

## EMERGENCY PLAN

### objective of the plan

As a responsible tour operator we aim to ensure the safety and security of all customers and all staff at all times. We seek to identify, monitor, mitigate against and respond appropriately to threats to safety and security.

We are committed to maintaining a high level of situational awareness throughout all areas we travel, to inform our procedures, activities and to update this emergency plan as appropriate. We maintain a watching brief on government travel advisories such as the Australian Government service [smartraveller.gov.au](http://smartraveller.gov.au), and through our network of industry and other contacts in Peru.

This plan should be read in conjunction with our online [Booking Terms and Conditions](#).

This plan has been designed to provide guidance to both our customers and staff on the manner in which we maintain the highest standards of safety and security, especially while on tour. And the procedures we have in place to ensure if something does go wrong, we are prepared and able to respond appropriately.

Topics covered in this plan include:

- authority
- travel advice
- communication procedure
- risks to safety and well-being
- local area medical facilities
- on-call medical expertise

#### **Travel Insurance**

All participants will need to take out comprehensive travel insurance that will cover any medical costs, including medical evacuation, before you depart. You will need to provide your tour leader with a copy of your policy (including emergency insurance contact numbers) before you will be able to join the tour.

Please confirm that your insurance covers you for the whole time you'll be away and check all tour activities are included in your policy. Some travel insurance providers such as [Worldcare](#), also cover you against unforeseen catastrophes, such as terrorism or natural disasters.

## authority

All our tours are run by an experienced, knowledgeable, expat tour leader. The decision of the tour leader is final on all matters likely to affect the safety or well-being of any person participating in the tour.

### **Exclusion from the tour**

If a participant fails to comply with a decision made by a tour leader, or interferes with the well-being or mobility of the tour, the tour leader may direct the participant to leave the tour immediately.

### **Local laws**

Participants must at all times comply with the laws, customs, and drug regulations of Peru. While in Peru, you are subject to Peru's laws and regulations. Peruvian laws may differ significantly from those in your country of origin. You may not have the same protections, and penalties for breaking the law can also be more severe.

Persons violating Peru's laws, even unknowingly, may be expelled, arrested, or imprisoned. Penalties for possession, use, or trafficking in illegal drugs in Peru are strict, and convicted offenders can expect lengthy jail sentences and fines. [source: [US Department of State](#)]

## travel advice

We monitor travel advisories such as the Australian Government (DFAT) service [smartraveller.gov.au](http://smartraveller.gov.au), and receive reports through our network of industry and other contacts in Peru.

The DFAT travel advisory provides four ratings:

- Exercise normal safety precautions
- Exercise a high degree of caution
- Reconsider your need to travel
- Do Not Travel

At present the overall level of advice for Peru is 'Exercise a high degree of caution'. For some areas of Peru bordering Colombia and Ecuador the level of advice is higher. We do not travel to these areas.

If the advisory for any area is raised to 'Do Not Travel' then we will either cancel the tour or reroute the itinerary to avoid the areas concerned.

## communication procedure

Your tour leader (and any participant on tour) is contactable via satellite phone 24/7 while on tour.

Prior to travelling, you will be provided with satellite phone dialling codes for use in the event of an emergency. You will also be able to provide family and friends access to GPS way-point tracking. Through this service your loved ones will be able to track your exact location via the Internet around 10 times every 24 hour period. Your tour leader will also have a Personal Locator Beacon for use in the event of an emergency.

For all non-urgent communication:

- [info@cheveretours.com.au](mailto:info@cheveretours.com.au)
- Skype: cheveretours
- Australia (Administration / Accounts): [info@cheveretours.com.au](mailto:info@cheveretours.com.au)
- Perú (Operations) SMS via Satellite: TBA

## risks to safety & wellbeing

In addition to travel insurance, we recommend all participants are registered with their consulate or embassy. We provide copies of our itineraries and travel plans to relevant consulate and local government authorities to facilitate communication or assistance in the event an evacuation is required.

### **Natural Disasters**

Earthquakes may occur in Peru as can other natural disasters such as floods, and landslides. We follow the advice of local authorities in an emergency, and are able to call the relevant travel insurance provider and embassy or consulate via satellite phone to take advantage of any evacuation plans already in place.

Government travel advisories will also be updated in the event of a natural disaster and depending on the scale and advice we receive, we will either cancel the tour or reroute the itinerary to avoid the areas concerned.

