

Terms & Conditions

PAYMENT AND CANCELLATION POLICY

I. GENERAL

A. Q'INTI strongly recommend all clients take out comprehensive travel insurance prior to date of travel. This insurance should cover cancellation and curtailment, all medical expenses including evacuation/repatriation, personal baggage, personal liability, death and permanent disability and travel document insurance. Q'INTI cannot be held responsible for any costs arising from such loss or injury.

Accommodation and arranged sightseeing are subject to change at any time due to unforeseen circumstances or circumstances beyond Q'INTI 's control. Every effort will be made to operate tours as planned, but alterations may occur after the final itinerary has been issued. Q'INTI also reserves the right to withdraw a tour or any part of it, to make such alterations to the itinerary or the tour inclusions as it deems necessary or desirable, and to pass on to tour members any expenditures or losses caused by delays or events beyond its control.

In case of any appreciable variation in the tour price due to these circumstances, Q'INTI reserves the right to make adjustments to the tour costs as necessary.

B. In order to obtain the permits to visit various sites in Peru, your complete, correct personal information (name, passport number and date of birth) must be provided. Failure to provide these on time may result in our inability to attain permits because they are sold out. We are not responsible for the inability to purchase permits as a result of the late provision of information or for the issuance of incorrect permits as a result of the provision of incorrect information.

C. The tour price includes planning, handling and operational charges and is quoted based on the current rates of exchange and tariffs. Entrance fees as part of scheduled sightseeing tours are also included in this price. This price is subject to revision in line with significant changes in foreign currency, tariff rates, taxes etc.

Hotel taxes as imposed by city and state governments are included in Peru where specified in the itinerary. Some local taxes imposed by city and state government are not included in Brazil and must be paid by the client by the check-in or check-out time.

Gratuities for guides, drivers, porters, camp staff, ship crew and Tour Managers are not included and are at the discretion of the traveler.

D. There are many inherent risks in adventure travel of the type involved in our programs, which can lead to illness, injury or even death. These risks are increased by the fact that these trips take place in remote locations, far from medical facilities. Passenger assumes all such risks associated with participating in those trip.

E. If you are unhappy with the services rendered during the course of your trip, you need to notify Q'inti immediately so that we may assist you to alleviate the issue.

Refunds are not made for any missed services, except for verifiable extenuating circumstances. Please see our LIMITS ON Q'INTI RESPONSIBILITY clause below. For verifiable claims to be considered, they must be received in writing within 30 days of the termination of the program. Any adjustment considered will be based on the actual price of the services involved and not on a per diem basis. Adjustments will not be made for unused sightseeing trips or meals. Q'INTI will not accept any liability for any claims that are not received within 30 days of the termination of your program. All claims for days missed while travelling should be made in writing within 30 days of the program.

LIMITS ON Q'INTI RESPONSIBILITY:

Q'INTI: its employees, shareholders, officers, directors, successors, agents and assigns (collectively Q'INTI), does not own or operate any entity which is to or does provide goods or services for your trip with the exception of a limited number of vehicles. It purchases transportation (by aircraft, coach, train, vessel or otherwise), hotel and other lodging accommodations, restaurant, ground handling and other services from various independent suppliers (including from time to time other affiliated Q'INTI companies). All such persons and entities are independent contractors. As a result, Q'INTI is not liable for any negligent or willful act of any such person or entity or of any third person.

In addition and without limitation, Q'INTI is not responsible for any injury, financial or physical loss, death, inconvenience, delay or damage to personal property in connection to the provision of any goods or services whether resulting from but not limited to acts of God or force majeure, illness, pandemic, disease, acts of war, civil unrest, insurrection or revolt, animals, strikes or other labor activities, criminal or terrorist activities of any kind, overbooking or downgrading of services, food poisoning, mechanical or other failure of aircraft or other means of transportation or for failure of any transport mechanism to arrive or depart on time.

