



## Private Policies and Terms

### Scope of our service

Our system displays all the information about the services offered but not the availability. When a booking is generated, you will immediately receive an automatic notification with a copy of the registered data and payment link. In a time of no more than 24 hours, one of our advisors will contact you via email to confirm the status of your reservation, according to the availability of the requested service. Passengers are responsible for correctly providing their e-mail and contact telephone numbers, in case passengers do not receive the confirmation e-mail within the established period, they must contact Wild Watch Peru at WhatsApp +51 964422262 alternate communication channel of our reservation area.

### Program & Service Pricing

- All rates are expressed in U.S. dollars and Nuevos Soles, not including the 18% IGV applicable for Peruvians and foreigners residing in Peru (exempt for foreigners).
- Published rates are not valid for holidays, public holidays, or long weekends unless explicitly stated.
- Rates for groups larger than 10 people are subject to discounts, it is recommended to check with our reservations department; [info@wildwatchperu.com](mailto:info@wildwatchperu.com)
- All transportation rates are subject to change and space availability to be confirmed on the day the reservation is made. This available rate will be sent via e-mail by one of our advisors.

### Booking of Tour Packages / Tours

- The confirmation of the requested reservation will be informed through an e-mail indicating the reservation code of each tourist service contracted.
- The confirmation of the services will proceed after we have received your online booking request and have received a security deposit or full payment within the established periods. (\$ 100.00 US dollars or the equivalent in soles) per passenger
- It is the passenger's responsibility to indicate the details of their arrival and departure in due time.
- In case the passenger requires pick-up from a specific place, other than the one published in the itinerary, he/she must coordinate in advance with Wild Watch Peru to check the existence of additional charges.
- All ticket reservations are personal and non-transferable, non-endorsable and non-refundable. They are also under the cancellation policies of the transport company.
- All tours are subject to weather factors, in case there is interference from the weather to carry out the contracted tourist service, the conditions of each service will be applied (in no case is there a refund).



## WILD WATCH PERU

- After the customer has received their confirmation by mail or any other means of communication, they have a period of no more than 48 hours after receiving it to make
- any observations. It is understood that if the client has not made any observations in that period or has already begun to enjoy the contracted services, the company assumes compliance on the part of the client.
- It is the client's responsibility to pay the advance or the balances of the contracted service within the deadlines established by Wild Watch Peru (2 days before starting the tour), if they do not meet them the company reserves the right to cancel the reservation without refunds and/or replace the spaces.

### Cancellation & Rescheduling Policies

- For Tours in the Manu Reserved Zone (5, 6, 7, 8 Day Tours). Cancellation by a tour participant less than or equal to 30 days before the departure date will result in **NO** refund of the reservation deposit (100 USD) from Wild Watch Peru. However, this deposit may be transferable for any other trip or the same trip requested on a different departure date throughout the season, this must be requested by emailing [info@wildwatchperu.com](mailto:info@wildwatchperu.com) at least 30 days before the original departure date.
- For Short Tours in Manu Cultural Zone (2, 3, 4 Day Tours). Cancellation by a tour participant less than or equal to 10 days before the departure date will result in **NO** refund of the reservation deposit (100 USD) from Wild Watch Peru. However, this deposit may be transferable for any other trip or the same trip requested on a different departure date throughout the season, this must be requested by email at: [info@wildwatchperu.com](mailto:info@wildwatchperu.com) 10 days before the original departure date.
- Failure to show up on the day and at the time indicated for the provision of the contracted service has a penalty of 100%.
- For any cancellation, by the client, between 30 days (Reserved Zone) and 10 days (Cultural Zone) from the start date of the contracted service, a penalty of US\$ 25 administrative fees per passenger will be applied.
- For any rescheduling, by the customer, 30 days or less from the start date of the contracted service, the request will be accepted as long as the customer has no outstanding balances to pay, the third-party provider involved allows it and there is no rate difference for the new rescheduling date.
- Refunds will only be effective when the client requests it more than 30 days (Reserved Zone) 0 10 days (Cultural Zone) from the start date of the contracted service or when the company is unable to provide the contracted service, in the latter case, the company will not pay more than 100% of the amount paid by the customer. Refunds will be provided within a period of no less than 30 business days and no more than 120 business days, minus transaction costs, if any.
- For any of the cases (cancellation, rescheduling, and refunds), as soon as a contracted service is operated by a third party and its penalties are greater than those indicated in this document, those of the third-party operator will apply.
- If the passenger does not decide to complete receiving any contracted service, the difference will not be refundable.



- Any approved Refund will only be made through PayPal and no other method due to the fees imposed by the other options.

### **Documentation**

- Passengers must carry a valid passport, or travel document according to their nationality, according to the legal regulations required by Peru.
- Passengers who hire our services as foreigners not domiciled in Peru must send a copy of the immigration stamp with the date of entry into the country, which must not exceed the number of days according to the current regulations for the exemption from the payment of IGV, otherwise you must pay the IGV on the total value of the contracted service.
- Family groups that contain children must carry their passport or ID card, in case of traveling alone with one of the parents or a guardian must present a notarized permit with authorization from the parents. If you have made the payment and do not present this documentation, the service will not be provided and you will be penalized with 100%.

