

2024

# RESERVATION POLICIES

[TUCANSUITES.COM](https://TUCANSUITES.COM)

  
**TUCANSUITES**  
APARTHOTEL  
*by Peru Trek Agency*

  
**TUCANSUITES**  
TARAPOTO APART HOTEL

HOTELES ASOCIADOS  
— CASA ANDINA —

# RESERVATION POLICIES 2024

## 1. GENERAL CONDITIONS

**1.1** Rates are valid until December 31, 2024, except for changes and modifications notified through our website.

**1.2** Rates are expressed in Peruvian Soles (PEN - S/). Rates and quotes in US Dollars (USD- \$) or other currencies are subject to the to the internal exchange rate in effect on the day in which the invoice for our services is sent.

**1.3** These rates are not subject to IGV (Peruvian Sales Tax), as they are exempt due to our location in the Amazon region. The rates include a 5% service charge, unless otherwise indicated.

## 2. ACCOMMODATION RATES

### 2.1 Promotional rates

- **Promotional rates** offer discounts and special conditions compared to flexible rates.
- Payment is due at the time of booking and subsequently no rescheduling or refunds are permitted.
- In the case of some special promotions, payment by credit or debit card may be subject to a 3.5% surcharge.
- No Show implies the loss of the total amount of the reservation without the right to rescheduling or reimbursement.

### 2.2 Flexible rates

- **Flexible rates** allow refund up to 15 days before the first day of stay. - Rescheduling is allowed up to 7 days before the first day of stay.
- The rescheduling is valid for a period of 12 months, subject to availability and possible changes in the rate of the new dates selected, either by room type upgrade or by the date itself.
- Only one reschedule is permitted.
- At the time of booking, 25% of the total amount of the reservation must be paid and the remaining 75% 16 days prior to arrival.
- In the case of reimbursement, a 5% charge is applied for bank and administrative expenses.
- No Show implies the loss of the total amount of the reservation without the right to rescheduling or reimbursement.

### 2.3 Special programs

- Special programs taken on New Year's Day, National Holidays and Easter Week.
- Rescheduling, reimbursement or modification is allowed up to 30 days prior to arrival.
- Rescheduling is valid for a period of 12 months, subject to availability and possible changes in the rate of the new dates selected, either by room type upgrade or by the date itself.
- Only one rescheduling is allowed.
- At the time of booking, 50% of the total amount of the reservation must be paid and the remaining 50% up to 30 days prior to the arrival date.
- In the case of reimbursement, a 5% surcharge will be applied for bank and administrative expenses.
- No Show implies the loss of the entire reservation without the right to rescheduling or reimbursement.

### 2.4 Children and infants

- Infants from 0 to 4 years and 11 months, free of charge, will share bed and breakfast with parents.
- Children 5 years and older pay as an additional person.

### 2.5 Groups

- A group is considered **5 rooms or 10 passengers or more**.
- When a group takes a **promotional rate**, the same payment policy applies at the time of booking.
- When a group takes a **flexible rate**, 25% of the settlement is paid at the time of booking and 75% 45 days prior to arrival. Refunds are allowed up to 45 days prior to arrival (subject to a 5% administrative and banking fee) and rescheduling up to 30 days prior to arrival.

### 2.6 Other

- During **Easter, National Holidays and New Year's dates**, the hotels only sell programs.

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## 3. RESERVATION AND MODIFICATION REQUESTS

**3.1** Reservation requests will be handled in writing through the following contacts:

[info@tucansuites.com](mailto:info@tucansuites.com)

(+51) 994 547 606 - 999 450 883

**3.2** Reservation requests must include the following information:

- Guest's full name and nationality.
- DNI, C.E. or passport.
- Contact cell phone number.
- Exact number and type of room requested.
- Check-in and check-out dates.
- Origin, flight number and time of arrival and departure of the passenger, or name of the bus company including place of origin and schedules.

**3.3** Any request for cancellation, change or modification of the reservation must be made in writing via e-mail to the reservations department. No cancellations, changes or modifications will be accepted by telephone or through social networks.

**3.4** The deadline to proceed with the refund is 8 days, counting from the date of approval of the refund. In the case of reimbursement, a 5% charge is applied for bank and administrative expenses.

**3.5** Our company cannot assume cancellations or modification of reservations after the expiration of the deadlines established in our policies, not even in the case of circumstances beyond our control (illness, accident, loss or cancellation of flights, etc.) we recommend the purchase of travel cancellation insurance.