There are many inherent risks in adventure travel of the type involved in our programs, which can lead to illness, injury or even death. These risks are increased by the fact that these trips take place in remote locations, far from medical facilities. Passenger assumes all such risks associated with participating in this trip.

In the event of a cancellation or material alteration to the trip as a result of the circumstances as described in this clause Q'INTI may in their sole and absolute discretion:

- a) offer the traveler(s) alternative travel arrangements or products of comparable standard as may be appropriate in the circumstances; or
- b) if alternative travel arrangements or products are not offered by Q'INTI, Q'INTI will make a prompt proportional refund of monies paid by the traveler.

Q'INTI may charge a reasonable fee to cover the administration costs associated with providing alternative travel arrangements or products.

If a material alteration becomes necessary within 90 days of the departure date for any reason other than the circumstances described in this clause, Q'INTI will endeavor to offer comparable products or a full refund of all monies paid by the traveler(s).

Travelers are liable for all bank and credit card related transaction charges.

II. PERU & BRAZIL

A. PAYMENT POLICY

** A non-refundable deposit is required at the time of booking in order to cover initial tailoring services, as well as the time spent working on travel planning and design. This payment is entirely transferrable against the final cost of the trip.

The remainder of the tour cost is payable 60 days prior to departure. If the reservation is made within 60 days of departure, the entire tour price must be paid at the time of confirmation.

Fit Payment Policy

For Pantanal programs, 30 % of the total tour cost is required at booking time.

60 Days prior to travel: A non-refundable deposit of 20% of the total tour cost is required. If deposit is not received on this date, reservations will be automatically released.

45 Days prior to travel: Final payment (80% balance due and 70% for Brazilian programs) is required.

Group Payment Policy

90 Days prior to travel: A non-refundable deposit of 50% of the total tour cost is required. If deposit is not received on this date, reservations will be automatically released.

60 Days prior to travel: Final payment (50% balance due) is required.

In the case of a dispute, only the disputed amount may be withheld until such time as settlement is agreed. All other amounts must be paid in accordance with the payment policy.

For groups traveling to Brazil, please contact us to discuss the payment policy.

B. CANCELLATION:

All cancellations must be received in writing.

1. Amendments by you

Requests for amendments less than 30 days before the start of the trip must be in writing. We will try to accommodate all reasonable amendments and modifications to the agreed itinerary after payment is made and/or the trip has begun.

All charges corresponding to new services contracted will be passed on to you, and no refunds will be given for unused services and/or accommodation.

Any substantial (*) changes to the itinerary after full payment has been received will be treated as a cancellation by you (please refer to section B. Cancellations & Amendments, 2. CANCELLATIONS BY YOU).

(*) Substantial meaning an altogether change of route as trek and/or destination changes

(Please note that the Inca Trail passes are non-transferable and non-refundable.

2. Cancellations by you

Q'INTI reserve the right to charge for financial penalties, fees and losses incurred as a result of cancellation.

a) Fits

More than 61 days : Fully refundable except vendor expenses and deposit

60 – 30 days : 50% of total payment except vendor expenses and deposit

29 – 0 days : No refund issued

If during the trip you decide for any reason to cancel the whole trip or to realize an altogether change of route, no refunds will be given for the unused services and/or accommodation.

Please note that tickets for the multi-day Inca Trail and One-day Inca Trail are paid upon confirmation. These are non-refundable and non-transferable in the event of cancellation by you. If after booking the Inca Trail permits with us, you decide to change the route and/or transfer the Inca Trail to another date, please note the new permit charges will be passed on to you or your client, and no refunds will be given for the unused permits.

b) Cancellation by Groups (8+ rooms)

More than 91 days : Fully refundable except vendor expenses and deposit

91 – 61 days : 50% of total payment except vendor expenses and deposit

60 – 0 days : No refund issued

If individual members of the group cancel, the group cancellation policy applies.

If during the trip, some individual members of the group decide for any reason to cancel the whole trip or to realize an altogether change of route, no refunds will be given to those passengers for the unused services and/or accommodation.

