



Frequent questions

Where do the Amazon cruises leave from?

From the city of Iquitos. International flights arrive to the city of Lima, capital of Peru; from there, you can take one of several 2-hour national flights which heads towards Iquitos.

Which are the itineraries offered by Zafiro, La Perla and Amatista cruises?

M/V Zafiro

7 nights – Saturday to Saturday
4 nights – Saturday to Wednesday
3 nights – Wednesday to Saturday

M/V La Perla

3 nights – Sunday to Wednesday
3 nights – Wednesday to Saturday
6 nights – Sunday to Saturday

M/V Amatista

3 nights – Friday to Monday

What's included in the Zafiro cruise pricing?

M/V Zafiro includes:

- 1 night at the Doubletree hotel by Hilton Iquitos *
- Food at the M/V Zafiro includes all meals from lunch at the Doubletree hotel by Hilton on the day of your arrival to breakfast on the day of your departure.
- All outings with naturalist guides (boots and rain ponchos included)
- Conferences and entertainment aboard
- Transport from and to the airport, on the recommended flights schedules
- Entry fees to the Pacaya Samiria National Reserve
- Fresh juices, soda drinks, infusions and water
- National alcoholic beverages during the meals

- Welcome Pisco Sour

**Only for 7 night and 4 night itineraries*

M/V Zafiro doesn't include:

Air tickets, international alcoholic beverages, laundry service, boutique shopping and tips.

What's included in La Perla cruise pricing?

M/V La Perla includes:

- Food at La Perla includes from lunch on the day of your arrival to breakfast on the day of your departure
- All outings with naturalist guides (boots and rain ponchos included)
- Conferences aboard
- Transport from and to the airport, on recommended flight schedules
- Entry fees to the Pacaya Samiria National Reserve
- Fresh juices, soda drinks, infusions and water

M/V La Perla doesn't include:

- Air tickets, national and international alcoholic beverages, laundry services and tips.

What's included in Amatista cruise pricing?

M/V Amatista includes:

- Food at Amatista includes from breakfast on the day of your arrival to breakfast on the day of your departure.
- All outings with naturalist guides (boots and rain ponchos included)
- Conferences aboard
- Transport from and to the airport, on recommended flight schedules
- Entry fees to the Pacaya Samiria National Reserve
- Fresh juices, soda drinks, infusions and water

M/V Amatista doesn't include:

Air tickets, national and international alcoholic beverages, laundry services and tips.

When will I receive the documentation about my cruise?

The documentation about the cruise you chose (user guide) will be sent once you undertook the final payment. We invite you to check our Terms and Conditions policy before your departure.

Should I buy a travel insurance?

In what respects to health insurance, Jungle Experience recommends its clients to buy an international health insurance. Even though we have a paramedic aboard and the treatment of minor injuries and malaise such as bruises, small cuts, headaches, fever, stomachache, among others, is included within the pricing of the cruise; it is important that the passenger holds a personal health insurance in case of major complications. Given the case, Jungle Experiences takes responsibility in transferring their guests to the closest health center for them to receive the necessary treatment with their personal insurance.

On the other hand, in regards to the travel cancellation insurance, Jungle Experiences recommends its clients to get an insurance covering the refund in case of: baggage loss, air ticket if necessary and other non-refundable travel fees. The payment of booking fees is non-refundable as flight cancellations resulting in the passenger missing the departure is out of our control and we must meet our schedules.

If Jungle Experiences' river cruises won't be operating (because of a force majeure), Jungle Experiences reserves the right to change to another ship. If our guests don't accept this alternative, Jungle Experiences reserves the right to cancel the trip, proceeding with the refunding of the price per night not used or, will offer a cruise aboard for future trips.

Can I enjoy the cruise with my family?

Yes, this trip is a life changing experience for the whole family.

What are the policies for families with children?

Jungle Experiences recommends this trip for children over seven years old. Nevertheless, each situation will be evaluated and children under seven could travel, under the responsibility of the adult who will need to sign a document.

It is worth mentioning that all our cruises have suites/cabins ideal for families.

M/V Zafiro offers 4 interconnected suites.

