

BOOKING & CANCELLATION POLICIES

Scope of our service

Our system displays all the information of the services offered but not the availability. When a booking is generated, you will immediately receive an automatic notification with a copy of the registered data. In a time no longer than 48 hours one of our advisors will contact you via email to confirm the status of your reservation, according to the availability of the requested service. Passengers are responsible for correctly providing their e-mail and contact telephone numbers, in case passengers do not receive the confirmation e-mail within the established period, they must contact **Wayra Spirit**.

Wayra Spirit acts as an intermediary between tour service operators and passengers. To facilitate the process of booking tourist services, we have commercial agreements with various tour operators, who are responsible for providing the services booked through **Wayra Spirit** by the client.

Program & Service Pricing

- All rates are expressed in U.S. dollars and nuevos soles, not including the 18% IGV applicable for Peruvians and foreigners residing in Peru (exempt for foreigners).
- Published rates are not valid for holidays, public holidays or long weekends unless explicitly stated.
- Rates for groups larger than 10 people are subject to discounts, it is recommended to check with our reservations department wayraspiritayahuascaretreat@gmail.com
- All transportation rates are subject to change and space availability to be confirmed on the day the reservation is made. This available rate will be sent via e-mail by one of our advisors.

Reservations, Payments & Deposits

- In order to confirm the booking, we must have received your payment for the contracted services or the security deposit. The booking will be confirmed when one of our advisors informs you via e-mail of the confirmed status and the corresponding confirmation code.
- Payments or security deposits must be made through our online system or, failing that, to the company's bank accounts.

Tour Package Bookings / Retreats & Tours

- The confirmation of the requested reservation will be informed by e-mail indicating the reservation code of each contracted service.
- The confirmation of the services will proceed after we have received your online booking request and have received a security deposit or full payment within the established periods.
- The patient will be contacted by the **Wayra spirit** staff at the destination, who must identify themselves with their passport or identity card and pay their balance in cash (if any) to start providing the services. **Wayra Spirit** will provide the client with the data of the agency and guide in charge before the start of any contracted retreat.
- It is the patient's responsibility to indicate the details of their arrival and departure in due time.
- In case the patient requires pick-up from a specific place, other than the one published in the itinerary, he/she must coordinate in advance with **Wayra Spirit** to check the existence of additional charges.
- If a pickup with transportation is purchased, the patient must arrive at the agency's boarding point at the required advance notice at the indicated check-in time.
- All retreat bookings are personal and non-transferable, non-endorsable and non-refundable. They are also under the agency's cancellation policies.
- All withdrawals are subject to weather factors, in case there is interference from the weather to carry out the contracted retreat, the conditions of each service will be applied (in no case is there a refund).
- After the customer has received their confirmation by mail or any other means of communication, they have a period of no more than 48 hours after receiving it to make any observations. It is understood that if the client has not made any observations in that period or has already begun to enjoy the contracted services, the company assumes compliance on the part of the client.
- It is the customer's responsibility to pay the advance or the balances of the contracted service within the deadlines established by **Wayra Spirit**, if they do not meet them, the company reserves the right to cancel the reservation without refunds.

Cancellation, rescheduling and refund policies

- For any cancellation, by the client, 45 days or less before the start date of the contracted service, they will be penalized with 100%.
- Failure to show up on the day and at the time indicated for the provision of the contracted service has a penalty of 100%.
- For any cancellation, by the client, remaining between 20 and 30 days from the start date of the contracted service, they will be penalized with 50% of the value of the program, plus US\$ 25 administrative expenses per patient.
- For any cancellation, by the client, missing between 30 and 40 days from the start date of the contracted service, a penalty of US\$ 25 administrative expenses per patient will be applied.
- For any rescheduling, by the customer, 20 days or less from the start date of the contracted service, the request will be accepted as long as the customer has no outstanding balances to pay, if the administration allows it and there is no fare difference for the new rescheduling date.
- Refunds will only be effective when the customer requests it more than 90 days before the start date of the contracted service or when the company is unable to provide the contracted service, in the latter case, the company will not pay more than 100% of the amount paid by the customer. Refunds will be provided within a period of no less than 30 business days and no more than 120 business days, minus transaction costs, if any.
- In the event that the patient does not decide to complete receiving any contracted service, the difference will not be refundable.

Documentation

- Patients must carry a valid passport, or travel document according to their nationality, according to the legal regulations required by Peru.
- Patients who hire our services as foreigners not domiciled in Peru, must send a copy of the immigration stamp with the date of entry into the country, which must not exceed the number of days according to the current regulations for the exemption from the payment of IGV, otherwise you must pay the IGV on the total value of the contracted service.
- Family groups that contain children must carry their passport or ID card, in case of traveling alone with one of the parents or a guardian must present a notarized permit with authorization from the parents. If you have made the payment and do not present this documentation, the service will not be provided and you will be penalized with 100%.

