



PERÚ

Ministerio de Cultura

Dirección Desconcentrada  
de Cultura de Cusco

## Terms and Conditions for Electronic Ticket Purchase

Be it known by these presents the terms and conditions of electronic ticket purchase agreed by UNIDAD EJECUTORA MC-CUSCO, duly represented by its Regional Director, EDWIN RICARDO RUIZ CARO VILLAGARCIA, with national ID number 24005945, with Taxpayer Identification Number (TIN) 20490345397 and legal address, for the purpose of these presents, at its institutional premises located at Garcilaso Street - Casa Garcilaso Museum, district of Wanchaq, province of Cusco, Department of Cusco, hereinafter called DRC-C and on the other hand, by his own right, the ticket buyer, hereinafter called THE CLIENT.

### FIRST CLAUSE: General Information

- This document shall be considered as a contract.
- The CLIENT, upon purchasing this ticket, unquestioningly accepts these terms and conditions.
- Neither external agents to DRC-C nor any client is entitled or modify, restrict, or broaden the terms of this contract.
- This ticket is personal, nominal and nontransferable.
- DRC-C will allow access to all archaeological sites; in addition, it will make the necessary efforts to provide with a good service.
- This contract is in accordance with Peruvian current legislation, related to admittance at archaeological sites, mainly at Machupicchu Archaeological Park.
- The chance to buy tickets via the Internet is available for any legal entity or individual; except for the Inca Trail, tickets will be sold only by authorized agencies, which are stated in the regulations for the touristic use of the Inca Trail network of the Historic Sanctuary of Machupicchu and its buffer zone.

### SECOND CLAUSE: About the access

- Every visitor to the site is required to show his/her ticket and his ID (original). In case of minors without IDs accompanied by adults, the DRC-C will presume as true the identification data about them provided the adults. DRC-C reserves the right to check the ticket before and during the visit.
- In case the CLIENT does not show any ID that proves the ticket ownership sufficiently or if the information does not correspond to his name, the visitor's access will be restricted and will not be admitted in the site; having no legal grant for any kind of reimbursement.
- In case the CLIENT has not used the ticket at the specified date, there will not be any refund since it has only one-day the validity.
- The CLIENT is responsible for entering his/her correct personal information required when purchasing his/her ticket and is fully accountable for it.
- DRC-C reserves the right to restrict access to the site to people who have critical or inadequate health conditions, or women in advanced state of pregnancy.
- DRC-C will not be liable for the health or physical conditions of the client or for any accident or problem that may arise as a consequence of his/her visit.
- This electronic ticket grants the client the right to enter Machupicchu Archaeological Park on the specified date. However, DRC-C obliges to provide with the necessary facilities to change the date to one day before or one day after, without modifying the user's personal data. The procedure will be immediate at any DRC-C customer service office.
- DRC-C must provide with service of security guards and proper signal system which guarantee the tourist personal safety. In places inhabited by animals, they will be controlled and moved to areas without tourist movement.
- The following will be banned from the site and/or removed from it:
  - Clients who are found to be under the influence of toxic substances, alcohol, toxic drugs or other substances.
  - Firearms or air guns, ammunitions, explosives, inflammable substances or any other thing that might disturb the peace within the archaeological site.
  - Bows and arrows, hunting and fishing devices, axes, machetes, knives with a blade length exceeding 07cm, picks, shovels or other tools.
  - Any type of trap to catch animal species.
  - Fuel such as kerosene, diesel petroleum or gasoline.
  - Any sound system or stereo that may produce loud noise.
  - Domestic or exotic animals.
  - Candles
  - Visitors that show moral turpitude or behave against good moral values.

### THIRD CLAUSE: On the access to the site and archaeological zones

It is prohibited:

- To make a fire.
- To consume foods.
- To write or make graphics on the walls.
- Climb up the walls at the archaeological site.
- To make loud noise (whistling, shouting, blowing a whistle, an others)
- To use any place in the site as if it were public toilets.

- To take drinks that do not go in water bottles or canteens.
- To take walking sticks; except for people with disabilities and the elderly.
- To smoke in the archaeological site or surrounding areas since it could start a forest fire.

#### FOURTH CLAUSE: Cases of contingency

- In case of ticket loss or robbery, DRC-C will issue another ticket through its web site at no cost when it is the first time.
- If the only means of transportation that the CLIENT uses to get to the archaeological site is delayed due to weather conditions, DRC-C, once the information is verified, will offer the client the possibility of changing the ticket entrance date at no additional cost once; however, there will be no money refund.
- In the event of natural disasters in the region which prevents arrivals at the Machupicchu Archaeological Park, DRC-C will allow the change of date without any cost. In case the travel agency refunds money to tourist, DRC-C will allow the change of names in the tickets once the money reimbursement has been demonstrated.

#### FIFTH CLAUSE Liability disclaimer

- DRC-C is not liable for damage, partial or total loss of luggage that tourists take to the archaeological sites.
- DRC-C is not liable for unfavorable weather conditions in and out of the archaeological sites.
- DRC-C is not liable for the client's movements within the archaeological site; if after an emergency he/she does not comply with instructions given by DCR-C staff, he/she will be the only responsible person for any damage.
- If the client takes a walk or visits places that are not signaled or authorized, DRC-C will not take responsibility for his/her safety and integrity.

