



OUR EXPERIENCES

Terms and Conditions

2023

Terms and Conditions

Mountain Lodges of Peru is a pioneer adventure operator offering deluxe, off-the-beaten path lodge-based routes to Machu Picchu. From the award-winning Salkantay Trek, to the family friendly Upper Sacred Valley & Lares Adventure, plus a unique collection of multi-activity and cultural itineraries, we have something for every traveler!

We wish to provide you with the best customer service experience prior to welcoming you in Peru and we invite you to review a summary of our Terms and Conditions. Thank you for choosing to travel with Mountain Lodges of Peru!

TRAVEL SEASON

- / Green Season: March 1 – 31 & November 1 - December 14
- / High Season: April 1 – October 31 & December 15 – 31

WHAT IS INCLUDED

- / All transportation services for the duration of the standard detailed itineraries.
- / Accommodation (according to each different program) in MLP lodges and affiliate hotels.
- / All meals and beverages, soft drinks and a house selection of beer, wine, and spirits including pisco.
- / Fully-guided activities and excursions, except during scheduled times marked *at leisure*.
- / Guided visit of Machu Picchu Sanctuary (entrance, transportation to and from the site).
- / Entrance fees to archaeological sites and other points of interest as described in the itineraries.
- / Gratuities for the lodge staff at all MLP properties and in the field (mule drivers, porters, transportation drivers).

NOT INCLUDED

- / Permits for extras such as Huayna Picchu Mountain and/or Machu Picchu Mountain.
- / Massage service.
- / Bottled water and sports drinks. As per our ongoing effort to reduce plastic waste on the trail and at the lodges, we do encourage guests to use a refillable water bottle. High-quality filtered water is always available at all of MLP lodges.
- / Gratuities for the guides are not included and are at your discretion. In general, we suggest \$10- \$20/day (per person) for lead guides and \$5 - \$15/day (per person) for assistant guides.
- / *Gratuities for the staff at our affiliate hotels are not included.*
- / Local taxes (18% IGV) on meals and lodging applicable to Peruvians, foreign residents, and tourists traveling in Peru for 60+ days.

HOW TO MAKE A RESERVATION

- / At the time of reservations, MLP will need the following information: **departure date, full name, passport number, nationality and date of birth of all participants.**
- / Reservations will be held for 48 hours; if a deposit is not made during this window, then the reservation will be cancelled automatically. However, your MLP travel specialist will make an attempt to contact you before this happens.
- / Complete guest information is required 90 days prior to departure date.
- / Any additional charge made at the MLP lodges must be paid with a credit or debit card. No cash is accepted at the lodges.

DEPOSIT AND FINAL PAYMENT

- / A non-refundable deposit of \$ 500.00 USD per person is mandatory to confirm the booking.
- / Final payment is due 60 days prior to the departure date.
- / Invoices will be issued prior to these deadlines to allow for timely payment.

***Note:** Extensions such as nights in Cusco city, tours in other parts of the country or third-party experiences purchased through MLP may have different payment and cancellation terms. Please ask your Travel Specialist for details.

GUEST INFORMATION FORMS

Completed guest information forms to be submitted a minimum of 90 days prior to the departure date to ensure that all entrance tickets and permits are secured in a timely manner for the entire group.

CANCELLATION FEES

Green Season

45 or more days prior to departure:	US\$500 initial deposit.
44 – 30 Days prior to departure:	50% of total amount paid.
29 – 0 Days prior to departure:	100% of total amount paid.

High Season

60 or more days prior to departure:	US\$500 initial deposit.
59 – 45 Days prior to departure:	50% of total amount paid.
44 – 0 Days prior to departure:	100% of total amount paid.

***Note:** In the case that a guest must abandon the trip by choice or as a consequence of MLP's medical emergency protocol (which allows the MLP guide or MLP's resident doctor to deny further participation of guest on a trip), MLP will issue no refunds. Alternative plans can be arranged at additional cost.

TRANSFER FEE – CHANGES IN THE DATE OF SELECTED TRIP:

Up to 60 days prior to departure date:	No charge.
59 – 30 days prior to departure:	25% of the total trip cost.
29 – 0 days prior to departure:	50% of the total trip cost.

***Note:** Transfers made under these conditions will have a maximum of 24 months to be executed. A 100% of the total trip cost penalty applies after this.

ADDITIONAL NOTES ON TRANSFERS

Completed guest information forms to be submitted a minimum of 90 days prior to the departure date to ensure that all entrance tickets and permits are secured in a timely manner for the entire group.

***Note:** Any trip costs paid will be completely transferrable to future bookings within 24 months of the initial date of departure. This credit is transferrable and cannot be exchanged for cash.

PERMITS TO HUAYNA PICCHU AND MACHU PICCHU MOUNTAINS

Guests have the option to add a hike to Huayna Picchu Mountain or to Machu Picchu Mountain. Such permits are subject to availability for an additional cost. Please consult with your Travel Specialist for detailed information and rates.

ADDITIONAL DAY AT MACHU PICCHU

Although guests will have enough time to explore Machu Picchu during the regular guided tour, some may wish to expand their exploration to include hiking Machu Picchu Mountain, Huayna Picchu, visit the Sun Gate, or the Inca Bridge, and more. MLP offers a package to extend your stay with an additional overnight at Inkaterra Pueblo Hotel, permits to re-enter Machu Picchu and necessary transportation. Please ask your MLP Travel Specialist for detailed information and extension rates.