Q'inti must receive a preliminary list of confirmed passengers at least 90 days prior to departure date. Any changes made to that preliminary list within 15 days of the start of the trip will infer an administrative fee of US\$200.00 per substantial change (*).

(*) Substantial meaning an altogether change of route, trek and/or destination changes.

For groups traveling to Brazil, please contact us to discuss the payment policy.

3. Amendments by Q'inti – land arrangements

In very rare circumstances, Q'inti may have to modify a confirmed holiday before you depart. If the modification is significant (*), Q'inti will notify you as soon as practicably possible and offer you two choices:

Refund of the unused services.

Accept the alternative, and in case of a change to a lower standard of accommodation, to receive a refund for the difference amount between unused and lower accommodation.

(*) We define significant as any of the following: a modification of flight time by more than 12 hours, a change of airport [except between airports serving the same city], a change of destination or a change to a lower standard of accommodation.

Under no circumstances will Q'inti offer refunds for cancellations in the event of a force majeure.

Important special deposits & prepayments:

Belmond properties:

For Fit's: (1-4 rooms)

Belmond Sanctuary Lodge: full payment is required with 91 days in advance.

Cancellations made with 90 to less days in advance, full penalty will apply.

For Parties: (5-7 rooms)

Belmond Miraflores Park, Belmond Monasterio, and Belmond Palacio Nazarenas:

50% payment should be made with 60 days in advance.

Full payment should be made with 30 days in advance.

Cancellations made with 60 to 31 days in advance, will be subject to a cancellation charge of 50% of the total cost. Cancellations made with 30 to less days in advance, full penalty will apply.

Belmond Rio Sagrado, Belmond Las Casitas and Belmond Sanctuary Lodge:

50% payment should be made with 91 days in advance.

Full payment should be made with 60 days in advance.

Cancellations made with 90 to 61 days in advance, will be subject to a cancellation charge of 50% of the total cost. Cancellations made with 60 to less days in advance, full penalty will apply.

Groups:

In all hotels, 50% payment should be made with 120 days in advance. Full payment should be made with 90 days in advance.

Cancellations made with 120 to 91 days in advance, will be subject to a cancellation charge of 50% of the total cost.

Cancellations made with 90 to less days in advance, full penalty will apply.

On Christmas and New Year Eve season (from Dec 26th to Jan 01st inclusive) in Monasterio, Palacio Nazarenas, Río Sagrado and Las Casitas, full payment is required with 60 days in advance. In Sanctuary Lodge, full payment is required will not apply cancellations. Payments during this season are non-refundable.

Inkaterra properties: (Inkaterra Machu Picchu, Reserva Amazonica, Hacienda Urubamba or La Casona Cusco & El Mapi By Inkaterra, Hacienda Concepción)

A non-refundable deposit of 20% of the total cost for the reservation should be paid with 60 days previous arrival for FIT'S and Groups (from 5 to 24 rooms).

Final non-refundable payment for FIT'S and Groups should be made with 45 days previous to arrival.

Titilaka: For FIT's, a non-refundable deposit of 20% of the total cost is required with 90 days before arrival to confirm the reservation. Final non-refundable payment should be sent with 45 days in advance.

For Groups, a non-refundable deposit of 20% of the total cost is required with 90 days before arrival to confirm the reservation. Final non-refundable payment should be sent with 60 days in advance.

Inca Trail trekking: (3 nights camping or One day hike)

A non-refundable deposit of USD 300 (for one day hike) or USD 520 (for 3 nts camping program) per person is required to confirm permits for passengers. We also require full passenger details in order to confirm the reservation. Please make sure that your passports are valid until well beyond the date of travel in Peru. Once permits have been purchased, please note that, due to government regulations, it will be impossible to make changes to dates, names, group size and other passenger details.

M/V Aqua or Aria Amazon Cruise:

For Fit's: A deposit of USD 400.00 is required to confirm the booking.

And full prepayment will be required 90 days prior departure. For those bookings made 90 or less days before departure, full payment will be required.

