

## MANUAL OF SERVICES BOLIVIA MISTICA

### INTRODUCTION

Carmen Castañeda and Miguel Kavlin would like to invite you to come to Bolivia and share in the beauty, the magic and the mystery that we have found in this incredible place where the land is still honored by the native inhabitants, and ancient beliefs and customs are still practiced to help maintain the balance between human societies and nature.

Some have said that the spiritual forces that used to reside in the Himalayas have shifted to the Andean Mountains, some have said that the encounter between the Condor and the Eagle has been prophesized as forebringer of times for healing. However it may be this is surely an enchanted land, and we have done our best to bring to you the possibility of sharing that experience with us and provide you with the best environments and experiences for purification, healing, meditation, inspiration, or merely relaxing and enjoying what our wondrous world has to offer.

We are sure the experiences you will have here will be unforgettable and will bring positive change in your lives.

Come join us, we welcome you with open arms!

### GENERAL INFORMATION

Bolivia

Location:	Located in the center of South America
Population:	8.000.000 people.
Area:	1.098.581 Km2 (428.446 square miles)
Capital:	Sucre
Official Language:	Spanish, Aymara, Quechua and Guarani
Government:	Democratic
Religion:	Catholic 90%, but law guarantees freedom of worship.
Local Time:	4 hours behind Greenwich Mean Time (GMT)

#### When to visit :

All year around but avoid the rainy season December to March.

Mountaineering, trekking and Mountain bike are best from May to September, skiing February to May and jungle and pampas June to October.

#### Visa requirements :

Europeans are granted a 30-day tourist visa on arrival that can be extended free of charge to 90 days. Most other nationalities including U S citizens must pay for all time after the first month.

**Health requirements :**

Normal Third World precautions and vaccinations troughs if arriving in La Paz at 3.600m directly from sea level take it easy for a few days while acclimatizing. Anti-malaria and Yellow Fever are necessary if going to the lowlands (below 2.000m), jungle and pampas.

**General Conditions :**

Payment: All services confirmed by Bolivia Mistica must be paid in advance (15 days prior the day of service by cash or bank transfer.

**Rates:**

All rates are in US dollars and must be paid in that currency.  
Rates include taxes.

**Children:**

Children under 5 years , travel free ( no meals, beds or seats included). Half fare from children from 6 to 11 years old.

**Liberates:**

For every 15 paying passengers, one free of charge for the tour conductor (not included admission fees to museums, national parks and official taxes).

**Reservations:**

We must receive a written Booking notice by electronic mail or fax. Include full name of passengers with the passport number, program code or name of the service, contact hotel, flight number if necessary and other important information you mind send us.

**Cancellations:**

We must receive a written cancellation notice. Due to the fact that a large portion of the trip costs are already spent far in advance of the dates of departure, specially for adventure trips we will provide refunds according to the following schedule:

- A cancellation received 60 to 31days before your arrival date, we will refund the total payment received
- 30 to 15 days before departure date, 50% refund.
- No Show no refund of any kind.

### **Insurance:**

We do not include insurance of any kind in our prices. Only the insurance for transit vehicles with a policy up to 3.000 American dollars for injuries caused by or in a Bolivia Mistica vehicle is included. We highly recommend that passengers purchase insurance in their country of origin to cover: trip cancellation, lost or stolen baggage, accidents, rescue and medical and evacuation expenses. Mystic Bolivia, will not be responsible for any costs incurred by passengers for such circumstances.

### **Responsibilities:**

We do not assume responsibility or liability caused for any injury, loss, damage, delay, mental trauma to any person or property resulting directly or indirectly from natural disasters, annoyance, delays and expenses resulting from quarantine, strikes, detention, thefts, pilferage, superior force, failure of conveyance to arrive and/or depart as scheduled, civil disturbances, government restrictions or regulations, acts of god, discrepancies or change in transit and other circumstances over which Bolivia Mistica has no control.

We reserve the right to change itineraries, if circumstances beyond our control prevent the trip in a safe and efficient manner. We reserve the right to alter or cancel any trip due to facts that may endanger passengers and /or staff, sickness, political climate or other unforeseen circumstances. Bolivia Mistica agrees to operate the trip booked on, to supply a good service and to run the trip as detailed on the itinerary, unless the facts listed above happen to be.

Any person participating in a trip with Bolivia Mistica has to read carefully the terms and conditions of the company and signs a contract for the services, accepting that the participant have been informed and aware that adventure travel can be dangerous and includes certain risks and dangers that are an integral part of the trips and travel conditions and accept them as a part of the reason for its participation on the purchase trip.

### **Services Included on Prices :**

Unless some services are specifically requested to be excluded, we always include:

- Mules or llamas during the treks and to base camps\*
- Porters to high camps\*
- Cook and full board meals (4 courses/day).\*
- Mountain or trekking guide\*
- Common camping equipment (two men tents, mess tent, kitchen and table ware)\*.
- Common climbing equipment (helmet, ropes, ice screws, snow stakes and slings)\*
- Hotel accommodation (4 stars or 3 stars) and local simple tourist lodgings).
- Bilingual Guide (\*English on the trekking and climbing programs),

For other language with an additional price.

\*Only on the trekking and mountaineering tour available.

#### **Services Not Included on Prices :**

Unless some services are specifically requested to be included, we do not include the following services:

- Insurance of any kind.
- International sale taxes.
- Air tickets for International or Domestic flights.
- Soft and Hard drinks.
- Personal camping equipment (sleeping bags, sleeping mats, headlamps, batteries and clothing)
- Personal climbing equipment (plastic boots, crampons, ice axe, and harnesses).

#### **BANK DEPOSITS**

For International bank deposit please send us per fax or e-mail the copy or scan of the receipt 15 days before services start to the following account.

BANCO SANTA CRUZ S.A.  
CALLE JUNIN N° 154  
TELEP. 591 - 3-3369911 FAX: 591-3-3342551.  
SWIFT: BSCHB02X  
SANTA CRUZ DE LA SIERRA - BOLIVIA.

ACCOUNT NUMBER: 2000-1012-225212 IN US\$.  
BENEFICIARY: CASA LUNA.

Our Correspondents banks are the following:

- In Miami FL.  
Banco Santander Central Hispano Int.  
Account number: 165000105 IN US\$  
ABA 066010597.
- In Tokyo Japan  
Banco del Estado de Sao Paulo S.A. (BANESPA) in Tokyo Japan  
Account number: 003178 IN US\$
- In Europe:  
Banco Santander Central Hispano S.A. Madrid - España.  
Account number: 2785 IN US\$  
SWIFT: BSCHESMM.