Terms and Conditions for Other Travel Services

RESERVATIONS

- / At the time of reservations: No deposit is required
- / 60 days prior to trip start date: Full payment

CANCELLATIONS & TRANSFERS

- / Up to 60 days prior to departure date: No charge
- / 59 - 30 days prior to departure: 25% of the total trip cost
- / 29 - 0 days prior to departure date: 100% of the total trip cost

***Note:** Special Terms and Conditions apply to the cruises, certain hotels and travel services during high season or holiday time. A full payment must be made in order to book and confirm the following services: Hiram Bingham train, additional Machu Picchu entrance, additional Huayna Picchu permit, cruises, flights and some hotels like Belmond Sanctuary Lodge, Skylodge and Titilaka Hotel. Your Travel Specialist will advise of specific reservations and cancellation terms.

SINGLE OCCUPANCY REQUEST

- / Requested Single Room: subject to a 50% supplement in addition to the standard retail cost per person
- / Single traveler willing to share: no additional charge*

***Note:** In the event that a traveler is willing to share a room, MLP will assign a guest roommate of the same gender prior the trip.

CHILDREN POLICY

We welcome children traveling with families and we offer special price reductions for children depending on their age and specific itinerary selected. Due to the high altitude of the Cusco region and nature of some activities we recommend a range of minimum ages for each program. For families traveling with younger children we also recommend hiring a private guide and vehicle to ensure a safe and pleasurable experience for all. Please contact our Travel Specialist Team for details.

Please note:

- / Children under 12 years-old, when sharing a room with parents or guardians, will be granted a 50% discount off of the standard rate of the 5- or 7-day programs (maximum two children per room).
- / Children from 13 to 16 years-old, when sharing a room with parents or guardians, will be granted a 25% discount off of the standard rate of the 5- or 7-day programs (maximum two children per room).
- / If the child is sharing with only one parent or guardian, both guests are subject to the standard rate.
- / When one parent or guardian is sharing a room with two children, the discount will apply to only one child; the standard rate will apply for second child.
- / Discounts do not apply to single room requests for children. In this case, the child guest will be charged the standard rate plus the single supplement surcharge.

TRAVEL INSURANCE

Mountain Lodges of Peru Experiences are adventure travel activities in remote areas and thus, comes with inherent risks. In order to provide a safe experience for everyone, we kindly request that each guest present valid proof of medical insurance. Please take care when assessing and/or purchasing your insurance policy to ensure that it includes, at minimum, coverage for emergency medical treatment and evacuation during adventure travel activities.

The following information is REQUIRED at least 60 days prior to trip start date:

- / Name of insurance company and name of specific policy (if applicable).
- / Coverage registration number or code.
- / 24hr emergency telephone numbers provided by the insurance company.

DUFFLE BAG LOANS

MLP offers duffle bags for the duration of the trip. These must be returned to your guide on the last day of your trip. In case these are not returned, there will be a charge of \$50 for each duffle bag. Please ask your Travel Specialist if you wish to use a duffle bag during your trip.

TRAVEL SPECIALIST TEAM AT YOUR SERVICE

Mountain Lodges of Peru is proud of providing a full service travel desk with an experienced team of Travel Specialists. Please contact us by phone or email or WhatsApp to make your reservation and discuss options for extensions and hotel accommodations in Lima or Cusco.

TRAVEL AGENCY UNIT TERMS AND CONDITIONS

Refunds will only be applied when the client makes a formal request in-writing up to 60 days prior to the start date of the contracted service or if Mountain Lodges of Peru is unable to provide the contracted service, if the case, MLP will not refund more than 100% of the amount paid by the customer. Refunds will be provided, including any transactions costs, within a period no less than 30 business days and no more than 120 business days.

- / For any of the cases (cancellation, rescheduling and refunds), if a contracted service is operated by a third party and its penalties are greater than those indicated in this document, penalties of the third party operator will be applied.
- / In the event that the passenger decides not to finish receiving any contracted service, the difference will not be refundable

We appreciate your choice of traveling with Mountain Lodges of Peru and look forward to welcoming you to Peru soon!

Contact Information

TOLL FREE NUMBERS

US/ Canada: 1-877-491-5261

Europe: +44 (0) 800 014 8886

Brazil: 0 800 8915372

Australia: 1-800-445-497

PERU

Cusco Office

Tel: +51 84 580 510

Tel/Fax: +511 421 8476

info@mountainlodgesofperu.com

Av. El Sol 948, Of. 403, Cusco - Peru

Lima Office

Tel: +511 421 6952

Tel/Fax: +511 421 8476

info@mountainlodgesofperu.com

Av. Antonio Miroquesada 360 Piso 6, Oficina 113-114, Magdalena del Mar - Lima, 15076

NORTH AMERICA

Nadia B. Le Bon

C: 510-917-3260

mlp-us@mountainlodgesofperu.com

190 Montrose Road

Berkeley, CA 94707

United States

EUROPE

Elisabeth Leitner-Rauchdobler

Tel: +43 664 434 3340

elisabeth.lr@mountainlodgesperu.com

Weinberg 8

A - 4292 KEFERMARKT

Austria