

TERMS AND CONDITIONS

Dear travelers,

These terms and conditions will apply exclusively to the final consumers.

These terms and conditions constitute a contract with Peru Nat Red for the realization of tourist excursions. Please read the terms and conditions carefully and make sure you understand their content before booking.

By making the reservation, you accept that you have read, understood and accepted these terms and conditions. If there is any element of these terms and conditions that you do not fully understand, or have any concerns or questions, please contact us.

1. The consumer declares that she/he is of legal age, that means, she/he is at least 18 years old and has the necessary legal capacity to be bound by this agreement and to use this website in accordance with the Terms and Conditions set forth herein, which she/he understands fully. If you are under 18 years old, and you travel without your parents or legal guardians, them must assume the responsibility derived from this reservation, as well as all the obligations and expenses that may arise from it.
2. Once your confirmation is received, Peru Nat Red is committed to providing its clients with all the contracted services in the best possible way. In the event that the number of people changes, the price of the product can be calculated for the new number of people.
3. All clients, without exception (children included), must carry out their corresponding personal and family documentation in order, whether their passport or I.D. It will be on your behalf when the trips require obtaining visas, passports, vaccination certificates, etc. Peru Nat Red declines any responsibility if the granting of visas is rejected by any authority, for particular reasons of the client, or your entry into the country is denied due to lack of the requirements that are demanded.

4. The consumer is informed that at the time of the formalization of the contract we advise them to subscribe an assistance insurance that covers the costs in case of accident, illness or death.
5. Peru Nat Red reserves the right to modify the itinerary, change the order and / or departure time, or cancel the excursions if circumstances require it.
6. The accommodation provider reserves the right, at any time, to terminate your stay or that of any of the members of your group for inappropriate behavior. In that case, the due cancellation charges will be applied in full and there will be no refund. Furthermore, the provider is not obliged to pay any compensation or to bear any cost or expense that you may incur due to the early termination of your stay for the reasons detailed in this paragraph. If your actions, or those of any of the members of your group, cause damage, you agree to indemnify us (including legal fees) against any claim that the owner may make. Finally, you are also obliged to reimburse the supplier for any damage caused, before the end of your stay.
7. In the event of changes without prior notice due to circumstances beyond our control or force majeure (see below). By booking any of our trips you agree with Peru Nat Red to make the necessary changes without any liability.

Force majeure circumstance: This is any event that Peru Nat Red cannot, even with all due care, foresee or avoid. This covers events such as war, riots, civil conflicts, terrorist activity, epidemic and pandemic, disasters or adverse weather conditions, fire or all similar events beyond our control. In this case, Peru Nat Red is not responsible and reserves the right to modify, postpone or even cancel the trip.

BOOKING POLICY

In order to make a reservation you must follow these steps:

1. Send a request for a tour requirement to infooperunatred@gmail.com.
2. Once the request is answered, the client will make the payment of 50% of the total value of the excursion, the difference will be paid 48 hours in advance of the tour date. Payments will be made through Paypal.

Your purchase without prior tour request does not automatically guarantee a confirmation. Your purchase will be confirmed by email within two business days. If you purchase without a prior tour request and we cannot confirm the tour for not availability or any other reason, we will refund your purchase less 5% of operating expenses. We recommend that each client read and review our terms and conditions.

Last minute reservations are those included between a period of time less than 48 hours before the date of the requested tour, they would be confirmed according to availability.

**PERÚ NAT RED WOULD LIKE TO THANK YOUR VISIT ON OUR WEB SITE
AND YOUR INTEREST IN OUR SERVICES.**

CANCELLATION POLICY

It may happen that due to unforeseen circumstances you need to cancel a tour. Our tours have different cancellation rules. This is due to their different vendors and cost structures.

Any cancellation should be sent to infoperunatred@gmail.com. We will acknowledge your cancellation by the mentioned email.

In certain cases you may receive a full or partial refund depending on:

- The reason for its cancellation.
- The number of days before the start of the tour.

Cancellation Policies:

- Cancellations made 30 days or more before the tour date apply 5% charge
- Cancellations made between 15 to 29 days before the tour date apply 15% charge.
- Cancellations made between 3 to 14 days before the date of the tour apply 30% charge.
- Cancellations made 2 days before the tour date apply 50% charge.
- No show or the cancellation is made one day before the tour, 100% charge applies.

Tour cancellations on Christmas, New Years, Easter, and holidays such as 1st of May, July 27th, 28th, 29th, and August 15th:

- Cancellations made 30 days or more before the tour date apply 10% charge.
- Cancellations made 15 to 29 days before the tour date, 30% charge applies.
- Cancellations made 3 to 14 days before the date of the tour apply 50% charge.
- No show or made cancellation 1 to 2 days before the tour, 100% charge applies.