In case of cancellations made 121 + days prior to departure deposit will be refunded less USD 200.00 service charge per person. Cancellations made 120 to 90 days prior to departure deposits are non-refundable. Cancellations made 90 or less days prior to departure, full payment will apply as cancellation penalty.

For Groups: For reservations made with 121 days or more in advance: A deposit of USD 400.00 is required to confirm the booking. An additional deposit of USD 420.00 will be required with 120 days in advance.

For reservations with 120 to 91 days in advance, a deposit of USD 800.00 will be required to confirm the booking.

And full prepayment will be required 90 days prior departure. For those bookings made 90 or less days before departure, full payment will be required.

In case of cancellations made 121 + days prior to departure deposit will be refunded less USD 200 service charge per person.

Cancellations made 120 to 90 days prior to departure deposits are non-refundable. Cancellations made 90 or less days prior to departure, full payment will apply as cancellation penalty.

M/V Delfin – Amazon Cruise: A deposit of USD 500.00 is required to confirm the booking. Full payment is required 91 days prior to departure. In case of cancellations made 90 or less days prior to departure, full payment will apply as cancellation penalty.

In case of cancellations made 151 + days prior to departure deposit will be refunded less USD 200.00 service charge per person. Cancellations made 150 to 91 days prior to departure deposits are non-refundable. Cancellations made 90 or less days prior to departure, full payment will apply as cancellation penalty.

Panoramico Cruise – Brazil: A non-refundable deposit of USD 500 per person is required to confirm spaces at the ship.

B. CANCELLATIONS & AMENDMENTS

COVID SPECIAL POLICIES

– VALID FOR BOOKINGS CONFIRMED BEFORE DECEMBER 31, 2021

The following policies supersedes the normal cancellation and payment policies detailed in this document.

Q'inti wants to give customers greater assurance when the travel that plans can be changed at short notice without incurring costs or other penalties. The new way of travel demands flexibility and consequently, Q'inti has put in place a new policy that is "You may change your plans within 30 days of travel, without losing your booking deposit "

CANCELLATIONS

Prior to 30 Days of Traveling

Your booking deposit with Q'inti is 100% refundable, as long as you cancel before 30 days of travelling. Should you not be able to travel due to COVID-19, we can defer your arrangements to a date when you are able to travel, subject to availability and seasonality, at no cost to you.

Any vendor expenses will be refunded according to each vendor's policy. In the majority of cases we have secured assurances from vendors that they will issue either refunds or vouchers, so that you can rebook your trip at a later date, at no extra charge. There are of course exceptions and should this be the case, we will endeavor to recover as much of your money back from our partners with no guarantees. Please enquire with our team if you have any doubts or would like to make specific requirements.

Within 30 Days of Traveling

In the event of cancellation within 30 days of intended travel, the Q'inti deposit is non-refundable (but it may be possible to defer). We will endeavor to recover your funds from our vendors, but cannot guarantee the amounts.

Airlines and cruise operators tend to have stricter refund policies that we cannot guarantee any refund or credit note.

PAYMENTS

We appreciate that paying the full balance for your holiday 60 days or more in advance, when it's not clear if your trip can take place, is a daunting prospect. To provide further reassurance, we have agreed with our suppliers to make balance payments as late as 30 days prior to departure, allowing us to ensure your trip is viable before asking for any balance payment.

There are some exceptions to this added flexibility, which may include private charters and bookings over the Christmas and New Year period. Should this apply to your booking, we will communicate it to you in advance.

For added peace of mind, all client funds deposited with us or suppliers are held in a distinct ring-fenced account, until such time as they become payable.

PAYMENT METHOD:

Payments may be made by the following methods:

- Wire transfer in US dollars to a designated account
- Paypal

Q'INTI cannot guarantee that all payment methods will be accepted and Q'INTI will therefore advise of the most suitable payment method at the time of deposit.

For wire transfer please confirm with Q'INTI by email the date on which payment has been made.

Travelers are liable for all bank and credit card related transaction charges.
Details will be provided with the Invoice.