



GENERAL BOOKING TERMS AND CONDITIONS

Book With Confidence

CONTACT INFO:

Sol Avenue 449, Cusco
PERÚ: +1 (202) 491-1478
USA: +1 (813) 455-8646

EMAIL & WEB

info@gotoperu.com
gotoperu.com





Introduction:

We are pleased to be your choice for your upcoming travel experience. At GOTOGROUP, our priority is to turn your vacation into unforgettable memories.

To ensure everything goes smoothly, we kindly ask that you carefully read our policies, terms, and conditions.

GOTOGROUP is the parent company of GOTOPERU, GOTOLATAM, GOTOARGENTINA, GOTOBRAZIL, GOTOCOLOMBIA, GOTOECUADOR, GOTOCOSTARICA SOUTHAMERICA COMPANY & MACHUPICCHU COMPANY, travel agencies and tour operators.

**“One Group, Many
Unforgettable Travel
Experiences”**



From the Director

At GOTOGROUP, we're honored to be your choice for discovering Latin America. As the director, I want to personally thank you for placing your trust in us.

Our terms and conditions are designed to ensure transparency, clarity, and a smooth planning experience for every traveler. We know how meaningful a journey can be, and our commitment is to provide peace of mind at every step.

GOTOGROUP brings together specialized brands united by one mission: creating unforgettable memories. Please take a moment to review our policies so your adventure begins with confidence.

Ready to travel smart? Read our Terms & Conditions now.


PAUL CATANO



I. RESERVING YOUR TRIP

A. Booking Your Trip

You can book a trip with GOTOGROUP by contacting us via phone or email. From your first contact, our experienced team of travel advisors will design a personalized itinerary tailored to your needs. We will refine and adjust the itinerary until you are completely satisfied. Once you approve the final itinerary, you will be required to make an initial deposit to secure your reservation. Travel arrangements will only be confirmed after receiving the deposit and the required documentation.

The approval of the itinerary constitutes acceptance of the terms and conditions outlined in this document. Additionally, you authorize GOTOGROUP to store your personal information solely to facilitate your travel and related services. Your data will not be used for commercial purposes.

B. Trip Deposit

To confirm your reservation, an initial deposit of the total cost per person is required within two days after the itinerary approval (the percentage of the initial deposit is subject to the cost of the flights included in your itinerary). Payments can be made via bank transfer or credit card using the payment link specified by GOTOGROUP, according to the following schedule:

LAND PACKAGE

Start of Trip	Initial Deposit	Balance Remaining Balance (30 days prior to arrival)
Within 30 days or less	100%	0%
31 to 90 days	80%	20%
91 days or more	50%	50%

- Reservations made less than 30 days before the trip: If you make a reservation less than 30 days before your travel date, you must make the full payment within 24 hours of itinerary approval due to the proximity of the departure date and service availability.
- Special destinations and events: For special destinations such as Easter Island, Galapagos Islands, Salar de Uyuni, Patagonia, or for high-demand events like Semana Santa, Christmas, New Year, Carnival in Rio, Inti Raymi in Cusco, among others, special conditions apply for the initial payment of the reservation.

Air package: Payment for the air package must be 100% and must be made in full at the time of reservation confirmation.

C. Paying Your Balance

The remaining balance must be paid 30 days before the start date of your trip. Payments can be made using the methods previously mentioned. Failure to pay on time may result in changes to your itinerary, cancellation of your trip, and the loss of any payments made.

D. Postponing Your Trip

If you need to postpone your trip, you must notify us in writing at least 60 days before your travel date. The paid balance will be transferred, minus a \$95 USD administrative fee per person and any non-refundable expenses, to a new travel date within one year (365 days) of the original departure date. Non-refundable expenses may include, but are not limited to, domestic flights, train tickets, accommodations, and cruises (according to the policies of individual providers).

We recommend purchasing comprehensive travel insurance, particularly "cancel for any reason" policies, to cover potential losses. Please note that postponing a trip from one calendar year to another may result in price increases due to updated provider policies.

E. Making Changes to Your Trip

Once your trip is confirmed, any changes to the travel activities made by the travelers may result in additional fees, fare adjustments, and is subject to availability. GOTOGROUP cannot guarantee the same reservations for accommodation, transportation, or other services if changes are made after the confirmation.

