

KUSA TREKS PAYMENT TERMS AND CONDITIONS

Terms and Conditions

By paying this deposit you are subject to acceptance of the terms and conditions below. By purchasing any of the products or services included in your trip, you agree to be bound by these terms.

All prices quoted on the website (kusatreks.com), in the trip itinerary and through any other means of communication are quoted in United States Dollars (USD). By paying this deposit, you acknowledge that you have read the final version of your trip itinerary and agree to accept any and all products and services included in the total price.

Payment Policy

If arrival date of your vacation is within 30 days or less, full payment is required at time of booking. If arrival date is greater than 31 days, please contact your Travel Consultant for payment plan details. For arrival dates between December 18 – January 5 or Easter Week, final payment is due 30 days prior to arrival and cancellations 29 days or less from arrival carry a 100% penalty. If your trip includes a 4 or 5 star hotel, final payment is due 90 days prior to arrival.

If the total amount of the invoice isn't fully paid in accordance with the payment schedule, as stated in our general terms and conditions, Kusa Treks reserves the right to deny services or to demand payment directly from passenger(s). Reservations are not guaranteed until payment has been made and confirmed by Kusa Treks.

- With trips to Galapagos and/or Amazon rainforest, 30% is due upon reservation and full payment is mandatory 60 days prior to the date our services are scheduled to begin.
- For mainland Peru, 30% payment is required upon reservation and the rest is due no less than 30 days before travel date.

Full pre-payment is required in order for Kusa Treks to provide services. All payments will be in US Dollars and can be made in the following ways:

1. Wire Transfer

Chase Headquarters 270 Park Ave. New York, NY 10017

Account Name: Kusa Treks LLC

Account Number: ***** (provided securely when trip is booked)

If wire is from outside of the USA you will also need the swift code.

Swift code: *****

All wire transfers must have a Kusa Treks tour number on their reference field. Additionally, we will ask for a copy of the payment confirmation issued by the bank by fax or email with tour number and the amount of money that you are paying for each tour. This information is important to accurately process the payments of all packages.

NOTE: Depositor must cover any expenses in the wire transfer.

2. Check

You can pay by check, as long as it is received at least 45 days before our service starts. The checks are issued payable to **Kusa Treks LLC** and can be sent to the address below:

KUSA TREKS LLC
PO Box# 95344
South Jordan, UT 84095

3. Credit Card

We accept all forms of credit card payments (Visa, Discover, American Express, etc.).

NOTE: A 5% processing fee will be applied to all Credit Card Payments.

4. PayPal

Customers may also pay using PayPal.

NOTE: A 5% processing fee will be applied to all PayPal payments.

Changes to itineraries:

Any changes made to the package 30 days or more prior to arrival will incur a change fee of \$50.00 USD. No changes permitted within 7 days prior to arrival. Additions to the package are not considered changes.

Customers are allowed to cancel their package reservations/individual package items, in writing, at any time prior to the arrival date. However, cancellation fees will apply, and are calculated by the length of notice period provided prior to the arrival date.

Deposit:

We require a \$200 non-refundable deposit per person along with your personal details (full name, passport number, gender, nationality, DOB)

Cancellation schedule & penalties:

1. Deposit sent for booking is non-refundable nor transferable to any other date, person or tour.
2. Kusa Treks must be notified of any changes or cancellations to your trip as soon as you are aware of them, via e-mail or phone.
3. Once final balance has been paid, we will not be able to refund your trek payment in the case of cancellations. There will, however, be parts of your trip that you are able to use (Machu Picchu entrance fee, 1 train ticket, 1 bus ticket).
4. A claim letter for your insurance company can also be provided by us upon request.
5. Porter service hired can NOT be cancelled (a fee is paid for booking this service).

Cancellation Schedule

- 24 hours after booking – Full Refund
- 31 days or more prior to departure—10% penalty of total reserved trip cost
- 30 days or less prior to departure—100% penalty of total reserved trip cost
- During vacation—100% penalty of total reserved trip cost

International Air Fare:

Your international flights are not covered by our rebooking waiver.

Kusa Treks recommends the purchase of travel insurance to protect your vacation investment.

