



PERSONAL DATA PROTECTION POLICY

The object of the present policy is to make known the way “Peruvian Local Friend” protects and treats the personal data from clients, passengers, providers, tour operators, travel agencies and collaborators, from its recollection through the different digital channels, for the purposes duly communicated by the company.

The access and navigation through our webpage and web components don't require a previous registration but, the access to confirm availability, some tariffs and/or special agreements on certain services will do require the completion of a form, which the user is free to fill out or not.

In this form the user will have to provide certain personal data, that will only be used for the purpose for which they were collected. The possible type of information requested includes, but is not limited to, name, e-mail address, date of birth, sex, country of origin and personal interests, among others. Not all the solicited information is mandatory to be provided, except for the one(s) made known to the user we consider convenient.

Therefore, according with the provisions of the Personal Data Protection Law in Peru, Law N° 29733 (and its Regulation N° 003-2013-JUS), we want to inform you that all the personal data provided by you will be stored in our database under a secure environment and will not be available to the general public, with this you give “Peruvian Local Friend” the power to use this data to meet your requests, respond to your queries or send the information associated with your contracted service(s) and/or keep you informed of details that we consider may be of interest to you, in an orderly manner and without being invasive.

“Peruvian Local Friend” takes all the reasonable precautions and technical and administrative measures in order to guarantee the safety of the personal data provided. The application of safety measure is intended to ensure the conservation, confidentiality, integrity and availability of data.

“Peruvian Local Friend” may do changes and update this policy based on news or legislative, jurisprudential and/or company need, among others; therefore, users are encouraged to review this policy regularly and/or each time they access the company's website.



TERMS AND CONDITIONS

ABOUT THE USE OF THE DIGITAL CHANNEL:

THE USAGE OF OUR WEBSITE AND WEB COMPONENTS BY THE USERS CERTIFIES THE FULL, DIRECT, CONSCIOUS AND UNRESERVED ACCEPTANCE OF EACH AND EVERY ONE OF THE DISPOSITIONS INCLUDED IN OUR GENERAL TERMS AND CONDITIONS, WHICH MAY UNDERGO CHANGES OR MODIFICATIONS.

EVERY BRAND, LOGO AND/OR PROVIDER NAME THAT IS SHOWN IN OUR WEBSITE OR WEB COMPONENT, ARE USED WITH INFORMATIONAL PURPOSES AND ARE THE PROPERTY OF THE OWNER OF THE INTELLECTUAL PROPERTY RIGHTS.

ABOUT THE TOURS:

"DURING COVID-19 PANDEMIC"

ACCORDING TO THE HEALTH AND SAFETY RULES ESTABLISHED BY THE PERUVIAN GOVERNMENT, IT'S MANDATORY, FOR ALL OUR CLIENTS, TO ATTEND ANY OF OUR TOURS/SERVICES USING A PROTECTIVE MASK.

ALSO, IF POSSIBLE, WE ENCOURAGE THE USE OF ALL, OR ANY, OF THE FOLLOWING: DISPOSABLE GLOVES, FACE SHIELD AND SAFETY GLASSES OR GOOGLES.