Additionally, any changes or modifications will be subject to the policies of our partner suppliers (such as hotels, operators, cruises, lodges, among others), so they may be conditioned by their specific terms and conditions.

F. Cancellation and Refunds

At GOTOGROUP, we understand that plans can change. Therefore, we want to ensure that our cancellation policies are clear and transparent.

Cancellation Request:

All cancellation requests must be formally submitted via email to the assigned sales advisor. The request must be made by the same person who made the reservation and the initial payment. Confirmed reservations with GOTOGROUP are refundable, with amounts varying depending on the notice received in advance.

I. RESERVING YOUR TRIP

Cancellation Process:

We want to ensure that you have complete clarity regarding our cancellation policies so that you can plan your trip with confidence. Below, we outline the applicable charges in the event of a cancellation and the corresponding refunds, which will also depend on each individual case. For example, if the cancellation is due to medical reasons and all the necessary documentation is provided, travel credits may be considered to postpone the trip with open dates.

Cancellation Timeframe	Applicable Refund
90+ days before the tour start date	75% of the total tour cost.
60 to 89 days before the tour start date	50% of the total tour cost.
30 to 59 days before the tour start date	25% of the total tour cost.
15 to 29 days before the tour start date	15% of the total tour cost.
Less than 14 days before the tour start date	No refund applicable.

- **Please review statement i-E again.
- Once the trip has begun, no refunds will be issued for unused portions, including accommodation, tours, or missed transportation.
- Late cancellations caused by force majeure, including health emergencies, will be evaluated by the Sales Department.

Refund Process:

The refund will be issued to the same payment method used for the original transaction, within 15 to 20 business days after the refund request has been approved. If the payment was made by credit card, the refund may take a bit longer, depending on the policies of the issuing bank.

It is important to note that the refund will not cover additional charges, such as administrative fees or third-party commissions, that were applied during the purchase process. If the payment was made through other methods, such as bank transfer or cash, the specific details for the refund will be managed according to the policy of each payment option.

GOTOGROUP's Promise:

We are committed to minimizing fees and penalties whenever possible, helping our clients to postpone or cancel their trips. In cases such as cancellations for medical reasons, a medical certificate will allow us to recover as much as possible. We understand that unforeseen circumstances occur, and at GOTOGROUP, we ensure that this process is smooth and hassle-free. We will be by your side every step of the way.

II. PREPARING FOR YOUR TRIP

A. Travel Documents

It is essential that you have all the necessary documents for your trip. It is your responsibility to obtain all required travel documents, including passports, visas, tourist cards, and vaccinations. Below, we detail the essential requirements to ensure everything is in order before your departure:

- **Visas:** A visa is a personal process that must be carried out directly by the passenger. You can check if you require a visa for your destination on the website www.visahq.com. It is important to complete this process in advance (at least 1 month) to avoid potential inconveniences. While GOTOGROUP does not handle visa processing, we are available to guide you and provide the necessary information for completing the process.
- **Passport Validity:** Ensure that your passport is valid for at least six months after your return date, as many South American countries require this condition.
- **Updated Information:** If your passport changes after the reservation, please send us the updated information at least 90 days before your trip, so we can ensure everything is in order.
- **Flight Codes:** If you purchased your flights independently, we request that you send the flight codes at least 60 days before the trip. This will allow us to organize your airport transfers in the best possible way.
- **Minors:** Travelers under the age of 18 must check with their airline for specific requirements. Additionally, they must travel accompanied by a parent or legal guardian, who must have the necessary documentation.



Argentina: From now on, it is mandatory to present a sworn statement detailing the purpose of your trip. In this document, you must also formally commit to not altering the declared purpose of your entry into the country. Additionally, it is necessary to have travel insurance (please review statement II-C).



Ecuador - Galápagos Islands: The Galápagos Transit Control Card (TCT), mandatory for all travelers, can now be completed and issued digitally through a new platform by the Government (www.gobiernogalapagos.gob.ec). Travelers must present the TCT (digital or printed), a valid passport or identity document, and a return flight ticket at the airports in Guayaquil or Quito before traveling to the Galápagos Islands.

I. RESERVING YOUR TRIP

B. Health Requirements

Before your trip, please consult with the Centers for Disease Control and Prevention (CDC) or your local health authority regarding vaccination requirements. Some immunizations may take up to a month to become effective.

