

## **BOOKING POLICIES AND CONFIRMATION**

By booking a tour or any related product or service with Andean Adventure Academy (the "tour operator"), you agree to these Terms and Conditions (the "terms"). By making a booking, you acknowledge that you have read, understood, and agreed to be bound by these terms.

### **Confirmation of Booking**

A non-refundable deposit of 25% of the trip price is required to confirm your reservation. This deposit becomes non-refundable after a period of 14 days. Full payment must be made at least 60 days before departure.

All changes and cancellations must be communicated via email. Once your full payment has been received, a member of our team will send you an email confirming your reservation. Please note that your reservation will not be considered complete or confirmed until the final payment is made and you have received this confirmation. The remaining 75% of the payment must be completed 60 days before departure. Should the balance not be paid by this deadline, we reserve the right to consider your booking as CANCELLED.

Payments can be made via international wire transfer to our Peruvian USD bank account. Bank details will be provided once your trip is confirmed. Please be aware that international bank fees are not included in the final price and will not be covered by us.

Your booking is confirmed, and a contract is established once Andean Adventure Academy issues a written confirmation or a pro forma invoice for the applicable deposit amount. An official invoice for tax purposes will be issued once the service or trip has been completed. Please review your confirmation carefully and report any errors or incomplete information to us. Ensure that the names match exactly as they appear in the relevant passports. By proceeding, you agree to provide full, complete, and accurate information.

## **INCLUDED AND EXCLUDED ITEMS**

### **Inclusions**

- All accommodation as listed in the tour itinerary
- Full board (Vegetarian options available and we can accommodate to any diet restrictions)
- All transport listed in the tour itinerary
- All excursions as listed in the tour itinerary
- Andean Adventure Academy Staff for support
- 24-hour AAA Support

### **Exclusions**

- International or internal flights
- Meals not specified in the program/tour itinerary
- Beverages or snacks not listed
- Tips

## CANCELLATION + REFUND POLICY

***If the school or agency (the “client”) needs to cancel or modify the booking, the following policies apply:***

- **Cancellations after the initial deposit:** The client has a period of 14 days from the date of making the first payment to cancel the reservation for a full refund of that deposit. After this period, the deposit (generally 25%) becomes non-refundable. The deposit can be transferred to another client or used as credit toward a future booking within the same calendar year.
- **Cancellations after full payment:** If the client cancels 60 days or more before the scheduled trip a 50% refund of the remaining amount will be issued.
- **The tickets and train reservations for Machu Picchu are non-refundable and non-transferable.** Once we purchase the tickets for all passengers (regardless of timing), we will not be able to issue any refunds for this expense.
- **Cancellations within 59 days or less:** All trips are non-refundable. If cancelled within this period, the full payment is forfeited. However, a credit for 50% of the paid amount may be issued for future trips within the same calendar year or next year.
- **Transfers:** The client may transfer the reservation to another school or agency, provided notification is given at least 60 days before departure. A fee of USD 100 per transfer applies and covers administrative costs. If a replacement cannot be arranged, the original cancellation policies will apply.
- **Notification:** All cancellations and transfer requests must be sent via email to [info@andeanadventureacademy.com](mailto:info@andeanadventureacademy.com).

***If the agency Andean Adventure Academy needs to cancel or modify the booking, the following policies apply:***

Andean Adventure Academy plans trips and expeditions with careful consideration of all details several months in advance. However, on very rare occasions, we may need to modify or terminate travel arrangements before departure due to force majeure events, which include natural disasters, political instability, terrorism, or any other circumstances beyond our control.

In such cases, we will offer rescheduling within 12 months of the original travel date. We regret that we may not be able to provide refunds unless we receive a refund from our suppliers. If we are unable to provide a significant proportion of the services reserved with us, Andean Adventure Academy will make alternate arrangements for you at no additional charge

Occasionally, Andean Adventure Academy may need to make changes to your trip, and we reserve the right to do so at any time. Most changes will be minor, and either you or your travel agent will be informed as soon as possible.

If alterations are necessary, we will do our best to notify you before your departure. Examples of minor changes may include adjustments to accommodations or meal options.

In the event of a cancellation or significant change (not related to force majeure), we will inform you promptly and present the following options:

- Accept the modified arrangements as communicated in advance.
- Accept an alternative trip that is comparable to your initial booking. If this alternative trip is of lower cost, the difference will be refunded.
- Receive a full refund of all money deposited.

Once you are notified of any changes, you will have one week (7 calendar days) to choose your preferred option. If we do not receive a response within this timeframe, Andean Adventure Academy will assume you have accepted the proposed modifications.

Please note that Andean Adventure Academy will not be responsible for any losses incurred due to non-refundable air tickets.