- ALL OUR TOURS ARE **PRIVATE**. WE ACCEPT SINGLE TRAVELERS AND ALSO GROUPS BUT ALL THE EXCURSIONS WILL BE PRIVATE, WITH THE **EXCEPTION** OF THE **PALOMINO ISLANDS, BALLESTAS ISLANDS AND HUACACHINA BUGGIES & SANDBOARD TOURS**.
- **WALKING TOURS** ARE MEANT TO BE DONE BY TAKING LOCAL BUSES AND TAXIS TO APPROACH OUR DESTINATIONS BUT TO WALK TOURING AROUND THEM.
- IN OUR **WALKING & CAR TOURS**, THE VEHICLE IS MOSTLY TO APPROACH TO THE ATTRACTIONS, AND SAVE TIME TO SEE MORE, BUT TO WALK AROUND THEM.
- OUR TOUR PRICES (EVEN THE "FOOD & SIGHTS") DON'T INCLUDE ANY SPENDINGS SUCH AS FOOD, DRINKS, TIPS OR ENTRY TICKETS (SOME EXCEPTIONS** MAY APPLY). WE'LL APPRECIATE YOU CARRYING THE NECESSARY AMOUNT OF LOCAL CURRENCY TO PAY FOR THE SERVICES PREVIOUSLY MENTIONED.
- IN THE CASE OF WALKING TOURS, TRANSPORTATION IN LOCAL BUSES AND TAXIS IS NOT INCLUDED. YOU'LL HAVE TO COVER THOSE EXPENSES FOR YOU AND YOUR "LOCAL FRIEND" DURING THE TOUR. WE'LL APPRECIATE YOU CARRYING THE NECESSARY AMOUNT OF LOCAL CURRENCY TO PAY FOR THAT.
- IN THE CASE OF WALKING & CAR TOURS, NO LOCAL BUS/TAXI TRANSPORTATION IS NEEDED AS YOU'LL HAVE A PRIVATE CAR, DRIVER AND "LOCAL FRIEND". (AN EXCEPTION** MAY APPLY)
- THE FOOD IS UP TO YOU. YOU DECIDE WHETHER TO INVITE YOUR LOCAL FRIEND OR NOT.
- THE LENGTH OF THE TOUR STARTS COUNTING SINCE THE AGREED MEETING TIME. IF THERE IS A DELAY FROM THE CUSTOMERS SIDE, PERUVIAN LOCAL FRIEND WON'T EXTEND THE TOUR.

- IF THE CUSTOMER DECIDES TO SHORTEN THE LENGTH OF THE TOUR THE SAME DAY OF THE SERVICE, THERE WILL BE NO REFUNDS OR CHANGES IN THE CASH BALANCE AMOUNT.

- THE WAITING TIME (TO BEGIN A TOUR) WILL BE 30 MINUTES, COUNTING SINCE THE AGREED MEETING TIME. IF DURING THIS TIME FRAME THE CUSTOMER DOESN'T SHOW UP, THE SERVICE WILL BE CONSIDERED AS A "NO-SHOW" AND THE "LOCAL FRIEND" WILL LEAVE. THIS DOESN'T APPLY TO "LAYOVER TOURS"*.

ABOUT THE TRANSFERS:

- THE PRICE OF THE AIRPORT TRANSFER SERVICE ONLY INCLUDES ONE HOUR OF WAITING (COUNTED SINCE YOUR FLIGHT LANDS). FOR EACH EXTRA HOUR YOU'LL HAVE TO PAY AN ADDITIONAL AMOUNT. FOR CAR: \$10.00 USD, FOR VAN OR TRANSPORTATION IN OTHER TYPES OF VEHICLES, PLEASE CONSULT US.

- IN CASE OF AIRPORT PICK UPS, THE DRIVER WILL ENTER THE ARRIVALS AREA 20 MINUTES AFTER THE FLIGHT LANDS (FOR INTERNATIONAL FLIGHTS) OR 10 MINUTES AFTER THE FLIGHT LANDS (FOR DOMESTIC FLIGHTS). THIS IN ORDER TO GIVE YOU TIME TO GO THROUGH CUSTOMS AND/OR LUGGAGE CLAIM.

ABOUT BOOKING & PAYMENT:

"DURING COVID-19 PANDEMIC"

IN ORDER TO AVOID CONTACT WITH BILLS AND COINS, TO PREVENT ANY POSSIBLE BACTERIA AND/OR VIRUS TRANSMISSION, WE FOUND NECESSARY TO SET THESE NEW BOOKING RULES:

- TO BOOK FROM 1 TO 4 SERVICES (TOURS, TRANSFERS, ETC.), OR FOR PARTIES UP TO 5 PEOPLE, WE'LL NEED AN ADVANCED PAYMENT DIVIDED IN TWO PARTS**:

1ST PAYMENT = THE 30% OF THE SERVICES TOTAL PRICE IN ORDER TO BOOK.

2ND PAYMENT = THE REST (70%) DUE TO BE PAID 10 DAYS BEFORE ANY INITIAL SERVICE PROVIDED BY PERUVIAN LOCAL FRIEND.

- TO BOOK MORE THAN 4 SERVICES (TOURS, TRANSFERS, ETC.), OR FOR PARTIES FROM 6 PEOPLE IN ADVANCE, WE'LL NEED AN ADVANCED PAYMENT DIVIDED IN TWO PARTS**:

1ST PAYMENT = THE 80% OF THE SERVICES TOTAL PRICE IN ORDER TO BOOK.