**3.6** Requests for rescheduling, reimbursement or modification of reservations described in the previous terms, are not applicable in High Season, and must be made 30 days prior to arrival.

The following dates are considered high season:

<b>High season</b>	<b>Easter</b> 03.27.24- 03.31.24	<b>National Holiday</b> 07.15.24- 08.15.24	<b>New Year 2025</b> 12.28.24 - 01.02.25
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**IMPORTANT NOTE:** Until the payment is notified, we do not have proof of it; therefore, the reservation can be dropped from the system if the established term expires. Our company disclaims any responsibility for problems arising from payments not duly notified, even if they have been made within the period granted.

## 4. CHECK IN AND CHECK OUT

**CHECK IN 15:00h\*.**

**CHECK OUT 13:00h\***

(\*) Unless another time is indicated in writing at the time of booking.

**4.1** In the event that the guest does not vacate his/her room at the established check out time, the late check out rate will be automatically charged. In the event that the guest vacates the room after 18:00h, the full rate will be charged. However, the property reserves the right to remove the guest's personal belongings from the room once the check-out time has expired.

**4.2** Early check in and late check out: Guests requesting to check in between 7:00h and 15:00h or check out between 13:00h and 18:00h, will have to pay the equivalent of 50% of the rate corresponding to the occupied room (check-in before 7:00h applies full rate). Subject to availability.



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## 5. TOURIST PROGRAMS

- The prices shown in the tourist programs are per person based on double or triple occupancy. They include accommodation, meals, described excursions and service taxes.
  - The same payment, rescheduling and reimbursement conditions apply to the tourist programs as in the accommodation rates for individuals and groups.
  - Private programs have a 25% supplement.
  - Tours and explanations in Spanish, check availability and prices in other languages.
  - In the transfers and tours the transportation is pool type (shared). Please contact reservations if you prefer private transportation.
  - The programs have been designed taking into account that both arrivals and departures are in the afternoon. For other air or ground schedules, rescheduling will be made.
  - Tours and excursions may be rescheduled or canceled due to internal arrangements and/or factors beyond the company's control, such as weather conditions, road closures, etc.
  - Infants from 0 to 2 years and 11 months do not pay, they share bed and services with parents. Meals are not included and parents pay entrance fees at the required places.
  - Infants from 3 to 5 years old: pay 25% of the adult rate.
  - Children from 6 to 11 years and 11 months: pay 75% of the adult rate.
- In programs where the rate is subject to a minimum number of pax, children under 12 years old will pay full rate if this minimum is not reached:
- 01 adult with 01 minor under 12 years old, the latter will pay full rate.
  - 01 adult with 02 minors, the first one pays the full rate and for the second one the discount applies.
  - Supplement for single occupancy in tourist packages:  
S/ 150 per night in low season.  
S/ 300 per night in high season.
  - The rate of all our programs is per person, considering a minimum of two people (unless some tours or programs specify a minimum of more than two people). The single occupancy supplement should not be confused with the rate for a single person, if that person decides to take a private, individual program.

## 6. IMPORTANT CONSIDERATIONS

**6.1** The company is not responsible for cancellations or delays caused by weather conditions, strikes or social conflicts, rescheduling or cancellations made by the airline or transport company and/or personal reasons of the passengers (personal or family health, accidents, unforeseen events, deaths, etc.), applying in all these cases the terms and conditions established in our cancellation policy.

**6.2** Most of our activities and tours take place in natural environments in contact with nature. We offer hiking, excursions, incursions, trekking, hiking, flora and fauna observation in jungle and Andean environments, as well as cave exploration, visits to indigenous communities, navigation in canoes and boats, and/or any other activity inherent to the services we offer and which are of adventure and exploration. Therefore, we cannot control the existence or behavior of animals, weather, water conditions and others, including third parties during the course of our tours.

**6.3** Our company takes all precautions to ensure the safety of our clients, but is not responsible for damages or injuries that may occur as a result of the activities carried out during the tours.

**5.4** For all of the aforementioned, our company and employees disclaim any liability for damages, injuries and/or damages that may be caused during the activities carried out in their tours. The users of our services must assume all risks inherent to adventure and exploration activities in the jungle and rural areas. Clients must adopt the commitment to behave with due diligence.

Phone: (042) 52 8383

Hotel Mobile Phone : 999 450 883 - Sales Mobile Phone: 994 547 606

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