



## 1. Our Company

Green Tours is part of the Cheqa Peru SRL company, based in the city of Cajamarca, Peru.

Legal address: Jr. Amalia Puga 413, Cajamarca - Peru

Email: [info@greentours.com.pe](mailto:info@greentours.com.pe)

General Manager: Wilson Diaz Miranda – [wilson.diaz@greentours.com.pe](mailto:wilson.diaz@greentours.com.pe)

## 2. What is included in the price

The price includes all travel as noted in the specific itinerary, lodging in comfortable hotels/motels or their equivalent unless otherwise indicated, all meals unless otherwise noted, tour materials, and the services of the leader(s).

The Single Occupancy Supplement listed for each tour provides a single room throughout the tour unless otherwise noted. Certain small lodges will not provide single rooms if they are heavily booked, in such cases, clients will be notified by Cheqa Peru SRL before departure.

Baggage handling assistance is provided by our hotels or by the leader(s) unless otherwise noted.

The following items are not included in the tour price: passports, visas, airport taxes, immunization vaccines, excess baggage charges, optional excursions, telephone calls, alcoholic beverages, laundry, room service, snacks, tips, or anything of personal nature.

## 3. Restrictions on tour participation

If you have a health problem or any physical limitation that may hamper or restrict your full involvement in any aspect of the tour, or about which we should be aware for your safety (for example, walking difficulties, diabetes, asthma, angina, food restrictions, and so on), please advise us in detail and in writing at the time you reserve your space. We do not normally program strenuous physical exercise, but if it cannot be avoided, the fact is made explicit in the tour description. Participants should be able to complete gentle walks of up to half a day, ride in any seat in tour vehicles, and meet the simple schedule of the tour. We reserve the right to send home persons unable or unwilling to conduct themselves in a manner compatible with the satisfactory operation of the tour.

## 4. Reservations, deposits, and payments

Reservations do require a 20% pre-payment, which is non-refundable upon receipt. A first invoice will be emailed at the moment you make your reservation (20% reservation deposit), a second invoice with the balance will be emailed at least 90 days before tour departure. Full deposit is expected within 24 hours you receive the second invoice. Clients are free to make full deposits any time before the indicated deadlines.

Payments must be made in US dollars by:

Bank transfer:

**Bank Name:** Banco de Crédito, oficina Cajamarca

**Bank Address:** Jr. Apurimac 745, Cajamarca

**SWIFT CODE:** BCPLPEPL

**Account holder:** CHEQA PERU SRL

**Account number:** 002-245-002048899104-91

**Holder address:** Jr. San Fernando 120 – Cajamarca

Or online, using the secure private link that will be provided by email.

Reservations can be made by email only: [info@greentours.com.pe](mailto:info@greentours.com.pe)

## 5. Refunds

If notice of cancellation is received between 90 to 45 days before departure, any payments you made are refundable (except the 20% pre-payment), minus 10% for administrative and bank

expenses (note that your bank could add more costs). If notice of cancellation is received less than 45 days before departure, payments will not be refunded, but 30% of the total amount can be taken into account for a future trip.

#### **6. Price increases**

Price increases may occur unexpectedly. In costing tours months in advance, we try to anticipate the rising cost of ground transportation, and lodging, but if unexpected increases occur, we reserve the right to charge participants an increase of up to 10% of the tour price. If greater increases are necessary, participants may withdraw without penalty and all payments will be refunded.

#### **7. Itinerary modifications**

Our tours are carefully planned but sometimes circumstances beyond our control require us to make significant changes after a tour has been published. If such changes, for example in itinerary or leadership, are necessary before a tour has been confirmed to run (90 days before tour departure unless otherwise specified), participants will be informed and may withdraw from the tour without penalty.

If significant changes occur after a tour has been confirmed but before it has departed, it will be Cheqa Peru decision whether or not we can run the tour successfully. Participants may withdraw without penalty only if they have Cheqa Peru written agreement. If Cheqa Peru decides the tour cannot be run successfully, the tour price will be refunded.

If significant changes to itinerary or mode of operation are forced upon us while a tour is in progress, Cheqa Peru will adjust the tour to the new realities as best it can but other than for its leaders and staff, Cheqa Peru is not responsible for any additional costs. These costs, if any, are a participant expense and will be invoiced after the tour concludes.

#### **8. Tour cancellation**

In case of cancellation by Cheqa Peru, all deposits and other payments for the tour or tour extension will be refunded. Please note as well that Cheqa Peru reserves the right to cancel all or part of a tour at any time if we feel that the health and/or safety of the participants is at risk.

#### **9. Tour materials**

General information sheets will be sent to each registrant on receipt of a deposit. Final tour information, meeting instructions, a participant list, and any additional materials will be emailed about three weeks before tour departure. Those who sign in for a birding trip will receive, if requested, a printed copy of "Birds of (*specific trip*) Check List" when they first meet their tour leader in Peru.

#### **10. Travel insurance**

Cheqa Peru SRL do not provide any kind of insurance. We strongly recommend to buy your travel insurance with your preferred insurance company.

#### **11. Assumption of risk and liability release agreement**

While Cheqa Peru spares no effort in its attempt to provide its clients and staff with a safe travel environment, we frequently travel to remote locations where medical care may be nonexistent or minimal, where the terrain may be rugged and unpeopled, and where local governments may respond very differently than your own. We expect our clients to take reasonable and prudent care for their own safety and to recognize that Cheqa Peru cannot guarantee anyone's personal safety. For these reasons, we are willing to provide you with the tour you have requested only if you accept your personal responsibilities and you release us from liability for your safety.

When booking you will receive the PDF document **Assumption of risk and liability release agreement** by email, you must print, fill and sign this agreement, then sent it back to our mail.

*Updated: Jan 2019*