2ND PAYMENT = THE REST (20%) DUE TO BE PAID 15 DAYS BEFORE ANY INITIAL SERVICE PROVIDED BY PERUVIAN LOCAL FRIEND.

** This doesn't apply when purchasing: Train, Bus and Entry Tickets to Machu Picchu and only transfer services.

- IN CASE YOU WANT TO PAY THE 100% OF THE SERVICES TOTAL PRICE IN ADVANCE, IN ORDER TO AVOID THE HASSLE OF DOUBLE PAYMENT, PLEASE LET US KNOW.

- IF YOU INTEND TO BOOK: "LAYOVER TOURS"*, "LAST MINUTE TOURS"** , "SPECIAL REQUESTS"**, PRE-FIXED MENUS, ENTRY TICKETS, TICKETS TO MACHU PICCHU, MACHU PICCHU TRAIN TICKETS, MACHU PICCHU BUS TICKETS, CUSCO TOURISTIC TICKETS, EXCURSIONS OUTSIDE THE CITY (SUCH AS: CARAL, PALOMINO ISLANDS,

PARACAS & HUACACHINA, ETC.) OR ONLY TRANSFER SERVICES, THE PAYMENT MUST BE MADE IN FULL, IN ADVANCE.

- PLEASE, TAKE INTO ACCOUNT THAT THE MACHU PICCHU ENTRY, BUS AND TRAIN TICKETS ARE ONLY VALID ON THE DATE PRINTED ON THEM. ONCE WE PURCHASE THE TICKETS THERE ARE NO REFUNDS, NEITHER CHANGE OF DATE OR INFORMATION. PLEASE RE-CHECK THE PERSONAL DATA YOU ARE PROVIDING (NAME, DATE, PASSPORT NUMBER, ETC.) BEFORE DOING ANY PAYMENTS.

- DUE TO THE GROWING DEMAND FOR OUR TOURS, IF YOU ARE 100% SURE YOU WILL USE OUR SERVICES, THE SOONER YOU BOOK, THE BETTER. BUT IN CASE YOU ARE IN A GROUP AND INTEND TO RESERVE SEVERAL SERVICES IN MOST (OR ALL) OUR OPERATION CITIES, WE WILL NEED 3 - 1 WEEKS MINIMUM FOR THE BOOKING. THE DEADLINE IN THIS CASE WILL BE AT THE DISCRETION OF PERUVIAN LOCAL FRIEND AND WILL DEPEND ON THE GROUP'S SIZE AND ITINERARY.

- **WE CAN'T ACCEPT THE 100% PAYMENT IN CASH THE SAME DAY OF THE SERVICES.**

- **PLEASE, DO NOT PROCEED WITH ANY PAYMENTS IN ADVANCE UNTIL WE SEND YOU THE FINAL QUOTATION, THE AMOUNT TO DEPOSIT AND/OR APROVE THE BOOKING.**

- ONCE THE PAYMENT IS DONE, IT WILL BE IMPLIED THAT YOU HAVE KNOWLEDGE, AND ARE AGREE, WITH THE TERMS AND CONDITIONS OF OUR SERVICES, OUR CANCELLATION POLICIES AND THE ITINERARY SENT.

- IF AFTER THE PAYMENT IS DONE YOU WOULD LIKE TO ADD MORE PEOPLE TO THE GROUP, MORE SERVICES OR MORE HOURS TO THE TOURS THAN INITIALLY ARRANGED, PLEASE DON'T HESISTATE ON SENDING US YOUR REQUEST.

- IF YOU WOULD LIKE TO DO A LAST MINUTE "TOUR DATE/TIME RESCHEDULE"***, TAKE INTO ACCOUNT IT IS SUBJECT TO AVAILABILITY. IF THERE IS AVAILABILITY, THERE WILL BE NO EXTRA CHARGES, BUT IF THERE IS NOT, THERE WILL BE NO REFUNDS (AS IT WILL BE CONSIDERED A "NO-SHOW")

- IF YOU WOULD LIKE TO REDUCE THE NUMBER OF PEOPLE ATTENDING THE TOUR, THE NUMBER OF SERVICES ARRANGED OR THE TOUR HOURS, IT WILL HAVE TO BE REQUESTED AT LEAST ONE WEEK BEFORE THE FIRST DAY OF SERVICES, OTHERWISE THERE WON'T BE ANY RE-QUOTES OR CHANGES AND IT WILL BE CONSIDERED AS A CANCELLATION. FOR MORE INFORMATION ON CANCELLATIONS, PLEASE READ OUR "CANCELLATIONS POLICY" DOCUMENT.

