



travelmarvel
Premium Travel



Machu Picchu, Peru

SOUTH AMERICA

ESSENTIAL INFORMATION

KNOW BEFORE YOU GO

PASSPORTS AND VISAS

Full passport details must be provided at time of deposit. Passports must be valid for at least six months beyond your return date home. We recommend a validity of at least nine months to avoid issues. Your passport must also have at least three blank visa pages (not endorsement pages). It is your responsibility to ensure you have all necessary permits and visas for the countries you plan to visit. Certain countries in South America require a visa to visit. Failure to obtain correct documentation may affect entry into certain countries visited on tour. Visa and entry requirements vary depending on your nationality and may change with little or no notice. Travelmarvel strongly recommends checking with the relevant consulates or embassies for the most current information regarding entry requirements, associated fees, and processing times.

TRAVEL INSURANCE

We strongly recommend purchasing comprehensive travel insurance prior to making final payment for your booking. Comprehensive travel insurance is compulsory for travellers visiting Ecuador, as entry may be denied if you're unable to provide proof of your insurance policy.

At a minimum, your travel insurance policy should cover the following: trip cancellation prior to departure (including for medical reasons), overseas medical expenses, emergency evacuation, accidental death, costs arising from travel delays, and loss or damage to luggage.

GENERAL PHYSICAL FITNESS

Travelmarvels tours and cruises are not physically demanding. However, because of the nature of many of the sites you will be visiting, you will require a good level of fitness and health to participate. Several tours may not be appropriate for guests with certain medical conditions and physical restrictions. Walking tours often involve uneven terrain, cobblestones, stairs, and steep inclines. Additionally, travel in Peru includes high-altitude locations, which may affect some individuals.

You should be comfortable standing for extended periods, such as during museum visits, airport check-ins, and customs procedures. The itinerary also involves long travel distances and may include early morning departures, particularly when aligned with airline schedules.

If you are booked on an Amazon Extension or Holland America Chilean Fjords cruise,

you may be required to travel ashore for excursions via a smaller vessel.

CONSULT YOUR DOCTOR

Your general practitioner or a travel clinic is the best source of advice on preventative health measures, including vaccinations. We strongly recommend that all travellers consult their GP or local travel clinic well in advance to ensure thorough pre-travel preparation. Be sure to bring a copy of your travel itinerary to help guide recommendations for appropriate medications and vaccinations.

Ask your doctor to prepare a medical summary for use in case you need to see a doctor abroad. This should include:

- Your name, address, and emergency contact
- Blood type
- Medical history
- Current medications and dosages
- Drug allergies
- Reasons for any prior hospitalisations
- A list of vaccinations with dates

ON TOUR INFORMATION

STAYING HEALTHY ON TOUR

Maintaining good health before and during your tour is essential. Practicing proper hygiene helps prevent the spread of illness and ensures a more enjoyable experience for everyone. Respiratory and gastrointestinal infections, though often minor, can spread quickly within a tour group and significantly affect the overall enjoyment of the trip.

Travelmarvel is committed to minimising the risk of infection across all tours. Following our recommended health and hygiene recommendations will help ensure a safe, healthy, and enjoyable holiday for yourself and your fellow travellers.

TRAVELMARVEL HEALTH AND SAFETY PROTOCOL

Our Tour Directors follow strict health and safety protocols to ensure the wellbeing of all guests. If you are showing symptoms of a cold or other virus while on tour, you may be asked to assist in reducing the spread of illness. You may be requested to wear a face mask, have meals in your room instead of the dining room, or remain in your room until the symptoms improve. For our most up-to-date protocols, please refer to our website.

Altitude Sickness

Acute Mountain Sickness (AMS) is a condition caused by ascending to high altitudes. Common symptoms include: headache, loss of appetite, nausea, dizziness, fatigue or weakness. We recommend consulting your doctor to discuss whether preventative medication is appropriate for you. To help minimise symptoms of altitude sickness, drink plenty of fluids such as water, fruit juices, or herbal teas, and avoid caffeinated and alcoholic beverages. If you experience any of the above symptoms, please inform your Tour Director.

Allergies

Please advise Travelmarvel of any allergies or dietary requirements at the time of booking, and inform your Tour Director upon arrival. Most suppliers require advance notice to accommodate special requests. Travelmarvel will communicate your needs to relevant suppliers; however, please note that while every effort will be made, specific dietary requirements cannot be guaranteed. In some cases, limitations may apply due to local availability or supplier capabilities. In some cases, you may be asked to complete a form or waiver.

Sleep Apnoea

CPAP machines can be accommodated on tour, but we require advance notice.

Please provide the dimensions, weight and, if possible, the make and model of your machine. This information will be shared with our suppliers to help ensure suitable arrangements can be made. You'll also need to bring your own power adaptor that's compatible with local electrical outlets.

Peru Rail

On Peru Rail train journeys, you are permitted to bring a day pack weighing up to 5kg for your overnight stay at Machu Picchu. Your main suitcase will be securely stored and waiting for you at your hotel in Cusco following your stay.

