

CANCELATION AND REFUND POLICIES

Non-Refundable/Non-Transferable Deposit

For every tour or trek, each person is responsible for a deposit needed to reserve your space, entry fees, transportation etc. The deposit can be made through PayPal, which will incur a 6.0% PayPal merchant fee paid by the traveler or for free if you pay in cash...in person. All deposits are fully non-refundable and non-transferable. In the event that you need to cancel your trip, cancellation fees will be assessed as outlined below under Cancellation Policy. It is not possible to transfer your deposit to another person's trek if canceling; they will need to send in their own deposit.

Final Payment Terms

Once you arrive to Cusco (at least one day before your tour begins with us) you need to visit our office and pay the remaining balance in full in order to participate in your trip. In the office we accept both USD and Peruvian currency (Soles), any denomination but please bring bills that are in great condition and free of rips etc. If you are not arriving to Cusco at least a day before, please arrange with our team before your arrival.

Cancellation Policy for Treks /Small Tours

Notification of cancellation must be made in writing to americanincatrail@gmail.com. In the event a trip is paid in full prior to arrival in Cusco, or prior to the day before a trip starts, please refer to the below list of cancellation and refund policies.

**** 48 hours or less before departure: 100% of the total price is due and nothing can be reimbursed or rescheduled (unless another booking/payment is made).**

**** More than 48 hours before departure: 75% of the total price is due and only 25% can be reimbursed or rescheduled (unless another booking/payment is made).**

We charge these fees because there are many expenses that we pay to set up these tours (transportation, guides, accommodation, meals, entrance fees etc.). There are no exceptions unfortunately, but we will do everything we can to help you recover payment from your insurance company for example (i.e. writing a letter and receipt) and will try to help you reschedule your trip if able.