- IN CASE OF "NO-SHOW", THERE WILL BE NO REFUNDS BUT IN CASE OF CANCELLATION A REFUND MIGHT BE GIVEN. FOR MORE INFORMATION ON THIS, PLEASE READ OUR "CANCELLATIONS POLICY" DOCUMENT.

- IN CASE OF "FORCE MAJEURE", (EVENTS BEYOND OUR CONTROL LIKE: SOCIAL OR POLITICAL PROBLEMS, NATURAL DISASTER, WAR, TERRORISM, STRIKE, SERIOUS CONTAGIOUS DISEASE, ETC.) WHICH MAY DISTURB THE NORMAL SITUATION OF THE COUNTRY AND/OR THE NORMAL OPERATION OF PERUVIAN LOCAL FRIEND'S SERVICES, WE RESERVE OURSELVES THE RIGHT TO MODIFY, OR CANCEL, THE CONTENT OF THE TRAVEL ITINERARY HIRED WITH US.

IN CASE THE TRAVEL IS CANCELLED DUE TO "FORCE MAJEURE", THE APPLICATION OF A REFUND OF THE PAYMENT CORRESPONDING TO THE SERVICES RESERVED, WILL BE AT DISCRETION OF PERUVIAN LOCAL FRIEND. FOR MORE INFORMATION ON THIS, PLEASE READ OUR "CANCELLATIONS POLICY" DOCUMENT.

- **PLEASE MAKE SURE THAT THE CASH IN DOLLARS YOU USE FOR ANY TOUR OR TRANSFER SERVICE PAYMENT IS NOT DETERIORATED (STAINS, STAMPS, WRITTING, BROKEN, ETC.) BECAUSE IT IS VERY HARD TO GET IT EXCHANGED HERE IN PERU AND WE CANNOT ACCEPT THEM.**

- FOR THE BALANCE WE PREFER USD BUT, IF YOU DECIDE TO PAY THE BALANCE IN LOCAL CURRENCY (SOLES) THIS IS THE EXCHANGE RATE: S/.3.60

- THE FOLLOWING DATES THERE WILL BE A SURCHARGE IN THE SERVICES PRICE: JANUARY 1ST, HOLY THURSDAY, GOOD FRIDAY, MAY 1ST, JUNE 24TH, JULY 28TH AND 29TH; DECEMBER 24TH, 25TH AND 31ST.

- PERUVIAN LOCAL FRIEND'S SERVICE DOES NOT COVER ANY HEALTH INSURANCE OR TRAVEL INSURANCE NOR IS RESPONSIBLE FOR ANY INCIDENT OF THAT SORT.

- HANGING OUT WITH US, WHILE EXPLORING THE CITY, SHOULD NEVER BE MISTAKEN WITH DRUGS SEARCHING, PROSTITUTION OR ANY KIND OF ILLEGAL ACTIVITY.

IMPORTANT: IF YOU ARE NOT AGREE WITH THESE TERMS AND CONDITIONS (THE SAME THAT ARE MANDATORY), PLEASE ABSTAIN OF UTILIZING OUR WEBSITE AND/OR WEB COMPONENTS.

*** LAYOVER TOURS = TOURS THAT START AT THE AIRPORT, BUS STATION OR CALLAO PORT AND FINISH AT THE AIRPORT (OR VICEVERSA). IF YOU BOOK THE AIRPORT, BUS STATION OR CALLAO PORT PICK UP AND THE TOUR BUT NOT THE DROP OFF AT THE AIRPORT (OR VICEVERSA), IT IS ALSO CONSIDERED A LAYOVER TOUR. THIS TERM DOESN'T APPLY TO TOURS THAT BEGIN AND FINISH AT THE CALLAO PORT (CRUISESHIPS).**