General Terms and Conditions

- Passengers traveling with Kusa Treks will be responsible for having all necessary documentation to travel to Peru/Ecuador including a valid passport and visa if necessary. Kusa Treks will not be responsible for any missed trips for not having proper paperwork.
- Passengers are responsible for sending any required information needed for scheduling the trip and bookings with third parties, including passport information and other personal information that is required.
- Kusa Treks is a tour operator and will coordinate all activities for its passengers outlined in the “Final Itinerary” including transportation, lodging, cruises, tours and more.
- Any physical disability or limitation that may require special attention or treatment should be reported in writing to Kusa Treks.
- Kusa Treks reserves the right to decline or accept any reservation for any reason what so ever.
- Travelers have the responsibility to select a trip appropriate to their abilities and interests; Kusa Treks will not pay for any expenses incurred for medical reasons or for the passenger’s inability to complete the scheduled trip.

- Travelers are responsible for being in sufficient good health to undertake the trip. Kusa Treks takes no responsibility for special arrangements or problems incurred by passengers physically unable to participate in the planned activities.
- All travelers are responsible of requiring vaccinations needed when visiting Peru/Ecuador, and be aware of any current economic, political or health situations which could be of influence of their trip.
- If any person in the trip is pregnant while traveling, they understand that traveling presents higher risks to the mother and child and take full responsibility for traveling this time. Kusa Treks will not be responsible for anything that may occur with the pregnancy before, during and after the trip.
- Kusa Treks acts only as the agent for the owners, contractors and suppliers providing means of transportation and/or related travel services, and therefore it cannot be held liable for injury, loss, or damage to person or property in connection with any service resulting directly or indirectly from, but not confined to, detention, annoyance, delays and expenses arising from quarantine, strikes, pilferage, theft, force majeure, failure of any means of transportation
- If traveling with children, the responsible adults understand that they will be fully responsible for the care and wellbeing of the minors under their care, and take full responsibility to ensure their safety, as well as good behavior with nature, animals and people around them.
- Certain destinations such as Amazon present a higher risk due to the remote locations visited and guardian adults accept the responsibility this entails in case of accidents or health issues that could potentially arise to the children in their care.
- Kusa Treks will not be held responsible for any unforeseen event such as accidents, sickness during trip, crime, and theft or other. All passengers travel under their own risk and are responsible for their own safety.
- Kusa Treks reserves the right to change prices in the event of any price increases beyond our control, including, the price of the fuel and/or fluctuations of Government taxes.
- No refund will be forthcoming for missed sightseeing, meals, and early/late departures and disliked visits.
- Customer will be responsible to pay Kusa Treks for any additional services requested once the trip has started. In order to render the services, Kusa Treks may require upfront payment for these additional services to be rendered.
- We will endeavor to operate all tours as “Kusa Treks Peru” or its operators, including substitution with comparable hotel, vessel, attractions or sightseeing, may make requested, but reasonable changes in the itinerary where necessary or advisable. Extra costs due to unexpected changes in your itinerary for reasons beyond our control are not included. (If upgrade is necessary, higher rates may apply).
- Kusa Treks refuses any and every liability from any and all claims that might be filed for loss or damage to luggage or property of the passenger; personal injuries, death; or delay as a result of the acts, omissions or negligence of any independent contractor or supplier, such as, but not confined to: airlines, cruise ships, hotels, restaurants, transportation providers, and other services or facilities.

- Kusa Treks refuses any and every liability for any accident stemming from the practice of any activity included in the itinerary either on the mainland Peru/Ecuador or Galapagos Islands. Kusa Treks shall not be held liable for any loss, injury, death or harm unless it was caused by Kusa Treks' negligence when using Kusa Treks own facilities in which case liability shall be subject to local laws and regulations where the neglect occurred.
- If there is a major change on the quoted itinerary, Kusa Treks will inform the customers of this change as soon as possible, and when possible before departure.
- If a major change is made by Kusa Treks, the client may choose between accepting the change, change to an alternative tour offered or opt for a refund as long as the services have not started.
- Please note that Galapagos cruises are not refundable within 60 days of trip. If the customer fails to arrive on time for the cruise, the cruise line will not refund the money paid for the cruise. In case of boat charters, customers may not change their sail date to another date within 60 days of the trip. Kusa Treks will not be responsible for missed tours for reasons beyond its control.