

RESERVES AND PAYMENTS

Reservations will be made by fax or e-mail stating: Responsible name, Date of Entry and Exit and type of rooms required in case the event happen.

The reservations department will receive confirmation of the reservation deposit established in the days before the arrival of (the) passenger (s).

The program price is based on U.S. dollars and consider a change to S/3.00 rate (three new soles). Non-credit.

Taxes: Prices do not include 18% I.G.V. Tax applies only to nationals and foreigners living in Peru.

To get the exemption from tax on meals, accommodations, hotels and tickets, foreign travelers must present their original passport along with the original Andean Immigration Card, which will be provided and sealed at the time of arrival to Peru.

CANCELLATIONS OF:

For cancellation of booking, you should contact the relevant prior and established, if proceed or not proceed to the recovery accord the terms and conditions.

When booking any of the services offered by SANCTUARY GARDEN, agrees to comply with our terms and conditions, these conditions of the contract constitute the entire agreement and understanding between you and SANCTUARY GARDEN regarding your reservation.

When you booking, you acknowledge that you have read and understood all of the Conditions of Contract and accepted and agree to be bound by them.

TERMS AND CONDITIONS

RESERVES AND PAYMENTS

Once you have accepted the itinerary and budget sent by SANCTUARY GARDEN, must make a deposit to hold services.

The deposit amount will be specified by us when booking. However full payment of the service as the flight may also be necessary at the time of booking.

The deposit will be paid 30 days (4 weeks) before the start of services.

For groups of more than 10 participants, the balance is due 40 days (6 weeks) before the start of services.

In both cases the balance will be held on arrival and contact with SANCTUARY GARDEN staff .

If the total amount is not paid on time, SANCTUARY GARDEN reserves the right to treat the reservation as canceled and the deposit will be forfeited.

International rates and / or domestic air fares, which are shown in any of our programs, should be taken as a reference, which may vary according to availability constantly and time it takes to be the reservoir.

We will then purchase the flight tickets, travel tickets, or income. Requested only once we have received your deposit.

If the booking is made within 30 days of tour departure (40 days for groups), their space will be guaranteed once we get the total price of the services taken.

The Company reserves the right to alter the published price of any tour and / or services due to increased tariffs, transport costs (fuel, airport charges, scheduled air fares, train fares and other travel expenses that are part of our contract with the transport provider), international currency fluctuations and government's actions.

In case of decrease or increase in premium or price will be fully explained and justified by SANCTUARY GARDEN agents.

If the original book considers 10 or more participants, some participants choose not to join the tour, the entire reservation will be treated as a "group booking", keeping the original amount and will be the cancellation terms and conditions.

The package price per person in U.S. \$ is based on the number of participants who agreed at the time of booking confirmation and therefore is only valid for this customer base.

If the number of customers decreases, the total program cost per person is likely to increase, just as an increase in the number of customers will lead to a decrease in the price of the program per person, unless otherwise agreed between the parties.

A booking is accepted and becomes definite only from the date SANCTUARY GARDEN send confirmation to the customer making the booking or your travel agent or authorized third parties. It is currently in the contract between the company and the customer enters into force.

CANCELLATIONS OF

If you must cancel your reservation, cancellation fees, will largely depend on how long before your arrival, you cancel the services requested.

Cancellation charges are displayed below are to be applied in most cases.

Deposit (one to eight clients)

Period before departure when cancellation notice is received.

30-25 days 30% (sum not less than the deposit)

25-20 days 50%

20-15 days 70%

15-10 days 90%

9-0 days 100%

Groups (10 people or more)
Period before departure when cancellation notice is received.
40-35 days 30% (no less than the deposit)
35-30 days 50%
30-25 days 70%
25-15 days 90%
15-0 days 100%

The amount paid for air tickets and train tickets will not be subject to any refund, unless the airline and train, to undertake to return.

The amount paid for admissions to tourist destinations, are not subject to any refund, unless the entity in charge, agrees to the return.

Cancellations received on Friday for weekend departures (Saturday, Sunday or Monday) will be treated as the date of cancellation of removal.

We can not give any compensation or reimbursement for meals, rooms, excursions., Are not taken when these are included in the tour price.

No refunds will be made for unused services canceled at all.

During the execution of services is prohibited adhesion of someone outside the contract without notice, to abandon any of the services before the end of their tour for any reason, not entitled to receive reimbursement of SANCTUARY GARDEN, or right to claim any extra cost for any expense.

CANCELLATION BY SANCTUARY GARDEN

SANCTUARY GARDEN reserves the right to cancel any trip to the sole and absolute discretion without notice if: a) the customer has not paid the balance of the price the services included in the tour on time, b) the quality of travel or passenger safety is considered at risk for some reason. In the last event (b), and only in this case, the refund of payments received by SANCTUARY GARDEN constitute full settlement.

In any event, SANCTUARY GARDEN assume no responsibility for any loss of air tickets, tickets and other vouchers submitted.

CHANGES

We hope that not having to make any changes to your holiday, but as a trip can be planned months in advance, sometimes changes are needed.

We reserve the right to make changes at any time, for reasons not to be duly supported. Letting her know about any major changes as soon as possible if there is time before departure.

Flight times and train shown by us are approximate and may vary by transport companies.

A final itinerary (mailed in advance before the start of your trip) shows more recently confirmed, but still some variations may occur.

Due to the nature of the hotels and the travel industry is not always possible safety in hotels and shelters listed in the itinerary.

SANCTUARY GARDEN will strive to ensure security in the hotels listed in the itinerary, however, SANCTUARY GARDEN is not responsible for theft or loss suffered in the hotel.