**** SPECIAL REQUESTS = TOURS OR SERVICES WHOSE REALIZATION COULD BE SUBJECT TO UNFORSEEN LAST MINUTE INCONVENIENTS THAT MIGHT ALTER THE AGREED PLANS. THE DETERMINATION OF WHAT CONSTITUTES A "SPECIAL REQUEST" IS AT THE DISCRETION OF PERUVIAN LOCAL FRIEND. EX: IF THE SAME DAY YOU ARE PICKED UP FROM THE AIRPORT, DO A TOUR AND ARE DROPPED OFF AT YOUR HOTEL.**

**** EXCEPTIONS = OUR HISTORICAL BARS TOUR AND THE BARRANCO BITES & SIGHTS TOUR INCLUDE ALL THE FOOD AND DRINKS MENTIONED ON THE ITINERARY. THE FULL DAY MISMINAY AND THE FULL DAY UROS & TAQUILE INCLUDE LUNCH. ON THE OTHER HAND, OUR CARAL TOUR INCLUDES JUST THE ENTRY TICKETS.**

**** EXCEPTION = IN THE 8HRS WALKING & CAR CUSCO TOUR, THE FIRST 4HRS OF THE TOUR ARE JUST BY WALKING, SO IF YOU FEEL TIRED DUE TO THE ALTITUDE, YOU CAN TAKE LOCAL BUSES OR TAXIS IF YOU NEED TO, BUT THOSE EXPENSES ARE NOT INCLUDED.**

**** LAST MINUTE TOURS = TOURS BOOKED LESS THAN 3 DAYS IN ADVANCE.**

***** TOUR DATE/TIME RESCHEDULE = TRYING TO RESCHEDULE A TOUR'S DATE/TIME DURING THE 72 HRS BEFORE THE ARRANGED DAY.**



PAYMENT METHODS

TO BOOK A TOUR OR TRANSFER SERVICE WITH PERUVIAN LOCAL FRIEND YOU'LL NEED TO DO A PAYMENT IN ADVANCE USING ANY OF THE FOUR FOLLOWING METHODS.

PLEASE, DO NOT PROCEED WITH ANY PAYMENTS IN ADVANCE UNTIL WE SEND YOU THE FINAL QUOTATION, THE AMOUNT TO DEPOSIT AND/OR APPROVE THE BOOKING.

AS SOON AS YOU DO THE PAYMENT, PLEASE LET US KNOW VIA E-MAIL SO WE CAN ACKNOWLEDGE THE DEPOSIT, CONFIRM THE SERVICES AND PROCEED WITH THE PROPER ARRANGEMENTS.

METHOD 1:

PAY WITH A DEBIT OR CREDIT CARD

WE'LL SEND THE PAYMENT LINK TO YOUR E-MAIL.

**** WHEN PAYING FOR "LAST MINUTE TOURS", THIS METHOD WILL BE THE ONLY ONE AVAILABLE ****

METHOD 2:

IF YOU HAVE A BANK ACCOUNT IN USA, DO A MONEY TRANSFER TO OUR USA BANK ACCOUNT USING ZELLE:

FIRST NAME: JOSE LAST NAME: MEDINA CAYCHO (USE BOTH **LAST NAMES** PLEASE)

E-MAIL: peruvianlocalfriend@gmail.com

FIND IF YOUR BANK USES ZELLE WITH THE FOLLOWING LINK: <https://www.zellepay.com/get-started>

METHOD 3:

DOING A DEPOSIT TO OUR PAYPAL ACCOUNT

WE'LL SEND THE PAYMENT LINK TO YOUR E-MAIL.

**** WHEN PAYING FOR "LAST MINUTE TOURS", THIS METHOD WILL BE THE ONLY ONE AVAILABLE ****

METHOD 4:

DOING A MONEY TRANSFER USING MONEY GRAM OR WESTERN UNION. THIS IS THE INFO YOU'LL NEED:

FIRST NAME: SANDRA MIDDLE NAME: GABRIELA

PATERNAL LAST NAME: ARCE MATERNAL LAST NAME: CASTAÑEDA

PHONE NUMBER: 51- 986878829 DNI (ID): 43576007 E-MAIL: PERUVIANLOCALFRIEND@GMAIL.COM

ADDRESS: CALLE A 168 URB. SANTA MARIA DE VILLA - MATELLINI – CHORRILLOS - LIMA 09 – PERU

IMPORTANT:

