

# Terms and Conditions

## TERMS AND CONDITIONS OF SERVICES

### 1. PAYMENT AND SERVICE CONFIRMATION

#### Available Payment Options

**Bank Transfers:** We accept payments via bank transfer to BBVA.

**Credit Cards:** Payments are accepted with Visa, MasterCard, American Express, Diners Club, and others through our payment platform. It is important to verify whether your card is accepted before proceeding with the payment.

**International Payments:** Payments may be made via international transfers to our bank account or through our platform. Please note that all transaction-related fees will be covered by the client.

**Security Measures for Card Payments:** All payments are confirmed with an accounting document issued by Manu Adventures, which will be sent electronically to the email provided by the client. The confirmation of the contracted services will be issued once full payment has been received and verified. Any inquiries or requests related to payments should be addressed to our Sales and Reservations Department via [reservas@manuadventures.com](mailto:reservas@manuadventures.com).

### 2. MODIFICATIONS, CANCELLATIONS, AND PENALTIES

#### Modification and Cancellation Process

To make any changes or cancellations to your reservation, a written request must be sent to [reservas@manuadventures.com](mailto:reservas@manuadventures.com). The request must include the original reservation details and specific information regarding the requested changes or the intent to cancel.

#### Penalty Scale:

##### Individual Travelers:

- 50% Penalty: Between 16 and 30 days prior to the date of the service or tour.
- No refund: Between 0 and 15 days prior to the date of the service or tour.
- No show: No refund.

##### Groups (5 or more passengers):

- No refund: Between 16 and 30 days prior to the date of the service or tour.
- No refund: Between 0 and 15 days prior to the date of the service or tour.
- No show: No refund.

**Refund Policy:** Refunds will be processed according to the penalty scale outlined above. If applicable, Manu Adventures will issue the refund within 10 business days following the approval of the cancellation request. For payments

made by credit card, refunds are subject to the issuing company's refund policies. Any bank fees related to the refund must be covered by the client.

Notifications: Manu Adventures will confirm receipt of all modification or cancellation requests by email and will inform the client of the status of their request and details of any approved refund.

Additional Considerations:

We advise clients to consider purchasing travel insurance that covers cancellations to reduce potential financial losses due to unforeseen circumstances that may require altering or canceling their trip. Modifications are subject to availability and may incur additional charges if there is a difference in price for the new requested service.

### 3. SUPPORT AND ASSISTANCE

Availability: Manu Adventures provides continuous support to clients, guaranteeing 24/7 assistance. This service is designed to manage reservations, last-minute coordination, and respond to any emergencies that clients may face during their trip.

Communication Channels:

Emergency Numbers: For immediate response, the following phone number is available for our clients: WhatsApp: +51 984770032. This number is managed by our Sales and Reservations Executive, ensuring service quality and efficiency.

Responsibilities: Our team is trained to provide assistance in a variety of situations, including last-minute reservation changes, travel guidance, and the resolution of any issues that may arise. In addition to emergencies, this service is available for general travel information, local recommendations, and assistance with services contracted through Manu Adventures.

Commitment to Quality: We are committed to providing high-quality support focused on client safety and satisfaction. If we cannot resolve an inquiry immediately, we will continue investigating and respond with a solution or update as soon as possible.

Feedback and Improvement: We value client feedback on their experience with our support service. Any comments or suggestions may be sent to our customer service email to help us continuously improve our services.

### 4. PRIVACY POLICY (USE OF PERSONAL DATA)

Data Protection Commitment

MANU ADVENTURES is committed to complying with Law No. 29733 – Personal Data Protection Law – and its Regulation No. 003-2013-JUS. We are

dedicated to safeguarding our clients' privacy and ensuring the appropriate use of their personal data.

#### Consent for the Processing of Personal Data

By accepting our terms and conditions, you give your free, prior, express, and informed consent for MANU ADVENTURES, either directly or through affiliated third parties, to collect, process, store, and, if necessary, transfer your personal data for operational and strategic purposes, including:

- (i) Provision of the contracted service.
- (ii) Communication about new services and offers related to your interests.
- (iii) Improvement of service quality and assessment of customer satisfaction.
- (iv) Database management for statistical or historical analysis.

#### Data Subject Rights

You have the right to access, rectify, cancel, or object to the use of your personal data at any time. Requests must be submitted in writing via the official communication channels of MANU ADVENTURES. Consent revocation can be made at any time without affecting data processing necessary for the execution of the service contract.

#### Transparency and Access to Information

You will be duly informed about the use of your data, and transparency will be maintained regarding our information management practices. MANU ADVENTURES ensures that any data transfer to third parties complies with the security and confidentiality standards required by relevant legislation.

#### Data Security

We implement appropriate technical and organizational security measures to protect your personal data from unauthorized access, unlawful alteration, disclosure, destruction, or any other form of illegal processing.

#### Contact

For any inquiries regarding your personal data, please contact us through the official communication channels of MANU ADVENTURES.