## ***TRAVEL REQUIREMENTS***

### **Mandatory Insurance Requirement**

It is mandatory for all participants to have valid medical travel insurance. Your insurance must cover personal accidents, death, medical expenses, emergency repatriation, and emergency evacuation. Additionally, we strongly recommend that you also purchase comprehensive travel insurance, which should cover cancellation, personal liability, loss of luggage, and other unplanned expenses that may arise while travelling.

You will be required to provide proof of medical travel insurance at least 30 days before departing for any of our tours or expeditions. Please note that without this proof of insurance, you will not be able to join the trip.

### **Health, Fitness And Medical Information**

Participants must provide medical information reasonably requested by Andean Adventure Academy and complete the health, fitness, and medical information form. All participants must be in good health and suitable physical condition for the activities they wish to undertake. Physical training is recommended prior to the trip.

Participants are required to honestly answer questionnaires regarding their experience in the booked activities, current health status, and medical conditions. Evacuations from wilderness areas can be lengthy and costly, and many activities are conducted far from hospitals or health centers. If a participant has a current health condition, we strongly advise consulting a doctor before travel.

Andean Adventure Academy assumes no responsibility for medical treatment or medical care provision during the trip.

## **Age Requirements**

We accept students aged 15 to 20. Please contact us if you have a special case involving younger participants. We strive to provide programs suitable for this age group.

## **Special Requests**

We understand that not all people have the same needs, which is why all special requests must be notified at the time of booking, such as diet, accommodation in rooms, preference for a particular accommodation, etc. We will do our best to take care of your special requests, but we cannot guarantee them. Failure to meet any special request will not be a breach of contract on our part, unless the request has been specifically confirmed by e-mail.

## **Travel Documents Requirements**

It is your responsibility to ensure you have the correct passport (valid for more than six months from the departure date) and visas to gain access to any country/region included in the travel arrangements purchased from us. We have no liability for any cost, loss, or damage if you fail to do so. No refund will be provided for unused portions of your trip. We will ensure that we properly inform you if vaccinations are required for any part of the trip.

## **Supervision Requirements**

Andean Adventure Academy is not responsible for supervising the group during nighttime hours. A team member from your side must be available to provide supervision. While an AAA team member will be available at all times, they will only be present in person during some excursions. **It is mandatory that the group travels with their own leaders or supervisors.**

## **Accommodations Conditions**

Teachers or travel supervisors will be provided with private rooms. Students will stay in gender-segregated shared dormitories. The accommodations will always be comfortable and equipped with the necessary amenities. Bathrooms will either be private or shared. The rooms will include warm blankets, pillows, and hot water. Please note that this setup may differ in the case of homestays.

## **Minimum Group Size**

The minimum group size is 10 students for the trip to proceed.

## **Waiver, Release Of Liability**

Participants must read, understand, and sign the liability waiver included in the enrolled package. This waiver must be signed prior to the trip for students to be permitted to travel.

## **PARTICIPATION RESPONSABILITIES**

### **Acceptance Of Responsibilities And Risks As A Participant**

The Andean Adventure Academy may expose participants to risks beyond their control due to the nature of the activities. Additionally, the activities will expose our passengers to a greater physical challenge than they encounter daily. In addition, our passengers will be exposed to higher altitudes than usual, and this may cause some discomfort. With all this said, you UNDERSTAND and AGREE that you must be in proper physical condition to complete the established program.

Therefore, you accept the risks inherent in the implementation of this contract and accept as reasonable the limitations of our liability established in these terms and conditions. You will need to read and sign a liability form before beginning your tour. Andean Adventure Academy reserves the right to reject, accept or withdraw the participation of any person as a member of any group at any time.

## **Behavioral Expectations**

### *Respect and Cooperation:*

- Participants are expected to treat fellow travelers, instructors, guides, workshop instructors, group leaders, local residents, and all staff with respect and kindness.
- Encourage teamwork and cooperation among group members to foster a positive environment.
- Respect is the most important value to follow, especially when interacting with members of high Andes communities. Remember that these individuals may be shy or protective, having seen little of the world.

### *Zero Tolerance for Violence:*

- Any form of violence, whether physical or verbal, towards other participants, instructors, or locals will not be tolerated and will result in immediate expulsion from the program.

### *Cultural Sensitivity:*

- Participants should respect local customs, traditions, and cultural norms. You will often share meals in the homes of community members, so it's vital to engage with their traditions thoughtfully.
- Always ask for permission before taking pictures and handle tipping with care by consulting group leaders or teachers.
- If possible, support local communities by purchasing textiles made by community artisans, as these are vital for their income.
- If offered food you do not wish to try, it's acceptable to politely decline but do so respectfully, recognizing the pride they take in their culinary traditions.
- Community members may offer coca leaves as a welcoming gesture; if you choose not to partake, feel free to pass them along.

