

Cusco, April 8th, 2024

NEWS RELEASE

OPERATIONS MACHU PICCHU – HYDROELECTRIC STATION – MACHU PICCHU

PERURAIL S.A., railway operator on the southern and southeastern routes, informs to passengers, travel agencies, tourism operators, and general public that, we must continue to suspend the operation of Machu Picchu – Hydroelectric Station – Machu Picchu until April 20th, preliminarily.

This measure is taken in compliance with the notification send by the concessionaire Ferrocarril Transandino S.A. by suspending the railway operations between Machu Picchu and Hydroelectric until the indicated date, due to the landslide registered on February 25th.

We regret any inconvenience these measures may cause to our passengers; nevertheless, these natural events registered in the area are not related to our company's will.

We also let you know that the concessionaire will perform restoration works in the affected area; therefore, our railway operations may have delays in their travel itineraries since the affected sector is used for operations. In that case, we will let our passengers know on time.

PeruRail will continue providing assistance and flexibility to change and refund tickets to the passengers. Therefore, passengers who wish to change their travel date will be able to do so without additional cost at all our points of sale in Lima and Cusco, which can be found in the following link: <https://www.perurail.com/find-us/>. If passengers decide to cancel their trip, a refund of their tickets can be requested through the refund form posted on our website: <https://www.perurail.com/tickets-refund/>.

For travel agencies, changes will be made through our Call Center, while refunds will be managed through the sales and reservations web system (Travel Studio).

For more information and assistance, please contact our Call Center at the following number: 01 6254848 or to your sales executive.

Kind regards,
PeruRail S.A.