## 5. LIABILITY

#### Operational Responsibility

MANU ADVENTURES is committed to delivering all activities included in the contracted services while ensuring client safety and the proper execution of scheduled itineraries. However, unforeseen circumstances may lead to necessary changes.

#### Limitation of Liability

External Causes: MANU ADVENTURES shall not be held liable for losses or additional expenses due to delays or schedule changes caused by weather, health issues, strikes, or other events beyond our direct control.

Force Majeure: We are not responsible for force majeure events such as natural

disasters, social conflicts, acts of war, or government interventions affecting the trip.

Third Parties: Damages or losses caused by third parties not contractually linked to MANU ADVENTURES are excluded from our responsibility.

#### Traveler's Responsibility

**Conduct and Wellbeing:** Each traveler is solely responsible for their behavior and wellbeing during the activities. Maintaining good physical and mental health is essential to fully enjoy the trip.

**Preparation:** Travelers must be properly informed about the nature of the trip and adequately prepared for the scheduled activities.

**Recommendations:** We strongly advise all travelers to obtain suitable travel insurance covering medical events, accidents, and baggage loss or damage. MANU ADVENTURES is available to assist with insurance-related incident coordination.

## 6. INSURANCE

#### Insurance Recommendation

MANU ADVENTURES strongly recommends all travelers purchase comprehensive travel insurance before starting their journey. Adequate insurance offers peace of mind and coverage for unforeseen events during travel.

#### Suggested Coverage:

- **Personal Accidents:** Coverage for accidents occurring during the trip.
- **Baggage Loss:** Compensation for lost, stolen, or damaged luggage.
- **Emergency Evacuation:** Medical evacuation and repatriation assistance.
- **Medical Expenses:** Reimbursement for medical expenses due to illness or injury.
- **Delays and Cancellations:** Compensation for significant delays or last-minute cancellations due to weather, strikes, or natural disasters.

#### Assistance During Travel

Should a situation arise requiring insurance use, MANU ADVENTURES will assist travelers in filing claims with the insurance company. This includes document preparation, communication with local authorities, and coordination with medical and emergency service providers.

#### Importance of Insurance

Travel insurance is essential for mitigating risks associated with international travel and outdoor activities. It ensures financial and logistical support in case of any mishap.

#### Insurance Inquiries

For further information about acquiring travel insurance or details on coverage,

please contact our customer service team, who will help you choose the most suitable policy for your trip.

## 7. CHANGE POLICY

**Right to Modify:** MANU ADVENTURES reserves the right to make changes to the services, prices, or itineraries described in our brochures, promotions, and website. These changes may be due to operational needs or adjustments resulting from external factors beyond the company's control.

**Notification of Changes:** In the event of any significant changes, MANU ADVENTURES is committed to informing clients in a timely manner. Notification will be given at the time of booking or as soon as possible once the change has been confirmed.

**Handling Changes During the Tour:** While we intend to operate all tours as planned, reasonable adjustments to the itinerary may be necessary due to unforeseen circumstances or events beyond our control, such as adverse weather conditions, legislative or political changes, or safety-related situations. In such cases, we will seek the best possible solution to minimize the impact on the travel experience, always maintaining the quality and safety of the tour.

**Commitment to Clients:** MANU ADVENTURES is committed to keeping clients informed of any changes and managing the necessary adjustments to ensure the satisfaction and well-being of all tour participants. We value the trust placed in us to handle your travel plans and always strive to act in the best interest of our clients.

## 8. COMPLAINT PROCEDURE

**Immediate Communication:** It is crucial for MANU ADVENTURES to receive any complaints or dissatisfaction regarding our services during the course of the tour. We strongly encourage all clients to immediately communicate any issues to our local representative. This allows us to address and resolve matters effectively at the moment they occur.

**Responsibility During the Tour:** Failure to notify us of a problem while the tour is in progress limits our ability to address and resolve the incident satisfactorily. MANU ADVENTURES is committed to doing everything possible to ensure the quality and enjoyment of your trip, but lack of timely notification may prevent us from adequately managing the issue.

**Post-Tour Complaint Process:** If the client remains dissatisfied after the conclusion of the tour or considers that the issues were not satisfactorily resolved, they must submit a formal complaint in writing within 30 days of returning. This should be done by sending a detailed description of the problem to our customer service email address or by postal mail to the main office of MANU ADVENTURES.

**Investigation and Response:** MANU ADVENTURES is committed to thoroughly and objectively investigating all formally received complaints. We will strive to resolve complaints fairly and within a reasonable timeframe, maintaining ongoing communication with the client throughout the resolution process.

**Commitment to Continuous Improvement:** We value client feedback and use the information from complaints to continuously improve our services and customer

experience. We are committed to learning from each incident and implementing relevant improvements in our operations.

## 9. CLIENT RESPONSIBILITIES

**Compliance with Guidelines and Decisions:** Clients of MANU ADVENTURES agree to respect and follow all guidelines and decisions made by the company, its employees, tour leaders, and authorized agents during the provision of services. This is essential to ensure the safety, order, and optimal enjoyment of all scheduled activities.

