

CONTEMPLA

General Terms & Conditions

1. Scope of Services

Contempla is a Peruvian tour operator specializing in curated travel experiences. We design, coordinate, and operate travel services in collaboration with selected third-party providers, including hotels, transportation companies, guides, and other local partners.

By confirming a booking, the client agrees to the terms and conditions outlined below.

2. Booking & Contract

A booking is considered confirmed once:

- The booking form has been completed and accepted in writing by Contempla; and
- The required deposit has been received.

Upon confirmation, a binding travel contract is established between the client and Contempla.

Only services explicitly listed in the confirmed itinerary are included.

3. Prices & Inclusions

Prices are quoted in the specified currency and are based on current rates, taxes, and operational costs.

Unless otherwise specified, prices typically include accommodation, transportation, guiding services, entrance tickets, meals indicated in the itinerary, and applicable local taxes.

Prices do not include international flights, domestic flights, travel insurance, gratuities, personal expenses, or optional services not listed.

Contempla reserves the right to adjust prices prior to confirmation due to supplier rate changes, tax adjustments, or exchange fluctuations.

4. Deposits & Payments

A non-refundable deposit is required to secure services.

- The remaining balance is due 60 days prior to arrival.
- Bookings within 60 days require full payment at confirmation.

Failure to complete payment may result in cancellation.

Certain services (including Machu Picchu permits or special train tickets) may require full non-refundable payment at the time of booking.

5. Cancellations by the Client

Cancellations must be made in writing.

- 60+ days prior to arrival: deposit non-refundable.
- 59–31 days: 50% of total program cost non-refundable.
- 30 days or less: 100% non-refundable.

Specific services may be subject to stricter policies.

6. Cancellations or Modifications by Contempla

Contempla reserves the right to cancel or modify services due to force majeure events, safety concerns, supplier disruption, or non-payment.

Reasonable alternatives will be offered when possible. Refunds are limited to amounts recoverable from suppliers.

7. Force Majeure

Contempla is not liable for delays or failure due to circumstances beyond reasonable control, including natural disasters, political unrest, strikes, transportation disruptions, government restrictions, epidemics, or other unforeseen events.

Additional costs arising from such events are the responsibility of the client.

8. Travel Documents & Entry Requirements

Clients are responsible for valid passports (minimum six months validity), visas, permits, and compliance with entry and health regulations.

Contempla is not responsible for denied boarding or entry due to incomplete documentation.

9. Health & Physical Condition

Clients must assess their physical suitability for activities included in the itinerary.

Relevant medical conditions must be disclosed prior to travel.

Contempla may decline participation in activities if deemed unsafe.

10. Travel Insurance

Comprehensive travel insurance is strongly recommended and should include medical coverage, trip interruption, cancellation, emergency evacuation, and personal liability coverage.

Contempla is not responsible for costs arising from inadequate insurance.

11. Limitation of Liability

Contempla coordinates services provided by independent third parties.

Contempla is not liable for acts, omissions, or negligence of third-party providers.

Liability, if applicable, is limited to the total amount paid for affected services.

12. Claims & Complaints

Complaints must be communicated immediately on site.

If unresolved, written notice must be submitted within 28 days of trip completion.

This agreement is governed by Peruvian law. Jurisdiction: Lima, Peru.

13. Privacy & Data Protection

Personal information is used solely for organizing and operating travel services.

Data is stored securely and shared only as necessary for confirmed services.

14. Photography & Marketing

Unless expressly declined in writing prior to travel, Contempla may use non-identifiable photographs for promotional purposes.