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## Best of the Trans-Americas Journey 2016 - Best Hotels

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### Best problem solving



Rooms like this and a polished staff make the Inkaterra Machu Picchu Pueblo Hotel the best choice in Aguas Calientes, Peru.

We had a problem. Potentially a BIG problem. The date on our entry tickets for Machu Picchu did not match the day we intended to enter the Incan archaeological site. We were being assured by random ticket agents and tour operators that it didn't matter, but we weren't buying it. We returned to the [Inkaterra Machu Picchu Pueblo Hotel](#), where we were staying as part of our Lares trek to Machu Picchu with [Mountain Lodges of Peru](#), and asked the staff what we should do. They gave the correct answer: we should do nothing. They would handle everything. They called the regional tourism authorities, verified that the date discrepancy would not matter, and laid our fears to rest in a matter of moments.

## Best key chain



It's in the details at the Inkaterra Hacienda Urubamba hotel in Peru's Sacred Valley.

This year the Inkaterra group of hotels is celebrating 40 years in Peru where they now have seven properties. Their newest is the [Inkaterra Hacienda Urubamba](#) in the Sacred Valley. While service was still an issue when we were at the hotel, there was a remarkable level of attention to detail in other aspects including the extremely comfortable, spacious, and stylish stand-alone casitas and in executive chef Rafael Casin's "earth to plate" cuisine using ingredients from the valley.

Even room keys were given their due with keys dangling from a gorgeous ring adorned with braided strands of alpaca and wool yarn in a rainbow of natural dye colors. The key rings were handmade by workers at [Threads of Peru](#), a Cusco-based not-for-profit organization focused on preserving and promoting traditional Peruvian textile arts around the world.