**Behavior During the Tour:** All clients are expected to maintain behavior that contributes to the general well-being of the group. MANU ADVENTURES staff has the authority to make decisions deemed necessary for the safety and proper management of the group. This includes, but is not limited to, disciplinary measures in response to behaviors that may compromise the safety, order, or well-being of other participants.

**Exclusion Due to Health or Behavior:** If at any time, before, during, or after the tour, MANU ADVENTURES authorized staff determines that a client's health or behavior may compromise the safety, order, or general well-being of the group, the company reserves the right to exclude the client from all or part of the tour, without the right to a refund. In extreme cases, exclusion may be immediate and require the client to leave the tour at their own expense.

**Individual Responsibility:** Clients are responsible for their own health and well-being. MANU ADVENTURES recommends that each client undergo a medical evaluation before embarking on the trip, especially if the tour activities require significant physical effort. Likewise, it is the client's responsibility to inform the company of any medical condition or special needs that may affect their ability to fully participate in the tour.

**Consequences of Exclusion:** If a client is excluded from the tour for the reasons mentioned above, MANU ADVENTURES will not be responsible for providing any additional compensation or covering expenses incurred following the exclusion, including lodging and transportation.

## 10. OUR RESPONSIBILITIES

**Commitment to Safety and Quality:** MANU ADVENTURES accepts bookings with the understanding that all clients voluntarily acknowledge and accept the inherent risks of nature tours. We are committed to organizing these trips with the highest diligence and attention to detail to ensure their proper execution and the safety of all participants.

**Managing Unexpected Situations:** Although we strive to plan and execute every trip without setbacks, it is important to recognize that nature trips may face unforeseen challenges. MANU ADVENTURES works with a highly trained team to manage and minimize any inconvenience that may arise during the trip, ensuring a prompt and effective response to any situation.

**Limitations of Liability:**

- Force Majeure: We are not responsible for changes or cancellations of parts of the itinerary due to force majeure events, including but not limited to adverse weather conditions, blocked roads, natural disasters, or civil disturbances.
- Adverse Events: We do not guarantee against delays, interruptions, or impediments that may affect the itinerary or travel comfort caused by external events beyond our control.
- Service Quality: While we guarantee that all contracted services will be provided at the highest possible quality level, we cannot be held responsible for partial or unsatisfactory performance of these services when due to circumstances beyond our control.

Recommendations: We encourage all clients to consider purchasing adequate travel insurance that covers unforeseen events such as cancellations, medical emergencies, or evacuations, for greater personal and financial protection during the trip.

Commitment to Continuous Improvement: MANU ADVENTURES is committed to continuously evaluating and improving our processes and protocols to ensure the best possible experience for our clients. We value our travelers' feedback and suggestions and use this information to optimize our services continuously.

## 11. FLIGHTS / DELAYS

Flight Responsibility Policy: MANU ADVENTURES does not assume responsibility for flight cancellations or delays due to external factors beyond our control, such as adverse weather conditions, airline operational decisions, actions by airport authorities, air traffic controllers, mechanical failures, or strikes. These events are considered force majeure in the aviation sector.

Commitment to Assistance: Although we cannot control external factors affecting flights, we are committed to providing all possible assistance to adjust travel itineraries and minimize the inconveniences these delays may cause.

This includes rescheduling activities and coordinating with other service providers to adapt plans as needed.

Client Expectations: We ask our clients to remain flexible and understanding in cases of flight delays. Patience and collaboration are essential to effectively manage itinerary changes caused by such delays. We assure our clients that we will do everything possible to ensure the continuation of their trip with minimal impact.

Communication During Delays: In case of significant delays, our support team will be available to provide regular updates and offer alternatives when possible. We advise clients to stay in contact with our staff during any delay to receive real-time assistance.

Additional Recommendations: We advise travelers to consider travel insurance that includes coverage for flight delays and cancellations. These policies can provide financial compensation and additional support in the event of prolonged delays or cancellations.

## 12. CHILD POLICY

Age Categories:

- Infants (0 to 4 years): In most of our programs, infants under 4 years old are not subject to additional charges, provided they share a bed with their parents.
  - Children (5 to 11 years): Participants within this age range are classified as minors and receive a 20% discount on the rack rate.
- Participants aged 12 and over are subject to the full corresponding rates.

### 13. DOCUMENTATION

**General Documents for All Passengers:** It is essential that all passengers carry a valid identification document for travel, either a passport or another internationally recognized travel document, in accordance with the legal regulations in force in Peru. This document must be valid and accepted in all destinations included in the tour itinerary.

**Requirements for Families with Children:** In the case of family groups with children, a valid passport or National Identity Document (DNI) must be presented for each minor.

**Consequences of Missing Documentation:** Failure to present the appropriate documentation will prevent the client from participating in the tour, and a “no-show” will apply.

**Recommendations:** We advise all clients to review their travel documents well in advance of the departure date to ensure they comply with all applicable regulations. MANU ADVENTURES is available to assist clients in understanding and meeting these requirements.