

Cusco, May 12th 2025

NEWS RELEASE

OPERATION OF TOURISTICAL TRAINS ON WEDNESDAY MAY 14TH

PeruRail, operator of southern and southeastern routes in this country, informs the public that, on **Wednesday, May 14th**, our train service from and to Machu Picchu will operate in short section, which means, with departure and arrival to the Ollantaytambo station, due to the call of the macro-regional strike on this date. Likewise, we feel obligated to suspend the operation of the bimodal service (bus + train).

We also specify that the train service with regular departure and arrival schedule to the Ollantaytambo station will continue operating as usual according to the established itineraries.

Due to the reasons stated above, **we feel obligated to suspend the operation of the PeruRail Titicaca train to the Cusco – Puno section on May 14th.**

PeruRail will provide its passengers with all the necessary assistance and flexibility for ticket changes and refunds. In that sense, passengers who wish to change the date of travel, may request it at all our points of sale in Lima and Cusco that can be located at the following link: <https://www.perurail.com/es/ubicanos/>

If they decide to cancel their trip, refunds of tickets can be requested through the refund form posted on our website: <https://www.perurail.com/es/cancelaciones-de-ticket/>.

Changes for travel agencies can be made through our Call Center. Refunds will be requested by e-mail devoluciones@perurail.com or managed through the sales and reservation platform, Travel Studio.

We regret any inconvenience this measure may have caused; nevertheless, those events are not related to our company's will, and we prefer to prioritize the safety of our passengers and workers against the macro-regional strike.

For more information and assistance, please contact us through our Call Center at 01-6254848 or to your sales executive.

Sincerely,
PeruRail S.A.