

RESERVATION POLICIES

FOR DMC, TOUR OPERATORS AND TRAVEL AGENCIES 2025

FITS (up to 11 passengers)

	PERURAIL EXPEDITION / PERURAIL VISTADOME / VISTADOME OBSERVATORY	PERURAIL TITICACA	HIRAM BINGHAM	ANDEAN EXPLORER
Pre-payment	10%	10%	15%	15%
Pre-payment deadline (prior to date of travel)	45 days	60 days	90 days	90 days
Full payment (prior to date of travel)	30 days	30 days	60 days	60 days
Cancellation penalty (24 hrs before departure)	10%	10%	15%	**
Cancellation penalty (within 24 hrs before departure)	100%	100%	100%	100%

GROUPS (12 or more passengers – 7 cabins)

	PERURAIL EXPEDITION / PERURAIL VISTADOME / VISTADOME OBSERVATORY	PERURAIL TITICACA	HIRAM BINGHAM	ANDEAN EXPLORER
Pre-payment	10%	10%	15%	15%
Pre-payment deadline (prior to date of travel)	45 days	60 days	90 days	90 days
Full payment (prior to date of travel)	30 days	30 days	60 days	60 days
Cancellation penalty (24 hrs before departure)	10%	10%	15%	**
Cancellation penalty (within 24 hrs before departure)	100%	100%	100%	100%

TOUR SERIES

	PERURAIL EXPEDITION / PERURAIL VISTADOME / VISTADOME OBSERVATORY	PERURAIL TITICACA	HIRAM BINGHAM	ANDEAN EXPLORER
Pre-payment	Does not apply	10%	15%	15%
Pre-payment deadline (prior to date of travel)	Does not apply	60 days	90 days	120 days
Full payment (prior to date of travel)	30 days	45 days	60 days	90 days
Cancellation penalty (24 hrs before departure)	10%	10%	15%	**
Cancellation penalty (within 24 hrs before departure)	100%	100%	100%	100%

NOTE:

FITS, Groups and Series:

- Every booking made after the pre-payment period (up to 7 days before the date of travel), must be paid in full within 96 hours of confirming the booking.
- Every booking made between 6 and 0 days prior to the date of travel, must be paid within 4 hours of confirming the booking.
- The cancellation penalty is non-refundable.
- If occupancy is >50%, pre-payment will be requested 90 days prior to the date of travel, except for the Andean Explorer, a Belmond Train, in which case it will be 150 days prior to the date of travel.

(**) CANCELLATIONS PENALTY CHART

	ANDEAN EXPLORER, A BELMOND TRAIN		
	FITS	TOUR SERIES	GROUPS
>= 120 days	Does not apply	Does not apply	Does not apply
<90 - 119 days	Does not apply	15%	Does not apply
<89-75 days>	15 %	15%	15%
<74-60 days>	15%	15%	15%
<59-45 days>	15%	50%	50%
<44-30 days>	50%	75%	75%
<=29 days	100%	100%	100%

CHARTERS

	PERURAIL EXPEDITION, PERURAIL VISTADOME, PERURAIL VISTADOME OBSERVATORY & PERURAIL TITICACA
Pre-payment 50%	60 days prior to date of travel
Full payment 100%	45 days prior to date of travel
Cancellations	All charter payments are non-refundable

CHARTERS

	HIRAM BINGHAM	ANDEAN EXPLORER
Pre-payment 25%	120 days prior to date of travel	Up to 14 days after the reservation is confirmed
Full payment 75%	90 days prior to date of travel	120 days prior to date of travel
Cancellation charges	All charter payments are non-refundable	

TERMS & CONDITIONS

	INFANTS, CHILDREN AND TOUR GUIDE POLICIES PERURAIL EXPEDITION, PERURAIL VISTADOME, PERURAIL VISTADOME OBSERVATORY & PERURAIL TITICACA		
	AGE****	DISCOUNT OVER BAR	OBSERVATIONS
INFANTS	< 3 years old	100%	No seat assigned*
CHILDREN	<=3 and 11 years old>	25%	With a seat assigned **
TOUR GUIDE	Does not apply	20%	With a seat assigned ***

(*) If an infant is assigned a seat, a child fare applies.

(**) Children and infants must be accompanied by an adult.

(***) Guides must be members of the Cusco guide association and registered in our system to access the rate.

(****) Consider the age of the Infant or Child on the date of travel.

NOTE: For the Andean Explorer service, a Belmond Train, the adult rate applies for children and guides. Infants travel free of charge if they share a Suite cabin.

Commercial Procedure and Penalties:

- Any booking paid and not issued (once the term has expired) will be penalized with a 10% or 15% withholding of the booking price, depending on the type of train, issuing the corresponding invoice.
- When a passenger is late for the train departure, he/she loses the total ticket, and must buy a new one.
- Cancellations made within 24 hours prior to travel are considered No-Show. No-Show does not imply reimbursement of the price of the tickets.
- The postponement or annulment/cancellation of the train service may be requested no less than 24 hours before the time set for the start of the service.
- A penalty of 10% or 15% of the value of the ticket applies in the postponement of the train service and change of travel date.
- A penalty of 10% or 15% of the price of the ticket always applies in the cancellation of the train service. This refund will be reflected in a credit note in favor of the travel agency.

MODIFICATION OF TICKETS ISSUED AND CHANGE OF TICKET NAME

- The change of name on the train ticket must be made at least 24 hours in advance of the train's departure time.
- For change of name on the train ticket, PERURAL will charge an issuance expense equivalent to US\$6.00 per one way, per person (\$12.00).
- Changes of train service shall proceed according to availability and subject to penalty (10% or 15%, as appropriate), plus fare difference. For example, the passenger had a PeruRail Expedition train and now requests a PeruRail Vistadome train.
- If a change from a higher priced to a lower priced train is requested, a penalty is charged. No refund of fare difference applies.

Last update: August, 19th, 2024