INSURANCE

SANCTUARY GARDEN does not offer any insurance so we recommend buying insurance for the following: trip cancellation, loss or theft of luggage, medical expenses and evacuation extended.

A sudden illness or unexpected event may require you to cancel your trip.

In order to protect their luggage and / or personal property, the package's short-term insurance must be purchased directly by you prior to departure.

SANCTUARY GARDEN is not responsible for any costs incurred by customers of these facts and circumstances.

RISKS AND HEALTH

Please note that travel and expeditions that take with us, involve risks beyond those found at home.

Our main goal is to take responsibility for a great travel experience.

In return, you are required to ensure they are healthy and fit, keep in mind that in some countries, local living standards, practices, services and settings can be different to what you used to.

SANCTUARY GARDEN Neither nor any of its agents be liable in any way for any injury, loss of life or property damage that occurred during the trip.

The client agrees, while full responsibility for all risks involved. SANCTUARY GARDEN, its agents and staff are not part of any claim.

TO DO BEFORE AND DURING THE TRIP

We reserve the right not to accept as a customer or continue services, if their behavior is harmful, if it goes against the laws, if it affects other travelers, whether it is offensive to our staff or agents, either by phone, in writing or in person.

The decisions that guide SANCTUARY GARDEN taken, shall be final and binding at all times.

The client must at all times respect the laws of the country visited, and the internal regulations of each service you take.

If their behavior is in any violation of the foregoing or is a nuisance to the group, the guide may order him to leave the tour without any claim or refund.

Then you'll be forced to continue their return on their own.

ACCOMMODATION

Any accommodation we arrange for you must only be used by those persons named as part of their group.

You are not allowed to share accommodation or let anyone else stay there. You are responsible for the cost of damage to your accommodation during your stay.

These charges must be met by you and you will pay locally.

TRAVEL DOCUMENTS

Is the sole responsibility of the customer to ensure that passports, visas, proof of vaccinations and any other required documentation are all in order and meet the demands of each trip.

SANCTUARY GARDEN can not be responsible for any consequences, damages or claims if the client before the starting date of the tour, do not go with the proper documentation and related matters.

MARKETING

SANCTUARY GARDEN reserves the right to use photographs and videos taken during visits to their use in marketing or any other material, and the client hereby gives consent to such photographs to be used as appropriate.

EVENTS BEYOND OUR CONTROL

SANCTUARY GARDEN can not control the unforeseen circumstances, including but not limited to, riots, civil disturbances, labor disputes, natural disasters, fires, epidemics, health risks, mechanical failures, technical problems with transport including changes due to rescheduling or cancellation of flights by an airline, land or river, or alteration of the airline or aircraft for reasons beyond our control or that of our suppliers, closed or congested airports or War of the ports, train stations Hurricanes, the threat of war, terrorist activity, and other actual or potential severe weather.

SANCTUARY GARDEN is not responsible in any way for any of these occurrences possible or any consequences that may arise as a result of these, including minor or major modifications in the original itinerary, or even cancellation of your holiday.

INDEPENDENT SUPPLIERS OF LIABILITY

SANCTUARY GARDEN, despite appropriate efforts to choose appropriate independent suppliers in the provision of services in the tours, has no right to control its operations and therefore, SANCTUARY GARDEN is not responsible for any act or omission of any independent supplier.

The services provided by independent suppliers are subject to the laws of

Place where services are provided and the conditions imposed by suppliers.

We can not list all the terms of the supplier and the imposed conditions, but we suggest you read them carefully.

The responsibility of the independent suppliers may be limited by tariffs, taxes, terms of tickets, vouchers, national and international conventions and agreements.

OUR RESPONSIBILITY FOR YOUR HOLIDAY.

SANCTUARY GARDEN strive to achieve and suggest the best options for your trip and we will arrange for you to receive the services they chose.

These services will be provided directly by us or through independent suppliers contracted by us.

We are responsible for making sure that each party hired us, provide the best service (as proposed and accepted by you).

If any of our services is not always as described, we will be liable for compensation, unless for reasons beyond our control (see: "Events beyond our control").

We have taken all reasonable care to ensure that all service providers that were confirmed by us, come from professional and efficient companies with good reputation.

These providers should follow local rules, laws and regulations of the country where they are provided.

However, some local regulations may differ from what you have at home.

IF YOU HAVE A COMPLAINT

If you have a complaint, you should immediately notify the provider of the service in question locally, or guidance.

If they can not solve the problem immediately and a member of our staff is not available, you should contact us directly by phone, fax, email and we will try to help.

If still not satisfied in your home, you can write to us within 7 days of completion of your holiday to your complaint is investigated properly.

If not give us the opportunity to resolve any problem by the provision of services by the supplier, then it may be able to require a positive resolution of any complaints.

YOUR CONTRACT

By confirming your reservation, you are accepting on behalf of all the people who make your reservation; the terms of this agreement constitutes the entire agreement between us regarding your reservations and travel arrangements.

You contract with SANCTUARY GARDEN shall be governed and construed in accordance with the laws of Peru.

You agree to submit to the exclusive jurisdiction of the courts of Peru on any claim or matter arising out of or in connection contract with us.

Claims for damages against SANCTUARY GARDEN limit the value of the particular item in dispute.

We assume no extra responsibility, limiting the full price paid for the tour.

In all cases the company specifically excludes all liability for indirect losses, or expenses incidental or consequential damages including loss of profits.

SANCTUARY GARDEN is part of the group ANDINA EMPRESAS DEL NORTE SAC. RUC: 20480552653