Responsibility and Obligation

- The liability for services not provided due to the negligence of **Wayra Spirit** or our staff, shall be limited to the actual cost of the omitted services and excludes all resulting indirect consequences or costs.
- In such an eventual, **Wayra Spirit** will do its best to provide alternative arrangements of equal or lesser value, subject to availability.
- **Wayra Spirit** acts as an intermediary between the companies operating transportation services and patients for the reservation process and payment of services. In the event that the service company ceases to operate due to internal labor reasons, force majeure or other reasons, or in the event that the service provider declares economic insolvency, with the formalities required by the corresponding Peruvian legislation, the reimbursement of the service not provided will be made, within the aforementioned procedures and within the deadlines established by the Peruvian authorities. for each specific case.
- Clients accept that **Wayra Spirit** has no responsibility for the non-provision of the services offered in the event of adverse weather conditions or natural disasters that cannot be foreseen. Likewise, it recognizes that there will be no responsibility, in case of political movements, accidents, declaration of a state of emergency, closure of borders, strikes or any other public act outside the control of **Wayra Spirit**, that could not be foreseen. In these cases, the value of the contracted service will not be refundable.
- **Wayra Spirit** will provide the patient with all e-tickets and/or booking confirmations through the patient's e-mail address stated on the booking form.
- The services provided through this system are intangible, therefore, if patients for any reason do not take the services on the scheduled date and time, they will assume responsibility for the total expenses of the services.

Payment Methods

- The company accepts credit, debit, and prepaid cards Visa, MasterCard, American Express, and Diners Club.
- The company accepts deposits for cash payments in account of banks in Peru and Western Union agents, pay pal abroad.
- For payments from abroad in cash through banks or remittance agents, the customer assumes the cost of the transaction.
- When the customer pays by card and with a currency other than the one provided, they will assume the differences due to the exchange rate applied by their bank.
- For payments in cash, by transfer and/or bank deposits in a currency other than the one provided, the client accepts the Wayra Spirit exchange rate.

- In the event that the customer makes a payment by card, **Wayra Spirit** reserves the right to request a copy or photo of the card used for the payment, showing only the following information: first four digits, last four digits and name of the cardholder; in addition, the passport or ID of the cardholder to avoid fraudulent operations. If the cardholder will not be part of the travel group, they must send a signed email letter indicating that they authorize the charge to their card.

Privacy Policy

This Privacy Policy establishes the terms under which **Wayra Spirit** uses and protects the information that is provided by its users when using its website. This company is committed to the security of its users' data. When we ask you to fill in the fields with personal information with which you can be identified, we do so by ensuring that it will only be used in accordance with the terms of this document. However, this Privacy Policy may change over time or be updated, so we encourage you to continually review this page to ensure that you are happy with such changes.

Information That Is Collected

Our website may collect personal information, for example: name, contact information such as your email address, your health status, and demographic information. Likewise, when necessary, specific information may be required to process an order or make a delivery or invoicing.

Use of Information Collected

Our website uses the information in order to provide the best possible service, in particular to keep a record of users, orders if applicable, and to improve our products and services. Emails may be sent periodically through our site with special offers, new products and other advertising information that we believe is relevant to you or that may provide you with some benefit, these emails will be sent to the address you provide and may be cancelled at any time.

Wayra Spirit is highly committed to fulfilling the commitment to keep your information secure. We use the most advanced systems and constantly update them to ensure that there is no unauthorized access.

Cookies

A cookie refers to a file that is sent in order to request permission to be stored on your computer, when you accept this file it is created and the cookie then serves to have information regarding web traffic, and also facilitates future visits to a recurring website. Another function of cookies is that with them websites can recognize you individually and therefore provide you with the best personalized service on their website.

Our website uses cookies to identify the pages that are visited and their frequency. This information is used only for statistical analysis and then the information is permanently deleted. You can delete cookies at any time from your computer. However, cookies help provide a better service to websites, they do not give access to information from your computer or from you, unless you want it to and provide it directly. You can accept or deny the use of cookies, however, most browsers automatically accept cookies as it serves to have a better web service. You can also change your computer's settings to decline cookies. If declined, you may not be able to use some of our services.

Third Party Links

This website may contain links to other sites that may be of interest to you. Once you click on these links and leave our site, we no longer have control over the site to which you are redirected and therefore are not responsible for the terms or privacy or protection of your data on those other third party sites. These sites are subject to their own privacy policies, so you should check them to confirm that you agree to them.

Controlling Your Personal Information

At any time you may restrict the collection or use of personal information that is provided to our website. Each time you are asked to fill out a form, such as the user registration form, you can check or uncheck the option to receive information by email. If you have opted to receive our newsletter or advertising, you can cancel it at any time.

This company will not sell, lease or distribute the personal information that is collected without your consent, unless required to do so by a court order.

Wayra Spirit reserves the right to change the terms of this Privacy Policy at any time.