Booking Conditions 2026 / 2027

1 **Your booking is made with Andean Trails Ltd. 33 Sandport Street, Edinburgh EH6 6EP.**

Your contract is with Andean Trails Ltd (registered company). When making a booking, you guarantee that you have the authority to accept and do accept for you and on behalf of your party, that you are subject to our Booking Conditions, and are deemed to have read, understood and accepted these.

2 **Your Financial Protection.** When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier can do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations, and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent (or your credit card issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme. For further information visit the ATOL website at www.atol.org.uk.

Not all holiday or travel services offered and sold by us will be protected by the ATOL Scheme. Please ask us to confirm what protection may apply to your booking. For land only holidays not involving any air travel, in accordance with "The Package Travel, Package Holidays and Package Tours Regulations 1992", all UK passengers booking with Andean Trails Ltd. are fully protected for the initial deposit and subsequently the balance of all money paid to us, arising from cancellation or curtailment of travel arrangements due to the insolvency of Andean Trails.

3 **To book a tour:** send the complete Booking Form together with a non-refundable deposit. (£450 minimum for any tour involving the Inca Trail, 30% of total tour cost for most other tours, non-refundable full payment for all flights). Clients booking by telephone, email or over the Internet will be deemed to have read the booking conditions and accepted them. On receipt of payment and Booking Form we will issue a confirmation invoice, at which point we have accepted your booking, and a contract exists. We will not give a detailed breakdown of costings, but we do show a separate figure for land costs and flights. We reserve the right to make changes to and correct errors in quoted prices at any time before your holiday is confirmed.

The balance of your trip price is due no less than eight weeks prior to departure (conditions vary for some tours, so please check). For some tours the balance will be due no less than 120 days prior to departure, please check your quote. No reminder will be sent, so if the balance is not paid by the due date, we will regard the booking as cancelled.

4 The following cancellation charges apply if your final balance due date is 8 weeks prior to departure. Different cancellation charges apply in relation to certain tours or parts of tours so please check your quote for details. If you wish to cancel you must do so in writing, by letter or by email.

Cancellation charges:

Up to balance due date, usually 8-12 weeks before departure	**deposit only**
8-12 weeks before departure	**80%**
Less than 8 weeks before departure	**100%**

For some tours conditions are different. For tours involving flights, Galapagos, any cruises, all-inclusive hotels and lodges plus one-off events payment due dates and cancellation charges may vary.

Cancellation charges for Galapagos bookings (land and cruises) and most lodges:

Up to balance due date, usually 120 days before departure	**deposit only**
120 to 90 days before departure	**80%**
Less than 90 days before departure	**100%**

5 If you choose to make an alteration to your trip after your tour has commenced, we will do our best to implement this, but we cannot guarantee it will be possible. In the event of such amendments being made you will be liable for any alteration or cancellation charges for services originally booked, and for the booking of revised arrangements. No refund will be paid to those who do not commence or complete a tour.

6 A minimum number of bookings is set for scheduled group departures and if there are insufficient members or if we have to cancel your trip for any other reason a full refund will be given. We will not cancel within 6 weeks of our booking departure date, except in circumstances of force majeure, failure to pay the final balance on time, or where the minimum number of bookings on a group departure is not met. If there is any cause for cancellation or amendment after the tour has commenced, we reserve the right to allow our local supplier or tour leader to amend the planned itinerary and accommodation on your behalf and where these amendments are made as a result of force majeure, delays in departure and failed transport connection no compensation will be paid. The tour itinerary may have to be changed due to altered circumstances and conditions. We will make alternative arrangements as required but no refunds will be given for services which are not used as a result.

7 Our tours involve travel in remote, mountainous regions, at high altitudes, where amenities and medical facilities are few and far between. South America is a largely underdeveloped continent where standards of quality, safety and hygiene are not as high as in Europe. Passenger seat belt regulations are not widely enforced. Hard hats are not normally provided for horse-riding or mountain-biking, arrangements can and do go wrong, delays and discomfort are common here. Every effort is made to ensure your safety and well-being, but bookings are accepted on the understanding that you appreciate the risks and hazards associated with this sort of travel. Andean Trails cannot be held responsible for; the consequences of any delays, expenses incurred, or alterations caused by illness, weather, war, terrorism, political events, civil strife, strikes, natural disaster, technical difficulties or any event beyond our control. The services and facilities included in your holiday comply with local regulations which apply or, if there are no applicable local regulations, if they are reasonable when compared to the local standards and customs.

8 Andean Trails Ltd. will not accept responsibility or consequent costs for accidents, injury, lack of fitness, carelessness, illness, negligence, or lack of punctuality attributable to the customer. If you have any disability or illness, you must inform us at the time of booking the holiday so advice can be given on the suitability of the trip. Due to the adventurous nature of the tours, all customers must at all times agree to comply with the decisions taken by the local representative, local operator or tour guide. Personal items and baggage remain at all times the responsibility of the customer. In addition, responsibility must be accepted for any equipment loaned to you, and you must agree to pay for any loss or damage caused to this equipment while in your care.

