

## INKATERRA HOTELS BOOKING POLICY 2011 January 1<sup>st</sup> - December 31<sup>st</sup>, 2011

### RESERVATION REQUEST

Any request, confirmation, reduction, addition, modification or cancellation of reservations must be addressed to our Main Reservation Office:

#### **Inkaterra Hotels**

Inkaterra Reserva Amazónica  
Inkaterra Machu Picchu Pueblo Hotel  
Inkaterra La Casona

Email: [central@inkaterra.com](mailto:central@inkaterra.com)  
Telephone: (51-1) 610-0404  
Fax: (51-1) 422-4701  
Or to your assigned account

#### **byInkaterra Hotels**

El MaPi Hotel - byInkaterra  
Hacienda Concepción - byInkaterra

Email: [central@byinkaterra.com](mailto:central@byinkaterra.com)  
Telephone: (51-1) 422-6574  
Fax: (51-1) 422-4701  
Or to your assigned account

Your reservation code, status, details, and terms for reconfirmation and payment will be sent the next working day following the receipt of your request.

Every reservation request must include the following information:

- Hotel name for reservation.
- Complete name of the guest/s.
- Arrival and departure dates.
- Number, category and type of rooms required.
- Arrival and departure time and mode of transport (flight, train schedules).

For group and fixed departure reservations (series), maximum response time will be within seven (7) working days. The request must include the name/s of both guest/s and tour operator or travel agency concerned. If you do not receive a reply within the specified time, please contact our Main Reservation Office at (51-1) 610 0404.

Early departures from the hotel, meals, and excursions not taken, "no shows" or any other unused portion of reconfirmed or paid reservation will not be refunded and are considered consumed services. We recommend trip cancellation insurance in case of emergencies, illness, logistical problems or others.

### RESPONSIBILITIES

Agencies or Operators booking our products and services are responsible for communicating in writing, opportune and responsibly to Inkaterra of any cancellation, reduction, modification and/or reconfirmation of the reservation. Likewise, our Inkaterra Main Reservation Office should give answer in writing, in sign of conformity.

If the booking agent does not comply with the booking deadline and conditions, the reservation will be AUTOMATICALLY cancelled. If the deadline falls on a holiday, Saturday, or Sunday, any cancellation, reconfirmation or payment must be complied with, the previous working day before 5:00 p.m.

### GUARANTEE PAYMENT, DEADLINES AND PENALTIES

Pre confirmed with reservation code	Confirmed 20% anticipated payment (*)	80% Final payment (**)
01 - 04 rooms	45 days previous to arrival	30 days previous to arrival
05 - 24 rooms	60 days previous to arrival (***)	45 days previous to arrival
25 - 44 rooms	90 days previous to arrival (***)	45 days previous to arrival
45 - + rooms	120 days previous to arrival	45 days previous to arrival
	(*) You should confirm your reservation with a not refundable payment of the 20% of total; otherwise, your reservation will be automatically canceled.	(**) You should make the not refundable payment of the total balance, and send your final information of the arrival; otherwise, your reservation will be automatically canceled. In case of cancellation after you made the final payment, a 100% fee of the reservation total will be apply.
	(***) If the availability allows us, you will be able to keep 02 rooms NN without any charge between the dates of prepayment and final payment.	

### NO SHOW

Any cancellation of reservation after FINAL PAYMENT is considered as NO-SHOW. Every room with a NO SHOW status will automatically be considered as part of the hotel inventory, thus, the agency loses the right to use it.

### LAST MINUTE RESERVATIONS

Reservations received less than forty-five (45) days prior to the arrival date must pay 100% of the reservation in the time scheduled by our reservation department at the confirmation time.

### PROMOTIONS

IT3HTLS – 10% of discount for the traveler that stays at Inkaterra La Casona, Inkaterra Reserva Amazónica and Inkaterra Machu Picchu Pueblo Hotel in the same trip. The travel agency should request this promotion so to be valid.

### SPECIAL DATES POLICY

For the reservations between December 24th and 31st and between June 21st and 27th the terms established for groups with reservations greater to 25 rooms will apply. To add the celebration meal rate per person is compulsory for the nights of Christmas (Dec 24th) and New Year (Dec 31st).

### COMPLIMENTARY POLICY

For groups of more than fifteen (15) paying passengers, one person (1) will be free of charge in a double or single room (the 16th guest).

For groups of more than thirty (30) paying passengers, two persons (2) will be free of charge in a double room (the 31st and the 32nd guests).

For groups of more than seventy (70) paying passengers, four persons (4) will be free of charge (FOC) in two double rooms, (the 71st, 72nd, 73rd and 74th guests). Only a maximum of four (2) FOCs will be extended.

