

Frequently Asked Questions

What is aldea.travel?

Aldea.travel is a platform that connects travelers with local experts who offer fair trade and impactful experiences in Latin America, while donating a percentage of every booking to local NGOs that work on sustainable development projects. Aldea.travel is the ultimate way to travel for good and make a difference in the world.

How does aldea.travel work?

Aldea.travel works in three simple steps:

- **Explore:** Browse through our curated experiences and projects available in different countries and regions of Latin America. You can filter by destination, category, duration, price and impact.
- **Book:** Choose your preferred experience and project, and book online with a few clicks. After you book you can also contact the local expert directly to customize your experience or create your own.
- **Enjoy:** Meet your local expert at the agreed time and place, and enjoy a unique and memorable trip. You will also receive a confirmation of your donation to the selected project.

Who are the local experts?

The local experts are remarkable and passionate people who are eager to share their culture, stories and skills with travelers. They range from expert tour guides and history buffs to talented chefs, artists and adrenaline-seekers. They specialize in making people from around the world feel welcomed and connected, and give them access to unique places and activities that can't be found anywhere else.

Who are the partner NGOs?

The partner NGOs are reputable organizations that work on various causes, such as education, environment and social justice. They have designed projects to support the communities we visit, and you can choose the project closer to your heart when you book your experience. Aldea.travel donates a meaningful percentage of every booking to the partner NGOs.

How do I pay for my booking?

You can pay for your booking online through Trustshare, our payment service provider. Trustshare processes our payments via an escrow service

Aldea travel uses Trustshare as our payment service provider to facilitate online sales of experiences and projects in Latin America:

- Accept and send money in 220+ countries and 35 currencies through various payment methods, such as cards, bank transfers and open banking.
- Hold money securely until the experience or expedition is complete, reducing chargebacks and disputes. Escrow is a faster and cheaper alternative to letter of credit and credit insurance on the platform.

Trustshare provides Aldea travel with a secure, flexible and scalable payment solution that supports its mission of connecting travelers with fair trade and impactful experiences in Latin America.

What is the cancellation policy?

Depending on the experience or expedition the hosts choose between different cancellation policies, as a general overview the following are our three Cancellation policies, to find out the cancellation policy that applies to you, go to the listing and it will be under "Cancellation".

Flexible

- Guests can cancel until 48 hours before the Experience start time for a full refund. If Guests cancel after that, the Host will be paid in full.

Moderate

- Guests can cancel up to 7 days before the Experience start time for a full refund, or within 24 hours of booking as long as the booking is made no more than 48 hours before the start time.

Expeditions

- To receive a full refund, guests must cancel at least 15 days before expedition start date
- If guest cancel between 10 and 15 days before expedition start date, Host will be paid 50%
- If guest cancel less than 10 days before expedition start date the Host will be paid 100%

- Guests can also receive a full refund if they cancel within 48 hours of booking, if the cancellation occurs at least 14 days before expedition start date

How do I contact aldea.travel?

You can contact aldea.travel by email at info@aldea.travel. You can also follow us on social media or visit our blog for more updates and stories. We are always happy to hear from you!

How do I create an account on aldea.travel?

You can create an account on aldea.travel by clicking on the sign up button on the top right corner of the website. You can sign up using your email address or your Facebook or Google account. You will need to provide some basic information, such as your name, location and preferences. You will also need to verify your email address and agree to our terms and conditions and privacy policy.

How do I find and book an experience on aldea.travel?

You can find and book an experience on aldea.travel by browsing through our curated experiences and projects available in different countries and regions of Latin America. You can filter by destination, category, duration, price and impact. You can also use the search bar by categories related to your interests. Once you find an experience that you like, you can click on it to see more details, such as the description, itinerary, inclusions, exclusions, reviews and ratings. You can also contact the local expert directly to ask questions or customize your experience. To book an experience, you need to select your preferred date and number of travelers, and click on the book now button. You will be redirected to a secure checkout page where you can enter your payment details and confirm your booking.

How do I become a local expert on aldea.travel?

You can become a local expert on aldea.travel by filling in the application form and booking your first session with one of our expert curators. You will need to provide some information about yourself, your skills, your experiences and your projects. You will also need to agree to our terms and conditions and privacy policy. After submitting your application, you will receive a confirmation email with a link to schedule your one-on-one session. During this session, you will have the chance to give a sample of what makes you remarkable and join Latin America's best. After passing the session, you will be able to complete your profile and create your first experience on aldea.travel.

What are the benefits of joining aldea.travel?

By joining aldea.travel, you can enjoy many benefits, such as:

- Accessing unique, authentic and impactful experiences in Latin America that are not available anywhere else.
- Supporting fair trade and local development projects in the destinations that you visit.
- Connecting with remarkable and passionate local experts who are eager to share their culture, stories and skills with you.
- Becoming a changemaker and reshaping the way you travel for good.
- Joining a community of conscious travelers who value cultural exchange and social impact.