9 All customers must be fully insured for the duration of the tour. This insurance should be taken out at the time of booking or before. Customers are responsible for arranging their own insurance which must cover medical expenses, injury, death, rescue, repatriation, cancellation, travel disruption, curtailment and all activities included in your trip. We will not be responsible for costs you may incur as a result of not having valid or adequate travel insurance. It is the responsibility of all our customers to declare any material facts including known medical conditions to your insurance provider, as failure to do so may result in a claim being reduced or declined. Customers must provide Andean Trails Ltd. with the insurers' name, policy number and 24-hour emergency telephone number in case there is a need to contact them. You must carry proof of insurance with you. If you lose any personal items whilst on holiday you are advised to obtain a written police report and/or from a local representative. This will assist with any insurance claim upon your return.

10 With regard to international flights: Andean Trails Ltd. can book flights for customers as we are an ATOL bonded agency. Andean Trails cannot, however, take responsibility for changes or alterations to any flights whether booked direct or through Andean Trails.

11 At this moment, British citizens do not require a visa to visit Peru, Bolivia, Chile, Ecuador, or Argentina. Customers of any other nationality should ensure they are informed and fulfil visa requirements. A full British passport, valid for at least six months beyond the return date, is required by British citizens. Individuals are responsible for arranging your passport, necessary visas, vaccination certificates. Please check with the relevant embassy for the latest requirements.

12 If you have a problem or complaint, please bring it to the attention of our local staff immediately so they can do their best to rectify the situation. On your Joining Instructions you will be given details of who to call locally in an emergency. Our 24-hour emergency number is also provided. If you should have a complaint about the tour after your return, it must be made by letter and received by Andean Trails within 14 days of the end of the tour. We will acknowledge, investigate, and reply in full as soon as possible.

13 In the unlikely event of any sort of dispute arising, the Law of Scotland shall apply. If the dispute cannot be resolved directly between us within 6 weeks of written intimation of the dispute, both Andean Trails Ltd. and our customer shall attempt to settle the dispute by Mediation. A Mediator will be selected with the assistance of the Law Society of Scotland. If the mediation is unsuccessful, the Sheriff Court at Edinburgh shall have jurisdiction.

Booking Form

Please read the Booking Conditions carefully before filling in this form

TOUR	DEPARTURE DATE	TOTAL COST PER PERSON

Please complete Booking Forms for each person in the group.

	1 Traveller 1	2 Traveller 2
Full name as per passport	☐ Male ☐ Female	☐ Male ☐ Female
Address for correspondence:		
Home phone:		
Mobile phone:		
Email:		
Date of birth:	(date/month/year)	(date/month/year)
Diet, allergies, medical conditions we should know about.		

Passport Information: Please email / Whatsapp a scanned copy or clear photograph of each person's passport. This copy will be destroyed when your tour has finished.

Travel Insurance

It is important you have travel insurance that fully covers all the activities included in your tour. World Nomads may be able to assist with insurance. Please check they specifically meet the needs of your holiday. To get a quote see: www.andeantrails.co.uk/travel-insurance

You must provide us with details of your insurance on your booking form. We recommend you purchase this at the time of booking.

Company name		
Policy Number		
Insurance 24 hour emergency number (should we need to contact them on your behalf)		

Emergency Contact

Name and tel no. of person to be contacted in an emergency (friend or family)

Name and tel no.		

Please read Booking Conditions and sign the Booking Form:

☐ **I have read and accept the Booking Conditions.**

SIGNATURE 1	SIGNATURE 2	DATE

Please tell us how you heard about Andean Trails.

If you found us on the web please indicate the search terms you used.

Payments

Deposit

This is usually 30% of the tour cost but may vary ie GBP 450 minimum if Inca Trail included, cruise deposits differ and flights usually need to be paid in full at time of booking. Check quote and specific conditions for details.

For each person I enclose a non-refundable deposit of

Full payment

Bookings made within 90 days of departure date should include full payment. Please check your quote. Flights must usually be paid for in full at time of booking and are always non-refundable.

For each person I enclose full payment of

How *to pay*

We accept payment in a range of currency, by bank transfer or card.
Please speak to us about your preferred payment method and we can send all details.

Giving *back*

Protecting and re-planting our forests is a small step towards protecting the environment. With £25 an acre of forest can be protected. We work together with Rainforest Concern (www.rainforestconcern.org), a registered charity with a long track record of identifying, purchasing and protecting threatened tropical forests rich in biodiversity. They currently operate 13 projects in 9 countries, primarily in South America. The projects include habitat conservation, reforestation and alternative income generation for sustainable communities.

Rainforest Concern use the donation to purchase, protect and re-establish tropical forests such as those found in the Amazon, one of the largest carbon banks in the world. If you would like to donate - please visit www.rainforestconcern.org

Part of our profits goes to the wonderful Huchuy Yachaq project in Peru, which supports children and families in one of the poorest communities in the district of Cusco. In 2024, we began supporting Danielle Children's Fund, whose mission is to contribute to the co-construction of healthy, protective families and communities in favour of children in Ecuador.

Everyone who travels with us will be helping to support the Galapagos Conservation Trust (GCT). We offer a free year's membership to the GCT for each Galapagos booking and donate annually to their conservation work.

Conserving nature and wildlife in South America's wonderful wild places is close to our hearts and we have been supporting the fantastic work of Rainforest Trust and ECOAN with our annual membership.

For more info please see Our Advice and Our Ethos for more information about our Responsible Travel ethos, and learn about the Projects We Support.