#### **INKATERRA HOTELS**

- *INKATERRA RESERVA AMAZONICA* - Complimentary rooms will be assigned based on double occupancy in a Superior category room.
- *INKATERRA MACHU PICCHU PUEBLO HOTEL* - Complimentary rooms will be assigned based on the meal plan (half board or full board) reserved for the group in a superior category room.
- *INKATERRA LA CASONA* - Only one half-twin complimentary accommodation is possible, depending on occupancy, applicable in a Patio Suite.

#### **byINKATERRA HOTELS**

- *EL MAPI HOTEL - byINKATERRA* - Complimentary rooms will be assigned based on double occupancy and the meal plan (half board or full board) reserved for the group in a superior category room.

#### **CHILD POLICY**

**Only for children 12 years and under**

#### **INKATERRA HOTELS**

##### *INKATERRA RESERVA AMAZONICA*

Not recommended for children under five (5). Children from six (6) to twelve (12) will pay 50% of the published rate, based on the room category chosen by their parents.

##### *INKATERRA MACHU PICCHU PUEBLO HOTEL*

Children 12 years and under are allowed to share a room with parents/adults as well as half board meals. A maximum of two (2) children are allowed per room. Children over twelve must take an Additional Bed. Only one Additional Bed is allowed per room, subject to availability and category.

##### *INKATERRA LA CASONA*

Children 12 years and under must take an additional bed sharing the suite with one or two adults. Only one additional bed is allowed per room, subject to availability (very limited) and category.

#### **byINKATERRA HOTELS**

##### *EL MAPI HOTEL - byINKATERRA*

Children 12 years and under must take an additional bed sharing the room with one or two adults. Only one additional bed is allowed per room, subject to availability (very limited).

Baby cribs are available free of charge with advance request recommended due to limited supply.

#### **SPECIAL DISCOUNTS**

Special Discounts may be extended, with a formal letter of request, subject to evaluation and approval by our Management Committee and room availability.

Reservations already made based on regular rates cannot be changed to bookings based on discounted rates. The terms of payment and conditions are the same as regular reservations.

**TAX EXEMPTION (DL 919)**

Non-residents are exempted from local sales taxes (*VAT or GST*). In order to be tax-exempted, all guests must present their original passport along with their Andean Immigration Card for verification and photocopy upon arrival at our hotels. Only original passports will be accepted as required by law. In case guests do not present the proper documents required as mentioned, to prove non-residency, local sales taxes (*VAT or GST*) will be charged directly to the traveler.

**PAYMENT PROCEDURES**

Partial and total payments must be made by wire transfer, via *Tele Crédito*, cash deposit, or check according to the attached table. Inkaterra is not responsible for bank transactions costs.

<b>Agencies in Lima</b>	<b>Agencies in Cusco</b>
<p style="text-align: center;"><b>Inkaterra Machu Picchu Pueblo Hotel &amp; Inkaterra La Casona</b></p> <p>Banco de Crédito del Perú Account name: INKATERRA PERU S.A.C. Current Account in USD: N° 194-1079868165</p>	<p style="text-align: center;"><b>Inkaterra Machu Picchu Pueblo Hotel &amp; Inkaterra La Casona</b></p> <p>Banco de Crédito del Perú Account name: INKATERRA PERU S.A.C. Current Account in USD: N° 285-1454820147</p>
<p style="text-align: center;"><b>Inkaterra Reserva Amazónica</b></p> <p>Banco de Crédito del Perú Account name: PALMA REAL S.A.C. Current Account in USD: N° 193-1471984-1-33</p>	<p style="text-align: center;"><b>Inkaterra Reserva Amazónica</b></p> <p>Banco de Crédito del Perú Account name: PALMA REAL S.A.C. Current Account in USD: N° 193-1471984-1-33</p>
<p style="text-align: center;"><b>El MaPi Hotel - byInkaterra</b></p> <p>Banco de Crédito del Perú Account name: OPERADORA INKA S.A.C. Current Account in USD: N° 193-1751980-1-76</p> <p>Banco Continental Account name: OPERADORA INKA S.A.C. Current Account in USD: N° 0011-0378-0100028553</p>	<p style="text-align: center;"><b>El MaPi Hotel - byInkaterra</b></p> <p>Banco de Crédito del Perú Account name: OPERADORA INKA S.A.C. Current Account in USD: N° 285-1792858-1-71</p>

<b>International Agencies and Tour Operators</b>
<p>Account name: INKATERRA Banco de Crédito del Perú – Miami Office 121 Alhambra Plaza, Suite 1200 Coral Gables , Miami FL 33134 Current Account in USD: N° 201030008967004 ABA 067015355 (Deposits from USA or Canada)</p>

Proof of payment, indicating the name of the agency, the guest arrival date at the hotel, and the RESERVATION CODE must be sent by FAX at (51-1) 422-4701, or scanned and sent by electronic mail to your designated account.

***Terms and conditions are subject to change without prior notice.***