

Terms & Conditions



PURPOSE AND GENERAL DISCLAIMER

CREES Expeditions provides expeditions, eco tours and volunteer programmes in the Cusco region of Peru and the rainforests of the Manu Biosphere. All participants in CREES Expeditions programmes and visitors to the Manu Learning Centre must provide their own insurance and waive all rights and claims against CREES Expeditions, the Manu Learning Centre and Fundo Mascoitania.

RESERVATIONS

Reservations should be made a minimum of 60 days prior to the itinerary start date. To make a reservation, a deposit no less than 20% of the total price is required. This deposit is non-refundable and will be put toward the final payment, which is due 45 days prior to the itinerary start date.

CANCELLATIONS & REIMBURSEMENTS:

- If a client has made payments in excess of their required deposit and provides notification of cancellation in writing until and including 45 days before the reservation start date, the balance paid in excess of their required deposit will be reimbursed.
- No reimbursement will be made if the notification of cancellation is received 44 or less days before the reservation start date, or in the case of a no-show by the client or for cancellations made once the itinerary start date has passed.
- Notifications of cancellations and requests for reimbursements should be made in writing and include all pertinent information.
- CREES Expeditions retains the right to cancel any reservation up to and including 30 days before the reservation start date. In the event of a reservation cancellation, all fees and deposits will be refunded in full.
- In the event that CREES Expeditions cancels a reservation, CREES Expeditions will not be liable for additional costs incurred by visitors in regards to the purchase of flights, insurance, or any other affiliated expense.
- Some services may be interrupted or cancelled due to climate conditions, reasons of force majeure, acts of God, riots, etc., or others beyond the control of the CREES Expeditions or its associates. No reimbursements will be made as a result of such interruptions or cancellations beyond our control.

ITINERARY

Itineraries are planned with great care, although, for operational reasons, it may be necessary to change the sequence of activities or the specified routes, and though such cases are rare, in general itineraries should be treated only as a basic guideline.

CHANGES TO TRAVEL ARRANGEMENTS

CREES books all transport in advance to ensure availability and standard pricing and can therefore neither offer either full nor partial refunds in the event that the client wishes to change the transport arrangements stipulated in their itinerary. Clients are therefore liable for the cost of any changes they make to the pre-defined transport plans laid out in their itinerary.

MEALS

Clients must notify CREES Expeditions of any specific eating requirements and/or allergies before they make a reservation. CREES Expeditions cannot guarantee the provision of specialised food and therefore requires that clients discuss this issue with their CREES Expeditions representative during the quotation process and before a deposit is made.

NOT INCLUDED

Passport, tourist card, vaccination certificates. Alcoholic or other beverages unless otherwise indicated on the itinerary. Travel insurance, health insurance, services not mentioned in the itinerary and any other items of personal nature. Prices do not include international and national airfare, meals & drinks not detailed on the quotation, excess baggage, optional excursions, cost of phone calls, laundry.

HEALTH REQUIREMENTS

As requirements for certification of vaccination are subject to change, please check with the Centre for Disease Control at (404) 639-3534 for updated information or go to their website at www.cdc.gov/travel. Please confirm with your physician that you are in good health and able to tolerate the extremely high altitude before making reservations as you will lose your non-refundable deposit.

HEALTH & SAFETY DISCLAIMER

CREES, along with our guides/leaders and anyone else working in association with us cannot be held responsible for any accident or mishap that may occur in connection with any part of, or services connected with your visit. In the absence of more qualified medical assistance, CREES employees will, to the best of their knowledge and ability, provide first aid support when needed. By signing the terms and conditions you agree not to take any legal proceedings against CREES or its employees as a result of any first aid treatment, advice, information, medicines given or administered during your visit.

INSURANCE

It is the client's responsibility for obtaining sufficient personal travel insurance. The client is willing to accept full responsibility for insurance up to limits that the client may require. This insurance should cover personal accident, medical expenses, air ambulance, loss of effects, repatriation costs and all other expenses which might arise as a result of loss, damage, injury delay or inconvenience occurring to the client. It is compulsory that all clients have personal travel insurance. When obtaining travel insurance the client must ensure that the insurer is aware of the type of travel to be undertaken.

TRAVEL DOCUMENTS & ADVICE

The client must be in possession of a valid passport and all visas required for the whole of the journey and the client accepts responsibility for obtaining the same. Any information or advice given by the company on visas, vaccinations, climate, clothing, baggage, special equipment, etc is given in good faith but without responsibility on the part of the company.

AUTHORITY

At all times the decision of the company's guide or representative will be final on all matters likely to endanger the safety and well being of visitors or tour groups. The client must at all times strictly comply with the laws, customs, foreign exchange and drug regulations of Peru. Should the client fail to comply with the above, or should the client interfere with the well being of the group then the guide or company representative may order the client to leave the tour/expedition/programme without recourse to any refund.

RESPONSIBILITY

The Company shall not be liable for any damage or loss if the failure to carry out the contract is: 1) attributable to the client 2) attributable to a third party unconnected with the provision of the services contracted for and the event is unforeseeable or unavoidable 3) due to unforeseen and unusual circumstances beyond the company's control, the consequences of which could not have been avoided even if all due care had to be exercised. 4) due to political disputes, industrial action, climate or other matters of a similar nature and any other force majeure. 5) due to an event which the company, even with all due care could not foresee or forestall. Any liability is limited to the full price paid for the tour. In all cases the company specifically excludes all liability for indirect or consequential loss or expense including loss of profits.

CLAIMS AND COMPLAINTS

If a client has a complaint against the company the client must first inform the guide or company representative in order that the guide/representative can attempt to rectify the matter. Official complaints must be put in writing to the company within 7 days of the end of the itinerary.

LOCAL CONDITIONS

Due to political and cultural differences, as well as generally tougher physical conditions, travel to the areas we visit involves risks other than those we take in our daily lives. It is important clients make themselves aware of the risks involved, and are responsible for making their travel plans accordingly.

PHOTOS

Visitors should be aware that they may be photographed and/or filmed during their stay at the Manu Learning centre. CREES Expeditions reserves the right to use such material for any publications or marketing uses and promotional literature. If the client is opposed to this they must provide written notification to CREES Expeditions before their expedition/tour/programme start date.