

Cusco, 17 September 2025

ANNOUNCEMENT ON RESUMPTION OF REGULAR OPERATIONS

PeruRail S.A., railway operator on the southeastern routes, informs its passengers, travel agencies, tour operators, and the general public that, according to the information issued by the railway concessionaire, Ferrocarril Trasandino S.A., today, Wednesday 17 September, starting at 13:00, the resumption of railway operations on the Ollantaytambo – Machupicchu – Ollantaytambo route has been authorized, after receiving guarantees of order and safety for the railway from the competent authorities.

Based on this information, PeruRail will resume operations with train service 303 departing from Ollantaytambo station at 13:27.

PeruRail will provide its passengers all the necessary assistance and flexibility for ticket changes and/or refunds, which can be requested at our points of sale in Lima and Cusco, locations at the following link: <https://www.perurail.com/find-us/> . Refunds can be requested completing the form published on our website: <https://www.perurail.com/ticketsrefund/>.

For travel agencies, ticket changes can be made through our Call Centre, while refunds must be processed through the sales and booking platform, Travel Studio.

For further information and assistance, please contact us through our Call Centre on 01 6254848 or through your sales representative.

PeruRail reiterates that it has no decision or position on bus operations on the Hiram Bingham route. As a railway operator, our commitment is to transport passengers and/or cargo, provided that legal requirements are met and conditions exist to ensure safe operations.

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

Sincerely,
PeruRail S.A.