M/V La Perla has 2 triple cabins. Additionally, it has a cabin with a small room inside, ideal for a child.

M/V Amatista offers 1 triple cabin.

Our naturalist guides, are very friendly with children and they will help them explore the Peruvian Amazon in all its dimensions. Our entire crew will take good care of your family aboard.

How many persons can stay in each suite/cabin?

To ensure maximum safety and comfort for all our guests.

M/V Zafiro: 2 adults and 1 child in each suite, up to 4 guests in our Zafiro Suite

M/V La Perla: 2 adults in our Standard cabins, 2 adults in our Amazon View cabins and 3 in our Upper cabins

M/V Amatista: 2 adults in each cabin

What are the seasons in the Peruvian Amazon?

In the Peruvian Amazon, we have two seasons, depending on the river volume:

High water season (rainy season): from December to May

This time of the year is marked by rain and storm. During these months, most of the plants flourish or bear fruit, creating amazing colors in the Amazonia.

Birds and primates feel attracted by this scenery and you can see them on the banks of the river. This season is a little bit colder and humid as it receives more than half (60%) of its annual total rain. The average temperature is 86°F (30°C).

Low water season (dry season): From June to November

This time of the year, the climate is drier and the low levels of water attract creatures which you can barely see during the rainy season. The river flow reduces, revealing surprising sand beaches. An ideal moment to take a walk through the forest and discover the Amazonian flora and fauna.

On the other hand, the low water season is warmer, with an average temperature of 98°F (37°C).

What's the best time of the year to visit the Amazon River?

Cruising through the Amazon in any of both seasons promises great opportunities to observe and photograph the wonderful and unique vegetation and wildlife.

During the high water season, outings in our skiffs allow us to explore the river tributaries in a much deeper way, offering us the opportunity to watch, from a short distance, the existing flora and fauna in the area.

During the low water season, being the river level low, it is an ideal time to explore the jungle through outings by foot which allow you to encounter animals and plants in their natural habitat.

Moreover, it is worth mentioning to all our guests that each visit is a unique and an unforgettable experience, as they will be exploring the heart of nature in a region where nature is alive and in constant movement.

Do all cruise suites/cabins have exterior views?

Yes, at Jungle Experiences all our suites and cabins have exterior views, being this an essential part of the experience and giving you the opportunity to connect deeper with nature.

What's the difference between travelling on the first and second deck?

On M/V Zafiro cruise, the first deck offers all its suites with panoramic views, from the floor to the ceiling, and the second deck offers all its suites with private balcony.

On M/V La Perla cruise, we have cabins of different sizes on the 3 bridges: Upper, Amazon view and Standard.

On M/V Amatista cruise, the cabins' dimensions and characteristics are the same in both decks.

Is a minimum number of passengers necessary to guarantee the departure date of my cruise?

A minimum number of passengers is not necessary, all our departures will take place on the scheduled date.

What do I need to take to my trip aboard one of Jungle Experiences' cruises?

- We recommend all our guests to bring the following:
- Comfortable shoes for walking, preferably tennis shoes
- Long and light trousers
- Long sleeve, fresh and light shirts
- Hat
- Sunscreen
- Mosquito repellent containing DEET
- Photo camera with charger and spare batteries
- Jungle Experiences includes in its offered services rubber boots for the outings in the wetlands and in the mud. All our suites and cabins have hair dryers.

Additionally, if our guests would like to offer small gifts to the local people from the communities, we recommend bringing clothes, pens, colored pens, paper and those kinds of useful things which will be greatly appreciated.

What procedures does Jungle Experiences undertake to guarantee security aboard?

Jungle Experiences initiates its operation in all cruises with a security drill. Once the boarding has taken place and the port control concluded, the captain and all its crew carry out a mandatory emergency drill. During this drill, the passengers will learn where to find the life vests and locate the evacuation area in case of an emergency.

The cruise director will be available at all times to solve any question in regards with the emergency procedures.

Ships are equipped with life vests in the suites and in its motor boats.

To avoid accidents due to wet floors, passengers must always hold onto the side rails of the stairs and give their hand to the guide when boarding and leaving.

