
Latest Updates

When planning your Bolivia trip, please get in touch with us, so we can properly assist you and keep you posted on the latest updates and requirements for traveling to Bolivia, taking into account your country of origin and other relevant facts.

[Contact us](#)

OUR COVID-19 PROTOCOLS

Updated Feb 24th. 2021

Candelaria Tours is aware of the changes that COVID-19 has brought to our lives and to the way we flavour everything.

We remain inspired, we want to share with you and to connect you with the Bolivian essence.

It is our priority that you travel safe and that you can still experience our culture our people and our landscapes. That is why, besides making all the proper major arrangements, we have given also special attention to details that we know are important to you and will certainly make a difference.

Below you can find the policies and procedures we have implemented, to give you the maximum assurance of travel flexibility and safety, that we can possibly give.



Candelaria Tours, is aware of the changes that we all had to face with such short notice.

As your representative, we look after your best interest. That is why we can **accept changes up to 30 days** prior to travel without incurring in penalties or extra expenses. Specific, more **flexible rules** may apply to certain portions of your trip, however, please see below our general changes and Cancellations policy. Valid for new bookings only and while COVID-19 persists



Up to 30 days prior to the date of travel your deposit is **completely refundable**. Only bank charges will be discounted if a cash refund is requested.



For rebooking, no charges apply and these will be subject to availability and seasonality. Airlines and hotels are subject to **their own policies**; however, we will strive to get the best treatment possible. We cannot guarantee refunds or changes without penalty as they are normally subject to additional costs.



Full payment must be made **30 days prior to departure**. In some cases, a confirmation deposit is required. (charter planes, and trips on major holidays for example). We will inform of such a case when the booking is made.

For added peace of mind, all client funds are held in a distinct ring-fenced account, until the service is due.



We strongly recommend you check very carefully your travel insurance policy. It is important that, besides COVID-19 coverage, it includes a good cancellation policy in the event that you or one of your travel companions has a positive COVID result, when cancellation penalties apply (typically 45 to 30 days), or when you take the compulsory PCR test 72 hours prior to departure.



During travel, **Medical assistance** is at disposition either in person or via web, during our journeys.
We have permanent contact with reputable doctors, that if necessary, will provide proper assistance.

Candelaria Tours has the experience of more than 46 years, arranging tailor made journeys and experiences. Let us know your requirements and wishes are and we will certainly be able to propose an itinerary that matches them and makes you feel comfortable during your journey.



On the meantime, we have made sure that all of our providers, from hotels to transport and guides, are up to date on sanitation, hygiene and distancing policies. As our services are mainly private, we have control on their performance and we can assure that your safety and wellbeing will be a priority.
Furthermore, all our staff and drivers are tested regularly for COVID19. They will always be wearing the necessary protective clothing. Sanitizing gel will be constantly used and it will be available at all times.