- USE **BOTH NAMES AND LAST NAMES** (SANDRA GABRIELA ARCE CASTAÑEDA) AS THEY ARE VERY IMPORTANT TO PICK UP THE MONEY. BY THE WAY, HERE IN PERU IS COMMON THAT WE USE TWO NAMES AND TWO LAST NAMES.
- MAKE SURE THE MONEY IS IN USD DOLLARS AND THAT WE RECEIVE IT ON THE SAME USD CURRENCY.
- AFTER YOU SEND THE WIRE PLEASE SEND US BY E-MAIL THE **CODE** (“MTCN” IN WESTERN UNION OR “REFERENCE NUMBER” IN MONEY GRAM) AND A **PHOTO OF THE RECEIPT**.

CANCELLATIONS POLICY**

Any cancellation by you must be initiated by email to peruvianlocalfriend@gmail.com. We will acknowledge your cancellation by responding to that message.

If you cancel our services for any reason (example: illness, change of personal circumstances, etc.) this will be the refund policy to pursue:

Cancellation 7 days - 24hrs before the arranged date: There will be NO refunds.

Cancellation 8 days – 15 days before the arranged date: Refund of the **50% of what you have paid**, but in case of “Layover Tours”, “Special Requests” or if you booked only transfer services, we’ll just retain the 25% of what you have paid.

Cancellation more than 15 days before the arranged date: Refund of the 100% of what you have paid.

In case of “Force Majeure”** the application of a refund will be at discretion of Peruvian Local Friend.

How we’ll proceed for refunds:

- If you paid with a **VISA or Mastercard Debit or Credit Card**, we’ll send you a partial or total refund (depending on the case) using the VISA link too. It will take around 2 weeks.
- If you paid with an **American Express Card**, a fee will be applied. We’ll send you a partial or total refund (depending on the case) using the VISA link too. It will take around 2 weeks.
- If you paid by **PayPal**, we’ll send you a partial or total refund (depending on the case) using PayPal too. A PayPal fee might be applied.
- If you paid by **Zelle**, we’ll send you a partial or total refund (depending on the case) using Zelle too. We’ll need your account number and your e-mail. No fees will apply.
- If you paid by **Wells Fargo** and you are a Wells Fargo customer, we’ll send you a partial or total refund (depending on the case) using Zelle. We’ll need your account number and your e-mail. No fees will apply.
- If you paid by **Western Union or Money Gram**, we’ll send you a partial or total refund (depending on the case) using PayPal. We’ll need you to open a PayPal account. A PayPal fee will be applied.
- If you paid by **wire transfer or deposit from a non-Wells Fargo bank**, we’ll send you a partial or total refund (depending on the case) using PayPal. We’ll need you to open a PayPal account. A PayPal fee will be applied.

If you do not make use of any of these cancellation options, we will issue you a coupon equal to the amount of your advanced deposit minus the fees (In case of “Layover Tours”, the coupon is available only if the cancellation is done more than 15 days before the arranged date). This coupon will be issued after the cancellation arrangements are discussed and it is valid for two years. It can be used only one time. You can use it for any Peruvian Local Friend tours and it cannot be redeemed for cash.

In case of groups (2 people or more) we’ll send only one coupon under the name of the person who did the arrangements directly with us.

The coupon can be endorsed to a family member or a close friend but in order to make it valid we'll need YOU (the coupon's original beneficiary) to send us by e-mail (peruvianlocalfriend@gmail.com) the new coupon's beneficiary full name, electronic mail address and travel date.

** These policies don't apply to "**Machu Picchu Entry, Bus or Train Tickets**", once they are purchased there won't be any refunds. Neither for "**Last Minute Tours**", if you cancel, having booked this type of service, **there will be NO refunds**. Also, when doing a last minute "**Tour date/time Reschedule**", and not having availability for it, **there will be NO refunds**.

** **Force Majeure** = Impersonal events such as social or political problems, war, civil insurrection, strikes, volcanoes, extreme weather, serious contagious disease, earthquake or natural disaster that makes it dangerous or impossible to safely undertake the tour. The determination of what constitutes "Force Majeure" is at the discretion of Peruvian Local Friend.