculated. This is because certain costs, including transportation, guides, accommodation and other shared services, are based on the original group size.

The cancellation policy will apply to the traveler(s) cancelling, and any resulting price adjustment for the remaining travelers will be communicated before the trip.

Changes During the Trip

Once the trip has started, any unused services resulting from a traveler's decision to modify, interrupt or leave the itinerary early are generally non-refundable.

If a traveler requests additional services or changes to the itinerary during the trip, Quechua Treks will do its best to accommodate the request. Any additional costs will be communicated whenever possible before the change is made.



Circumstances Beyond Our Control

Quechua Treks reserves the right to modify an itinerary when necessary due to circumstances beyond our reasonable control, including weather conditions, road closures, strikes, natural events, government restrictions, safety concerns or other circumstances that may affect the safe or proper operation of the trip.

Whenever possible, we will offer a suitable alternative and make every reasonable effort to minimize disruption and additional costs.

If services cannot be provided due to circumstances beyond our control, refunds will depend on the amounts that Quechua Treks is able to recover from the suppliers involved. Any unrecoverable costs already incurred or committed on behalf of the traveler may be deducted.

Refunds

Any refund due under these policies will be calculated after reviewing the services and non-refundable costs associated with the booking.

Approved refunds will be processed as promptly as reasonably possible using the original payment method whenever possible.

Any fees or costs associated with processing the refund, including bank charges, payment platform fees, international transfer fees, currency conversion costs or other transaction charges, will be the responsibility of the traveler and will be deducted from the amount to be refunded.

Quechua Treks will not be responsible for differences in the final amount received by the traveler resulting from exchange rate fluctuations, intermediary bank charges or fees applied by the traveler's bank, card issuer or payment provider.

Any fees charged in connection with the original payment that are non-refundable by the payment provider will also be considered non-refundable.



Acceptance of Booking Policies

These Booking Policies form part of the agreement between the traveler and Quechua Treks Perú EIRL.

Before payment, the traveler will receive these policies together with the payment request. By making any payment toward the reservation, the traveler confirms that they have received, read, understood and accepted these Booking Policies on behalf of themselves and, when applicable, the other travelers included in the booking.

Sustainability Commitment

Sustainability is an integral part of how Quechua Travel operates. We are committed to responsible tourism practices that minimize our environmental impact, support local communities and suppliers, and contribute positively to the places we visit.

Quechua Travel is a **Certified B Corporation** and a **1% for the Planet member**, reflecting our commitment to continuously improving our environmental and social impact.

Responsible travel is a shared commitment. During your journey, we ask you to respect local communities and cultures, protect the natural environments we explore, and follow the responsible travel practices shared by our team.

Before and throughout your trip, Quechua Travel will provide relevant guidelines to help us travel responsibly together.

Our Sustainability Policy and Responsible Travel Guidelines form part of our travel policies. Please refer to them for full details about our commitments and responsible travel practices.



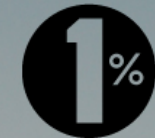
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