### *Responsibility:*

- Participants are responsible for their actions and should conduct themselves in a manner that reflects positively on themselves and the organization.
- Following the rules and instructions provided by staff is crucial for everyone's safety and enjoyment.
- Be aware that long hikes across high-altitude mountains may be challenging, and you should stay

within sight of your guide at all times.

- Always Communicate: If you need to use the restroom or are feeling unwell, please inform the guides or group leaders. We carry supplies such as oxygen, radios for communication, and are well equipped for emergencies.

While our staff is trained to handle various situations for your safety, please remember that accidents can happen. Responsible decision-making is key to avoiding issues.

*Alcohol and Drug Policy:*

- Alcohol consumption and the use of illegal drugs are strictly prohibited during the trip, and violations will lead to immediate expulsion from the program.

*Attendance and Participation:*

- Participants are expected to attend all scheduled activities and excursions, fully engaging in the program. Punctuality and accountability are essential components of a successful experience.

*Environmental Responsibility:*

- We ask all participants to minimize their environmental impact throughout the trip.
- Please avoid littering and stay on marked trails to protect natural habitats.
- Refrain from damaging natural or cultural sites and be mindful of water and energy use, especially in remote communities.
- Respect the fragility of the environment and help us leave a positive footprint in the places we visit.

## **Expulsion Policies**

At Andean Adventure Academy, we believe that maintaining a safe and respectful environment is crucial for the success of our programs. There are various consequences for participant behaviors, and each action will be carefully evaluated and assessed based on the specific circumstances involved.

We follow the decision-making continuum to assess each case, ensuring fair consideration of all factors involved.



The program leader will conduct an initial assessment of the situation, gathering information from witnesses and the participant involved. This may include:

- Speaking with the participant to understand their perspective
- Collecting statements from staff and other participants who witnessed the incident.

*3. Decision Making:*

Based on the gathered information and the severity of the behavior, the program leader and trip coordinator will determine if expulsion is necessary. If the behavior clearly falls within the outlined immediate expulsion behaviors, the leader may proceed with the expulsion process.

*4. Notification:*

If expulsion is deemed necessary, the participant will be informed of the decision privately by the program leader. The reasons for expulsion will be clearly explained, emphasizing that the behavior violated established guidelines.

*5. Transportation Arrangements:*

The participant will be responsible for arranging their transportation home. Assistance will be provided in coordinating travel logistics if needed, but the responsibility ultimately lies with the participant and their guardians or organization.

The program leader will help facilitate communication with the participant's guardians in the U.S. if necessary.

*6. Documentation:*

A written report of the incident and expulsion process will be documented, including the behavior, assessments made, and communications with the participant and their guardians.

This documentation will be kept on file to ensure transparency and accountability.

*7. Refund Policy:*

The expelled participant will not receive a refund for any fees paid, as outlined in the program's Terms and Conditions.

**Responsibilities:**

<i>Participant/Client Responsibilities:</i>	<i>Agency Responsibilities:</i>
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<ul style="list-style-type: none"> <li>• Ensure adherence to all behavioral expectations outlined by Andean Adventure Academy.</li> <li>• Understand and accept the consequences of their actions, including potential expulsion from the program.</li> <li>• Arrange for their own transportation home following an expulsion and communicate as necessary with their guardians or sponsoring organization for assistance.</li> <li>• Comply with any instructions given by staff during the expulsion process.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a safe environment and a clear behavioral expectations policy for all participants.</li> <li>• Conduct a fair and thorough assessment of any incidents leading to potential expulsion.</li> <li>• Communicate the decision and reasoning to the participant respectfully and privately.</li> <li>• Assist with logistics related to transportation while making it clear that the financial responsibility for returning home lies with the participant.</li> <li>• Document the incident and actions taken for accountability and future reference.</li> </ul>
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## **POLICIES**

### **Data Protection/Privacy**

Andean Adventure Academy is committed to protecting the privacy and security of your personal data. We collect, use, and store data necessary for trip planning and execution in accordance with applicable data protection laws. Further details are available in our Privacy Policy.

### **Photos And Publicity**

Andean Adventure Academy may take photographs or videos during trips that may be used for promotional purposes. We obtain the necessary consent to use these materials. If you do not wish to be included in these materials, please notify us in writing prior to the trip.

### **Third-Party Operations**

Some excursions are conducted by third-party tour operators. We are not responsible for any issues arising from their operations.

### **Flights And Airfare**

We are not responsible for flights or airfare; our responsibility begins upon arrival at Cusco Airport. Please be aware that we will charge an additional fee if flight delays result in a pick-up or drop-off after 10 PM or before 7 AM. Additionally, we will not cover any fees resulting from delayed or canceled flights, and the group and travelers will be responsible for covering these expenses

### **Amendments To Terms**

Andean Adventure Academy reserves the right to amend these Terms and Conditions at any time. Clients will be notified of any changes in writing or via email, and the updated terms will be

effective from the date of notification.