We have fire hoses, smoke detectors and extinguishers (chemical powder, water and foam). We also have a paramedic aboard and a first aid kit in case of mosquito biting.

How many suitcases can I take aboard? Does Jungle Experience have staff available to help carrying bags at the airport and at the port?

Jungle Experiences has no limit for number of bags, however, it is important to take into account that all luggage will remain in the guest's cabin or suite. The staff at Jungle Experiences will be available at the airport and at the port to assist with suitcases.

How exhausting are the outings?

Our travelling on the skiffs doesn't require any physical effort. However, walks during our outings do require moderate effort.

Each evening following dinner, our guides will explain everything about the next day's outings. In general, we'll navigate through the Amazon River or one of its tributaries during night time and dawn, to be ready for our next adventure early in the morning.

Outings take place three times a day, before breakfast, after breakfast and after lunch.

Is there internet aboard the cruises?

There is no internet connection in Pacaya Samiria however, throughout the navigation journey, we should be able to access wifi at certain points, when getting closer to Nauta, Requena and Iquitos ports.

Additionally, it is worth mentioning that Jungle Experiences cruises have a satellite phone in the control bridge of the ship. In case of emergency, passengers can request this service with a cost of USD 8 per minute.

Will we need a vaccine to go on this trip?

There are no vaccine requirements to visit Iquitos and Pacaya Samiria.

Do cruises have safes?

All cabins and suites have a safe for the use of our guests.

What are the payment methods aboard?

We accept cash in soles, US dollars and euros. We also accept payments with credit cards.

What is the recommended tipping amount?

Tipping is at the passenger's voluntary will, however, we recommend:

On M/V Zafiro cruise: Between US \$ 20 - \$ 30 per passenger per night for the crew (to be divided by all members) and between US \$ 7 - \$ 10 per passenger per night for the guides.

On M/V Amatista and M/V La Perla cruises: US\$ 15 per passenger per night. US\$ 10 for the crew and US\$ 5 for the guide.

Who should I contact if I have a special requirement aboard?

The cruise director is available at all times to assist our guests in their needs and requirements aboard.

What are the new biosafety and health protocols at Jungle Experiences post Covid-19?

- As a result of the new reality we are living due to the Coronavirus, we've implemented special health measures in all our cruises.
- Our team has been trained to prevent the spreading of COVID-19.
- We have a paramedic aboard.
- Cleaning and sanitation in high traffic areas (handrails, handles and light switches) will take place more often and thoroughly.
- Antibacterial gel dispensers will be placed in each deck.
- We've innovated with the implementation of a new cleaning procedure using ozone gas which is effective and healthy.
- Cabins will be cleaned and disinfected three times a day.

- Luggage will also be cleaned with ozone gas.
- We've developed an integral plan following the health care protocols. Before boarding, all passengers will be examined to detect any possible symptoms such as: cough, fever, and headache. Each passenger will receive a mask as a gift from us. We request the support of our guests taking these measures into effect by washing their hands constantly and covering their noses and mouths with a handkerchief or their forearm when sneezing or coughing.

How does Jungle Experiences contribute to sustainable tourism in the Peruvian Amazon?

Taking good care of the Amazon is one of our top priorities. In this sense, we contribute to the protection of the Peruvian Rainforest.

Throughout the years, we've supported sustainable tourism in the region collaborating actively with various non-profit organizations such as:

CREA Amazon Rescue Center, in the rescue, rehabilitation and release of manatees, victims of illegal trafficking.

Amazon Forever, focused on the education and recognition of the Amazon as an ecosystem for the conservation and preservation of its white sand forests.

We contribute to local community development by visiting communities every week with clothes and school/working supplies, we also sell their crafts in the boutique aboard M/V Zafiro and deliver talks where we teach them about cleaning habits, recycling, among other helpful things for the improvement of their quality of life.

We practice recycling and waste treatment and we use ecological products.

We practice water and energy conservation.

Can I combine my Amazon cruise with a visit to Machu Picchu?

Yes, currently there are national direct flight connecting Iquitos to Cuzco.



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