It is essential that you inform us of any health conditions, allergies, or dietary restrictions that may affect your travel experience or pose risks to you or others. If any important health condition is not disclosed before the start of the trip, GOTOGROUP will not be responsible for any modifications made to the itinerary or activities, which may be necessary to ensure your safety and that of others.

Additionally, please take note of the following specific requirements depending on your destination:



Ecuador and the Bolivian Amazon: The yellow fever vaccine is mandatory for passengers visiting these regions. At least 7 days must have passed since the vaccine was administered.



Colombia: It is strongly recommended to get the yellow fever vaccine, especially for those planning to visit jungle or rural areas, such as natural national parks. It is mandatory to present a yellow fever vaccination certificate for passengers over 1 year old to enter the following parks: Sierra de la Macarena, Amacayacu, El Tuparro, Tayrona, Gorgona, Los Katios, La Paya, among others.



Brazil: There are no mandatory vaccines to enter Brazil, but it is recommended to be up-to-date with the vaccination schedule, especially for yellow fever, COVID-19, polio, measles, rubella, diphtheria, and tetanus.

Please remember that the safety and integrity of our clients are our priority, and any necessary adjustments will be made to ensure your protection during your experience.

C. Travel Insurance

GOTOGROUP strongly recommends purchasing travel insurance within 15 days of the deposit payment. This insurance should include modifications by the customer, trip cancellation, emergency medical evacuation, and coverage for Covid-19. Although it is not mandatory, having this insurance is essential for your medical protection and in case of any last-minute changes or cancellations to your itinerary.



Argentina: From now on, it is mandatory to present a sworn statement (please review statement II-A). Additionally, it is required to have travel insurance that includes health coverage throughout your stay in Argentina.

Please remember that having adequate travel insurance is an essential protective measure, not only for your health but also to ensure that your travel experience goes smoothly without any issues.

****Please review statement I-D again.**

III. NATURE OF GOTOGROUP TRIPS

A. Travel in Latin America

Traveling in Latin America involves different standards and practices compared to other regions. GOTOGROUP strives to provide the highest quality services, accommodation, and transportation. However, due to remote locations or unforeseen circumstances, conditions may challenge your comfort.

Travelers must accept the inherent risks of adventure travel, including, but not limited to, injuries from physical activities, limited medical care in remote areas, and delays caused by weather, strikes, or other factors beyond our control. GOTOGROUP is not responsible for any additional expenses incurred due to transportation delays or other uncontrollable events.

B. Limitation of Liability and Release

GOTOGROUP is not responsible for injuries, losses, or inconveniences caused by external factors beyond our control.

Travelers must inform GOTOGROUP of any abnormal circumstances that may affect their trip in order to allow for the appropriate action to be taken.

IV. OTHER IMPORTANT TERMS

A. If a client decides not to complete the tour, no refunds will be issued, and any additional costs will be at their own expense.

B. In the event of global pandemics, an open ticket will be offered to use the service on an alternative date.

C. GOTOGROUP reserves the right to modify or cancel programs due to adverse conditions in order to avoid compromising your experience.

Your safety, satisfaction, and understanding of these terms are our top priorities.

V. PRIVACY POLICY AND DATA PROTECTION

- At GOTOGROUP, we are committed to protecting the privacy of your personal data. All the information provided during the booking process will be used exclusively for purposes related to the management of your trip and the provision of our services.
- Data Collection: We collect only the necessary data to make bookings, issue invoices, and comply with legal and security requirements.
- Use of Data: We use your information to process your booking, manage payments, and provide you with a personalized service. We may also send you updates about your trip or relevant information related to our services.
- Data Protection: We implement security measures to protect your personal data from unauthorized access, alteration, or destruction.
- Access and Correction: You have the right to access, correct, and update your personal data at any time. If you wish to do so, you can contact us directly.
- Sharing Information: We do not share your data with third parties, unless necessary for the provision of travel services or when legally required.



**Explore South America with
confidence—unique
experiences, stunning
landscapes, and vibrant
cultures**



CONTACT INFO:

Sol Avenue 449, Cusco
PERÚ: +1 (202) 491-1478
USA: +1 (813) 455-8646

EMAIL & WEB

info@gotoperu.com
gotoperu.com