### **Responsibility and Obligation**

- Wild Watch Peru reserves the right to substitute programs of similar category for those indicated and to make any change in the itinerary when considered necessary or caused by weather issues, schedules, demonstrations, blockades, etc. It reserves the right to cancel any tour before departure, in the event of a full refund it will constitute a full settlement for the passenger.
- Wild Watch Peru reserves the right to impersonate or change Tour Guides or carriers on any Tour. When necessary, participants will be notified.
- No refund will be made for any unused portion of the tour unless the necessary arrangements are made in sufficient time to avoid penalties.
- Wild Watch Peru is not responsible for inconveniences, accidents, contracted diseases, parasites, or any type of expenditure or expense that may occur resulting in whole or in part due to the negligence of others or causes beyond our control, Likewise, Wild Watch Peru does not accept any responsibility for losses or additional expenses due to delays or changes in air services, disease, weather, strike, war, quarantine or other causes. Such losses or expenses will be borne by the visitor.
- Wild Watch Peru, acts as a direct tour operator in the following destinations, Manu National Park, Espiritu Pampa, Vilcabamba, Huacarpay Lake, Sacred Valley, and Machu Picchu, however, acts as the passenger's agent on the trip, whether by plane, bus, train or boat, and does not assume any responsibility for injuries, damages, losses, accidents, delays or irregularities that may be caused either by defect in any vehicle or for any reason or by the acts or non-compliance of any company or person engaged in the transportation of the passenger or the organization of the trip.
- Wild Watch Peru reserves the right to substitute Lodges of similar category for those indicated and to make any change in the itinerary that is considered necessary or



## **WILD WATCH PERU**

caused by room occupancy, pandemic regulations, or weather conditions (river or road access).

- Wild Watch Peru reserves the right to cancel any tour before departure (minimum 60 days), in which case the full refund will constitute full settlement for the passenger.
- Wild Watch Peru has the right to use the seats available in our vehicles (land and river) between; guides, chefs, assistants, or anyone who may be employed temporarily or full-time in the logistics or operation of our lodges, tours, etc.
- This is acceptable as long as the seats are free without sacrificing tourist compliance.
- Tour prices are based on rates and exchange rates in effect in **January 2024** and are subject to adjustment in the event of any changes thereto.
- It reserves the right to refuse to accept or retain any person as a member of any tour.
- Wild Watch Peru offers and markets tours and programs in the following modalities;
  - Private Tours (The tour is exclusively for those who hire the service including the staff)
  - Shared or Fixed Departures (Group Size is limited to a maximum of 12, tours can be booked with a minimum of 2 paying travelers to guarantee departure on the agreed date)

### **Important**

Booking a fixed or group departure where there is only a minimum of participants (2 people) does not give the traveler the right to consider such departure as a "Private Tour", the tour will be operated as a fixed or group departure, under the attributable conditions.

Wild Watch Peru will be able to use these spaces available in land and water vehicles to transport personnel related to the company and other tourists.

### **Tour Registration**

To register for this tour, first contact Wild Watch Peru, by email, phone, or through any of our social networks to check availability. Once we have confirmed that there is space on the tour, complete the registration only through our website, by clicking on the **Book This Tour** option of the tour you wish to participate in:

### **Required Information**

- Full Name
- Passport or ID number
- Nationality\*
- Profession\*
- Age\*
- Contact Phone
- Dietary & Medical Restrictions



- Hotel in Cusco (pick-up point)
- Deposit of USD 100.00 per Traveler (the amount can be variable for groups & families)
- Travel Date
- Number of Participants
- Preferred language to be guided

\*This information is required by the administration of the Manu National Park

It is very important that you read all the information before finalizing your booking (tour description, rates, route, departure dates) and then make sure to sign the responsibilities exception sheet before starting the tour. You can also review our [data processing policies](#)

A deposit of USD 100.00 per person is required to secure a space on the trip, this must be done at least 30 days before the start of the trip and the final payment must be made no later than 2 days before the start of the trip through our payment channels.

### Payment Methods

1. Wild Watch Peru accepts credit, debit, and prepaid cards Visa, MasterCard, American Express, and Dinners Club. These payments can be made by physical card (POS) as well as digital card (link payment) managed by the [ZIPAY platform](#)
2. Wild Watch Peru accepts payments via bank transfers to our bank account registered in Peru with the following details
  - Name of the bank; **INTERBANK**
  - Account Name: **Wild Watch Peru E.I.R.L**
  - Account Currency: **U.S. Dollars**
  - Account number: **4203003704309**
  - Account Code (IAC): **003-420-003003704309-75**
  - Routing number/SWIFT code: **BINPPEPL**
  - Company Address: **APV Virgen del Carmen – Calle Los Majeños 206 San Sebastián Cusco**
3. Wild Watch Peru also accepts payments virtually through [Pay Pal](#), being a secure platform for global use, payments through this platform must be directed to our payment email: [info@wildwatchperu.com](mailto:info@wildwatchperu.com) or by following the link; [Me](#)

### Considerations

- When the customer pays by card and with a currency other than the one provided, they will assume the differences due to the exchange rate applied by their bank.
- If the customer makes a payment by card, Wild Watch Peru reserves the right to request a copy or photo of the card used for payment showing only the following information: first four digits, last four digits, and name of the cardholder; in addition, the cardholder's passport or ID card to avoid fraudulent transactions. If the



## **WILD WATCH PERU**

cardholder will not be part of the travel group, they must send a signed email letter indicating that they authorize the charge to their card.

### **COVID 19 Policies**

Wild Watch Peru cannot accept any responsibility for additional expenses due to illness, quarantine, or other causes. All such losses or expenses shall be borne by the passenger, as the tour rates provide arrangements only for the time indicated.