



**ANDEAN WINGS**  
BOUTIQUE HOTEL

## **RESERVATION POLICY**

### **ANDEAN WINGS BOUTIQUE HOTEL**

Seven Cuartones St. #225, Cuzco - Peru

Telephone: Cuzco (051) 084 -243166 | (051) 084 -243356

Lima (051) 999494536 Nextel 402\*1343

[reservas@andeanwingshotel.com](mailto:reservas@andeanwingshotel.com)

[www.andeanwingshotel.com](http://www.andeanwingshotel.com)

#### **To make a reservation, the following information is needed:**

- Full name of the guest
- Arrival and departure dates
- Full name of the person who made the reserve
- Exact number of guests and type of room needed
- Nationality
- Flight number and arrival time
- Special Requirements (diet, pickup, etc)

#### **• For VIP passengers, the following additional information is needed:**

- Name of the Company and/or job title
- Reason why VIP status is requested

### **II. RESERVATIONS:**

- All communications with our reservations department will be done through the assigned reservations email, and they will be responded to within 24 hours maximum by means of an electronic voucher indicating the price, arrival and departure dates, the state of your reservation and the time limit for the final payment or reconfirmation.
- All confirmations, reconfirmations and cancellations must be approved by the reservations department; otherwise, it will not be considered valid.
- The reservations department will indicate the price for each reservation at the time of the reconfirmation.
- Reservations are not endorsable.

### **III. RECONFIRMACIONES AND PASSENGER LISTS:**

Individuals: (From 01 to 03 rooms)

The reconfirmations and payments must be sent to the hotel attached with the passenger list with 15 days of anticipation before the arrival date of the passenger(s). If the time lines are not complied with, we will proceed with annulling the reservation.

**Small groups: (from 04 rooms to 50% of the hotels' capacity)**

The reconfirmations and payments must be sent to the hotel attached with a preliminary passenger list with a minimum of 45 days of anticipation before the arrival of the group. This list must have a maximum of 20% of unnamed passengers. If this requirement is not met, we will proceed with annulling the reservation. The cancellations or reconfirmations of the reserved spaces will be done taking into consideration the expiration of the term of the first to enter the hotel, for all the reservations from the same group.

The final list of passengers must be sent before 30 days until the arrival of the group to the hotel.

**Large groups (50% of the hotels' capacity or more) incentives and events**

All reconfirmations and payments must be sent with a preliminary passenger list with a minimum of 60 days of anticipation before the arrival of the group to the hotel. The list can have a maximum of 50% unnamed passengers. If that requirement is not complied with, we will proceed with annulling the reservation. The cancellations or reconfirmations of the reserved spaces will be done taking into consideration the expiration of the term of the first to enter the hotel, for all the reservations from the same group.

The final list of passengers must be sent before 45 days until the arrival of the group to the hotel.

\* Note: All proof of payment can only be sent to our offices via email. We did not accept payments by fax. For our part and for brevity, the accountants will also send the proof of receipt of payment via email to allow the reservation to be upgraded to "confirmed and paid" status.

**REFUNDS**

All refunds will be issued in the form of credit; under no circumstance will refunds be issued in the form of cash. Credit refunds must be requested formally with a detailed reason and must be enclosed with a copy for the receipt. Credit will be valid for 72 hours after the request was confirmed.

**Note: If an agency/company wishes to reclaim the invoice once the passenger has departed from the hotels, they must do so within the 20 subsequent days after having received said invoice. Otherwise, reclamation will not be received. The reclamation must include respective subject of the reclamation, i.e. a copy of the confirmation of reservation, copy of cancellation, etc.**

**CHECK IN AND CHECK OUT SCHEDULES**

Andean Wings
Check-in time: 11h00
Check-out time: 09h00

### **POLICY FOR CHILDREN:**

Children of 10 years or younger will not be charged, whenever they share 01 double room with 02 adults. (Price does not include additional bed).

Maximum one child per room.

Breakfast is not included, the amended standard hotel price will be charged

### **CORPORATE PASSENGERS:**

**The confidential rates for travel agencies are exclusively for reservations of receptive (internationally reserved) passengers.**

**The effective rate in the moment that the reservation is made will apply for corporate passengers, upon consultation with the Corporate Sales Department or with the Receptive executive assigned to the account.**

**A passenger will be considered a corporate passenger when he/she stays for 4 or more consecutive nights in a hotel.**

**Reservations requested by travel agencies that organize events for national or foreign companies will not be considered receptive (internationally reserved).**

**The discounted confidential rates do not apply for these reserved with the receptive confidential agency rates.**

**They do not apply to free or special discounts like Gold Promotion, Tour Conductor rates, guides rates, etc.**

### **Last Minute**

Reservations done with **15 days or less** of anticipation before the arrival of the passenger(s) to the hotel can be defined or canceled without any penalty within **48 hours** of making the reservation.

### **IV. CANCELLATIONS AND NO-SHOWS:**

- A reservation will be officially canceled when the **proof of cancellation** has been sent by the reservations department via email or fax.
- If an already reconfirmed reservation is annulled, 100% of the agreed upon rate will be charged for all of the reconfirmed nights. The collection of penalties is subject to the 19% IGV tax.
- In the case of a cancellation of services, activities, transfers and meals, a penalty will not be charged if the cancellation is done with a minimum of 48 hours anticipation. On the contrary, 100% will be charged for all services for cancellations within 48 hours.

### **INSPECTION TOURS /FAM TRIP/TRAVEL AGENTS**

In the case of inspection tours, FAM Trips or Educational trips, the courtesy rate will depend on the occupation of the hotel; this rate may or may not include breakfast. In the case of a free courtesy, it will be for a maximum of 4 passengers and two nights in the hotel, only after reserving and only upon confirming

availability. All requests must be sent via email; the request should be made by the General Manager and/or Head of Area with the attention of the Commercial Management and/or General Management to the address.

#### **VIII. TOUR CONDUCTOR:**

- Tour Conductors will pay the same rate as the group.
- Only if the group eats breakfast, lunch, dinner or has boxed lunch at/from the Hotel will the tour conductor eat for free (drinks are not included); that is to say, he/she will be offered the same thing that the group is eating.

#### **IX. POLICY OF RELEASED - GROUPS:**

- **For every 10 paying passengers**, a free space will be offered for the 11th passenger with respect to lodging and/or meals, according to the plan contracted for the group.
- The free 11<sup>th</sup> spot will first be offered to the tour conductor. Failing that, it will be assigned to the guide. Failing that, it will be offer to a passenger.
- No more than 02 courtesies spaces will be given per group (01 double room).

#### **POLICIES OF RESERVES AND PRICES SEASON**

- In high season, a surcharge of 10% will be applied to the confidential corporate rate.

The dates to be considered high season are the months of May, June, July, August and December.

Additionally in the high season there are no single rooms.