#### SIXTH CLAUSE : Online Service

DRC-C, with the best of the intentions to provide with a quality service through its Ticket Management Office and Electronic Sales, is fully committed to:

- Offer at the client's disposal an informatics system that will allow him/her follow the procedures related to the E ticket through its website [www.machupicchu.gob.pe](http://www.machupicchu.gob.pe)
- Put at the client's disposal a call center that will be available during office hour from Monday through Saturday from 7:00 to 19:40 for consultation or inquiries through different means such as telephone, email, instant messaging, social networks, and others.
- Reply all enquiries in a less than a 72-hour period. Any unanswered request after that period will be considered as accepted.

#### SEVENTH CLAUSE: Payment conditions

DRC-C puts at the client's disposal the following ways of payment:

- Booking and payment can be done via Internet using Banco de la Nacion multired cards: The client can make reservations in [www.machupicchu.gob.pe](http://www.machupicchu.gob.pe), and if he/she is a MULTIREDE card holder, he/she may pay via internet 24 hours a day and may print the tickets to directly access Machupicchu Archaeological Park.
- Booking and payment can be done in cash at any Banco de la Nacion cashiers: The CLIENT could make the reservations via Internet, and if does not have a MULTIREDE card, he/she should pay in cash or banker's draft at any Banco de la Nacion tellers nationwide in office hours, without any additional charge, just indicating the booking code generated by the system.
- Reservations and payment can also be done in cash at Regional Direction of Culture in Cusco: The CLIENT may do the booking at [www.machupicchu.gob.pe](http://www.machupicchu.gob.pe) and pay in cash of banker's draft at the cashiers at Cusco Regional Direction of Culture during office hours from Monday through Saturday from 7:00 to 19:40, at Garcilaso Street - Casa Garcilaso Museum, also at the office of the Cultural Center in Aguas Calientes, from Monday through Sunday from 5:20 to 21:00, for which the CLIENT must show his/her reservation code generated by the system.
- Reservations and payment can be done at the Cusco Regional Direction of Culture: The CLIENT can make his reservation at [www.machupicchu.gob.pe](http://www.machupicchu.gob.pe) and pay using bank cards that belong to the electronic system of payment at the Cusco Regional Direction of Culture cashiers during office hours from Monday through Saturday from 7:00 to 19:40, at Garcilaso Street - Casa Garcilaso Museum and at Culture Center offices in Aguas Calientes from Monday through Sunday from 5:20 to 21:00, for which he must present his reservation code, generated by the system.
- The CLIENT may purchase his/her tickets at the Cusco Regional Direction of Culture: the CLIENT can perform all transactions, reservation, payment and printing at the Regional Direction of Culture during office hour from Monday through Saturday from 7:00 to 19:40, at Garcilaso Street - Casa Garcilaso Museum and at the Cultural Center in Aguas Calientes (only in emergency cases)
- The CLIENT could also purchase his/her tickets at any authorized agents, at their offices and their timetables.

#### EIGHTH CLAUSE: Ticket Refunds

- Only if DRC-C cancels the access to the archaeological site will the ticket holder have the right for a refund of the full fare, which will proceed only with the presentation of the original ticket according

- to the current regulations for that particular case scenario.
- In the events the CLIENT does not get to visit the archaeological site because of health conditions or a general strike in the region, DRC-C will permit the change of name and date with a penalty payment of 10% of the ticket price (subject to space availability).
  - In case the CLIENT requests the change of name and date due to reasons not considered in this document, the change will proceed under the application of penalties according to the following stipulated periods (subject to space availability):
    - 30% penalty if the request is submitted 24 hours before.
    - 25% penalty if the request is submitted 48 hours before.
    - 10% penalty if the request is submitted 72 hours before.
  - The ticket is only valid on the date printed on the ticket, once you purchase the ticket there is not a refund neither change of date nor change of information.
  - The Client who does not visit the archaeological site, and does not inform DRC-C of it in a timely manner will lose his/her right over the ticket and no refund from DRC-C will be applicable.

#### NINTH CLAUSE: Period of Stay

- The stay runs from the moment the client registers his admission at Machupicchu Archaeological Park in the respective checkpoint and within the timetables displayed in each ticket.

#### TENTH CLAUSE: Privacy

DRC-C, with the best of intentions to responsible management, is committed to:

- Allow clients to make ticket reservations at [www.amchupicchu.gob.pe](http://www.amchupicchu.gob.pe) in a fast, easy and safe way complying with the highest standards and safety international certifications since we use SSL technology with a certified supplier of methods of electronic payment, with a band width that permits and supports users' traffic.
- All information entered in our system is strictly confidential and is stored with the highest levels of data encrypting.

#### ELEVENTH CLAUSE: Receipts

Luego de efectuar el pago, el sistema de reservas de LA DRC-C emitirá un recibo de caja, que a su vez será el boleto de ingreso que tendrá que imprimir, que representa las Tasas que se encuentra plenamente sustentado y considerado en el TUPA Institucional. No se otorgará Facturas ni Boletas por el pago realizado.

#### TWELFTH CLAUSE : Gaps of this document

- Only in events not provided on this document will pertinent regulations found in the Touristic Use of the Inca Trail Network and Machupicchu Historic Sanctuary Regulations be used ( Chief Resolution N° 259-2005-INRENA) and other related regulations.
- This document is in agreement with the provisions of the Consumer Defense and Protection Code, law N° 29571.

Ministry of Culture - Dirección Desconcentrada de Cultura Cusco

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[www.drc-cusco.gob.pe](http://www.drc-cusco.gob.pe)