

# **POLICIES OF CANCELLATION TERMS AND CONDITIONS**

## **PAYMENT SYSTEM AND RESERVATIONS**

All our services are made with the prepayment for the contracted services, depending on the duration, season, availability, conditions, etc. (The coordinates of the payments will be established between the customer and our sales counter / designated salesman. Our clients will have to pay 100% of the amount in advance, if applicable and in agreement with our sales counters, our Clients only send 80% the time of the reservation, and the balance (20%) two weeks before the start of their tour.

## **FINAL PAYMENTS**

We absolutely require the final payment of the contracted services, at least 2 weeks before the start of the service. Otherwise, customers may lose some prepaid reservations.

## **PAYMENT METHODS:**

Payments will be made in US Dollars. Once our clients decide to make their reservation / purchase of the tour, they can proceed to make the respective payment, in any of the following forms:

Credit Card: Charge 5.5% commission, we will get the money in 1 week approximately

PAYMENT BY PAYPAL: It charges the 5% commission, we will get the money in 10 days approximately

## **CANCELLATIONS AND / OR REFUNDS**

Cuzco Rent a car, only reconfirmation of the tours paid by our clients proceeds to block / reserve / pay the requested spaces, either: Hotels, Trains, Flights, Guides, Transports, Trasladas, Chaferes, etc., In case of cancellation and according to the policies of our collaborators, the returns will be as follows:

- 45 days before the start of the tour, we will refund 50% of the amount paid by the passenger
- From 44 to 15 days before the start of the service, we will refund 25% of the amount paid by the passenger
- 14 days before the start of the service, there will be no refund of the amount paid by the passenger.

NOTE: In the following cases there will be no refunds (regardless of the cancellation time):

- Income to the Inca Trail
- Air Flights
- Train Tickets

- Revenue to archaeological sites
- Hotel Reservations (in some cases these can be changed)
- Tours already booked (in some cases these may be changed)
- Transfers (in some cases these can be changed by date)
- If the passenger cancels during the tour there will be no refunds, since these services are contracted in full in advance ..., keep in mind also that this can generate additional expenses that the customer will have to assume.

Hours of Attention:

Monday through Friday from 8:30 am to 6pm.

Saturdays: 8:30 am to 1Pm

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