### **Personal Security**

Your tour leader either lives in Peru or has spent a significant amount of time travelling throughout the country. We exercise a high degree of caution when travelling because of high levels of crime in some locations and at some times. We recommend you pay close attention to your personal security and follow the example of your tour leader.

## **Civil Unrest**

Demonstrations and protests, often in response to local labour or social issues, can occur throughout Peru. We will always avoid demonstrations, protests and political gatherings as they may turn violent. National or regional strikes can be called in Peru at short notice and can cause disruption to domestic air travel, public transport and road networks. We have back-up transport plans in place to ensure we can continue to our destination or an alternative.

## **Altitude**

Most areas of your tour in Peru, including Cusco, Puno, Lake Titicaca, Huaraz and Andahuaylas are above 2500m (8,200ft). Travellers who ascend to altitudes greater than 2500m, particularly if the ascent is rapid, or who at higher altitudes make further rapid ascents, are at risk of developing altitude sickness. Our 15 and 25 day tours include days of rest and acclimatisation in Andahuaylas to avoid possible adverse health effects. The Ampay trek is also staged with no rapid ascents. We recommend you see your doctor prior to travel and get advice specific to you and your situation.

## **Health**

Your tour leader is trained in the administration of emergency first aid, and has a St John Ambulance Senior First Aid Certificate and St John Remote Area First Aid or equivalent. And we carry a St John Ambulance first aid kit or equivalent on all tours. Your tour leader has also completed a Survival Instructors survival and navigation course or equivalent.

There is no malaria in the areas we travel to, but water-borne, food-borne, parasitic and other infectious diseases (including cholera, typhoid, hepatitis, tuberculosis and rabies) do exist in Peru. We recommend you check with your doctor about having vaccinations before travelling. All eating establishments and sources of food and drink have been thoroughly vetted. We filter all drinking water, and provide safe bottled water.

For more Health Information for your trip to Peru, see the US [Centers For Disease Control And Prevention](#).

## **Allergies & Medical Conditions**

We are able to accommodate most non-life threatening allergies and medical conditions. For more serious conditions, a certificate from your doctor and insurance company may be required to ensure we can cater to your requirements. For example, the availability of refrigeration cannot be guaranteed especially if you are completing the Ampay trek. Please be sure to advise us if you are travelling with medication that requires refrigeration so we can work out the logistics.

## on-call medical expertise

We have partnered with [Dr Anthony Byrne](#) (MBBS MIPH BAppSc FRACP) a registered, Australian medical practitioner (with experience in Peru) who is available on call 24/7 to provide medical expertise and advice specific to our situation.

## local area medical facilities

Medical facilities are good in Lima, and adequate in Andahuaylas, Abancay, Arequipa, Cusco, Huaraz and Puno. Doctors and hospitals generally require up-front cash payment before commencing treatment, including for emergency care. In the event of a serious illness or accident, medical evacuation to a destination with appropriate facilities may be necessary. Medical treatment or evacuation costs could be considerable, and this is why you must have comprehensive travel insurance, including for medical evacuation.

While we will always consult with the relevant Insurance Company in an emergency, we have local contacts in the medical profession and can recommend the best private hospitals (clínicas) in the areas that we travel.

At Andahuaylas we have partnered with:

- Dr Monic Espinoza Altamirano (General Practitioner, Surgeon, CMP 52895)
- Dr Percy Rivas Alarcón (Dental Surgeon, COP 10004)
- Lucia del Carmen Rivas Alarcón (Registered Nurse, CEP 42224)

Private hospitals (clínicas) we recommend include:

- **Lima:** Clínica Javier Prado; Av. Javier Prado Este 499, San Isidro; +51 1 211 4141
- **Andahuaylas:** Clinica Peruana De Los Andes; Jr Ayacucho 336; +51 83 422466; +51 945125320
- **Abancay:** Clínica Santa Teresa; Av. Enrique Pélach; +51 083 324058
- **Cusco:** Clínica Pardo; Av. de la Cultura N° 710, Wanchaq; +51 84 240387; +51 84 249999
- **Puno:** Clínica Pro Salud; Jr. José Carlos Mariategui N° 253; + 51 5136 7759; +51 944 435000
- **Arequipa:** Sanna; Avenida Bolognesi N° 134 - Yanahuara
- **Huaraz:** Clínica San Pablo - Huaraz; Jr. Huaylas N° 172; +51 610 3333