ELECTRICAL OUTLETS

Power points in South America vary by country, with voltage ranging from 120V to 240V. We recommend bringing an international adapter to access power in the region. A power board is also useful for charging multiple devices.

FOOD AND BEVERAGES

Breakfast is generally served buffet-style, offering both hot and cold options. When included, lunches and dinners may be buffet-style or served as a set menu with two or three courses. Water, tea, and coffee are provided with all meals. Welcome and Farewell Dinners include one complimentary alcoholic beverage—typically house wine or beer. Additional drinks are at your own expense.

Travelmarvel is committed to reducing waste, beginning with the removal of single-use plastics such as disposable water bottles. These will not be supplied during your South America tour. Please bring a reusable water bottle, which you can refill throughout your journey.

HOTEL ACCOMMODATION

Twin-bedded rooms are common throughout South America, while double beds are either unavailable or available in limited numbers. We will do our best to accommodate your request for a double bed; however, please note that this may not always be possible.

Most hotels and lodges do not provide in-room tea and coffee-making facilities. These may be available upon request, sometimes at an additional charge. Hair dryers, irons, and ironing boards are generally available on request at most hotels. Bathroom configurations may vary, with some rooms featuring a separate shower and others offering a shower over the bath.

DELAYED OR MISSED FLIGHTS

If you miss your flight, please immediately inform the airline representative that you are a tour passenger. Provide details of

your destination, as well as the date and time you are scheduled to join the tour or check-in to your pre-tour hotel.

FLIGHTS WITHIN SOUTH AMERICA

All economy-class flights within South America are included in the tour price. Travelmarvel has selected the best available flight connections to enhance your holiday experience. Please note that some flights may depart early in the morning or late in the afternoon. Your Tour Director will keep you informed of any flight changes throughout the tour and will assist you at the airport as needed. Please be aware that pre-assigned seating and group check-in cannot be guaranteed. Group members may be seated in different rows on the aircraft. Some flights may offer light snacks.

LOST OR DELAYED LUGGAGE

If you lose luggage or personal belongings prior to joining your tour, please contact a representative of your chosen airline at the airport. If you lose luggage or personal items during the tour, please inform your Tour Director immediately for assistance.

LUGGAGE RESTRICTIONS

Checked Luggage

International airlines may impose fees or require you to remove articles if weight or size limits are exceeded. We recommend that you contact your airline(s) or travel agent for specific information prior to departure, especially as size and weight limits can vary between airlines. One piece of checked in luggage at max 23kgs is permitted per person on tour.

ARRIVAL AND DEPARTURE INFORMATION

AIRPORT TRANSFERS

Travelmarvel provides airport transfers within South America on the first and last day of your tour. Transfers are also included for pre- or post-tour accommodation booked directly with Travelmarvel, provided the stay occurs before the first day or after the last day of the tour.

Please note:

- Transfers cannot be redirected to alternative pick-up points or destinations.
- No refunds will be issued for unused transfers.
- Passengers who miss their scheduled

transfer must arrange their own transport to or from the hotel at their own expense.

- Transfers must be booked and confirmed with Travelmarvel at least 60 days prior to departure; otherwise, they cannot be guaranteed.
- Transfers in connection with domestic flights within South America are included as outlined in your itinerary.

HOTEL INFORMATION

Check-In

Hotel check-in time is officially 3pm local time. However, where possible, hotels will aim to make your room available earlier. If

your flight arrives in the morning, you may store your luggage at the hotel prior to check-in. It will be delivered to your room once it becomes available.

Check-out

Hotel check-out times may vary, but are typically between 10am and 11am. If your flight departs in the late afternoon or evening, most hotels offer a luggage storage facility where you can securely store your bags until departure.

EXTENSIONS

PERUVIAN AMAZON LODGE EXTENSION

Room Information

All cabañas have en suites with a shower, fans, a seating area, mosquito nets, bathroom amenities, robes, slippers and in-room safes.

Arrival and Departure

On arrival in Puerto Maldonado, you will be met by the hotel manager or a guide from the Inkatererra Reserva Amazonica. You will be transferred via boat (approximately 45 minutes to the lodge). On departure day, check-out is usually around 11am before you are transferred back to Puerto Maldonado for your flight. Please note: check-out is flexible and will depend on your flight time.

Excursions and Activities

Daily activities range from half-day to full-day excursions and can be discussed with your guides upon arrival. All excursions are subject to local conditions, and minimum participant numbers may apply.

Please note that the Lake Valencia and Ornithology full-day trips incur an additional supplement.

Internet

Wi-Fi is not available at Inkatererra Reserva Amazonica.

Local Guides

The Amazon Lodge Extension is not accompanied by a Travelmarvel Tour Director. Our expert local guides and the staff at Inkatererra Reserve Amazonica are happy to help with anything you need.

Meals and Beverages

All meals are prepared with an emphasis on local produce and Peruvian specialties.

Drink are available for purchase at the bar and added to your account.

Medical

Staff are trained in first aid and additional medical services can be requested via the lodge reception. Charges apply and will be advised.

