

Cusco, September 15, 2025

NOTICE

PeruRail S.A., the railway operator on the southern and southeastern routes, informs its passengers, travel agencies, tour operators, and the general public that, since Sunday 14 September, blockages have been reported along the railway line in the Ccorihuayrachina sector (km 83+600 – km 87+600 – km 87+500), involving rocks of various sizes and social demonstrations.

In response to this situation, the railway concessionaire, Ferrocarril Trasandino S.A., has announced the temporary suspension of train operations until the necessary safety conditions are restored.

As a result, service rescheduling will occur and will be communicated in due course via our official channels. PeruRail will provide passengers with full assistance and flexibility for ticket changes and/or refunds, which may be requested at any of our sales points in Lima and Cusco, available at the following link: <https://www.perurail.com/find-us/>. If passengers choose to cancel their journey, they may request a refund via the form available on our website: <https://www.perurail.com/tickets-refund/>

Travel agencies may process modifications through our Call Centre, while refunds must be managed via the Travel Studio sales and booking platform.

For further information and assistance, please contact our Call Centre at 01 6254848 or reach out to your sales executive.

PeruRail reiterates that it has no involvement or decision-making authority regarding bus operations on the Hiram Bingham route. As a railway operator, our commitment is to transport passengers and/or cargo, provided legal requirements are met and safety conditions are guaranteed.

We appreciate your understanding and reaffirm our commitment to maintaining a safe and reliable service for all.

Sincerely,
PeruRail S.A.