Payments

Any non-included items and services purchased will be added to your bill. Payment can be made in cash (US dollars) or by credit card (fees may apply). Payment can be made in cash (US dollars) or by credit card. Credit card fees may apply.

Smoking

Smoking is not permitted anywhere inside the lodge, only in designated outside areas where ashtrays are provided.

Luggage

For guests travelling to the Peruvian Amazon Lodge, a 10kg per person luggage restriction applies. For two people, one bag weighing up to 20kg is permitted. Please ensure your luggage is ready upon arriving at the Inkatererra office. Remaining luggage will be securely stored at the Inkatererra office, and you will be provided with a baggage tag for convenient collection when you return. Check-out time at the lodge is at 10am, and the last boat departs the lodge between 1.00-1.30pm.

HOLLAND AMERICA LINE – CHILEAN FJORDS CRUISE

Online Check-In and Express Docs Cruise Documentation

Complete your online cruise check-in prior to departing for your trip. Once you have completed your online check-in and are

within 50 days of sailing, your electronic documents (Express Docs) will be available for printing. You will need the following information to complete your online check-in:

- Full legal name
- Birth date
- Passport details
- Home address
- Home telephone number
- Emergency contact details
- Return flight information
- Credit card you wish to use for onboard purchases
- Operational Reference (located in your Travelmarvel itinerary).

Holland America Line will provide you with your online check-in link closer to departure. To complete your check-in, go to hollandamerica.com, click on 'Manage My Cruise', choose the menu option to 'Check In', and enter the booking number located with your cruise details listed as 'Op Ref'.

Electrical Outlets

All staterooms are equipped with standard 110 and 220 volt outlets. Hair dryers are available in staterooms on all ships. You will need a travel adaptor to access power for non-American devices in the cabins.

Crew

Enjoy the expert services of Holland America Line's staff on board the MS Oosterdam. Please note, your cruise is not escorted by a Travelmarvel Tour Director.

Dining

Formal dining is available in the main dining room and a buffet dining option is also available. Specialty restaurants on board are subject to a surcharge, starting from

US\$10 per person. Complimentary room service is available 24 hours a day. If you have any dietary requirements or other special requests, you may be required to complete a request form.

Embarkation

The following are required for embarkation:

- Your Signature Preferred Boarding Pass.
- Appropriate identification and passport.
- Cruise documents containing your Cruise and/or Cruise Tour Contract.
- Visa and immunisation information

Gratuities

Tipping is included in your tour price for dining and stateroom services. Please note that a service charge will be automatically added to your bar charges and dining room wine account.

Medical Assistance

A doctor and nurse are available on board, and a fee applies for any medical services. Payment must be made at the time of service, and you can seek reimbursement through your travel insurance upon returning home.

Please note that the crew is authorised to disembark passengers for medical reasons, and in such cases, reboarding may not be permitted. It is essential that you carry appropriate medical insurance to cover any unexpected situations.

Smoking

Smoking is not permitted in any staterooms, including verandahs, showrooms and most other indoor areas. Designated smoking areas outside are clearly marked and must be followed.

Settling Your Onboard Account

Cruise lines maintain a 'cashless society' on board – simply register your credit card details during the online check-in process, authorise your onboard purchases as you make them, then settle your account with one transaction at the end of your cruise. **Important:** While most debit cards and pre-paid travel currency cards can be used to settle onboard accounts, we recommend using a credit card to establish your onboard account during the online check-in process.

Upon embarkation, Holland America Line will require an initial pre-authorisation of up to US\$30 per person for each day of your cruise against your chosen credit card. This pre-authorisation may appear on your credit card account as a pending transaction, a credit limit reduction or a withdrawal of funds if a debit card or pre-paid travel currency card is used to establish your onboard account. Please provide advance notice to the issuer of your credit or debit card of your intention to use your card while on board the ship. Alternatively, cash can be used to establish your onboard account by leaving a US\$30

per person per day deposit with the ship's front desk on the day of embarkation. Personal cheques and traveller's cheques are not accepted on board.

Failure to establish an onboard account may forfeit your right to board. During the cruise, if your onboard spending exceeds the pre-authorised funds, an additional pre-authorisation(s) charge will be processed. At the end of the cruise, your registered card will be charged once for the total amount owing on your account. Any credits or refunds owing, will be refunded to your registered card.

Once the final transaction is completed, all pre-authorisation charges will be released back to your card. **Important:** Some banks may keep pre-authorisation charges in place for up to 30 days. It can take up to six weeks for your bank to release pre-authorisations on debit cards or pre-paid travel currency cards.

Shore Excursions

We recommend booking your preferred shore excursions at least 10 days prior to the start date of your cruise, as popular excursions may sell out before you board. To book, visit hollandamerica.com. You will need your credit card and booking reference. Your tickets will be waiting for you in your stateroom when you board.

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This document is designed as a guide to assist you when preparing for your tour. Published in Australia. Effective September 2025. Much of the information within is subject to change and, while all care has been taken to ensure information is correct at the time of printing, we cannot take responsibility for any subsequent alterations. TM-3767

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