

## CONFIRMATION

- All reservations, modifications, and cancellations must be confirmed in writing by Wild Patagonia Travel and must include a valid confirmation invoice.
- Booking confirmations will be sent within a maximum of five business days.
- Availability inquiries, whether written or by phone, do not constitute a confirmed reservation.
- Program confirmations are handled by a reservations agent, following the policies outlined in this document and subject to availability.

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## PAYMENT POLICY

- Foreign guests are required to present their original PDI immigration card at check-in.
- All amounts paid toward a reservation are non-refundable.
- Payments must be made in the agreed-upon currency. A copy of the deposit receipt must be sent to [info@wildpatagoniatravel.com](mailto:info@wildpatagoniatravel.com), clearly stating the reservation name.
- All bank fees, commissions, or charges related to international transfers are the sole responsibility of the client, who must ensure that Wild Patagonia Travel receives the full confirmed amount.
- In the event of cancellations or modifications requiring a refund, transfer fees will be deducted and are to be covered by the client.
- If payment is made via bank transfer, the amount confirmed by Wild Patagonia Travel will reflect any deductions for transfer fees. Wild Patagonia Travel does not refund or absorb commission costs.
- No refunds will be issued unless the case is justified according to the policies and conditions in this document.
- Invoicing is electronic and issued at the time of check-out. If an invoice is needed earlier, it must be requested through your sales representative.
- Reservations are considered tentative until the client confirms and submits a 50% deposit of the total amount.
- The remaining balance must be paid no later than 60 days before check-in. Changes to the reservation are allowed up to that point.
- Reservations made less than 59 days prior to check-in must be paid in full within five business days.
- Any reservation without a 50% prepayment will remain tentative and may be canceled without prior notice by Wild Patagonia Travel.



## CANCELLATION POLICY

Penalties apply to the total value of the reservation:

- 60 days or more before check-in: No penalty
  - Between 59 and 31 days before check-in: 50% cancellation fee
  - 30 days or fewer before check-in: 100% cancellation fee (no refund)
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## MODIFICATION POLICY

- No changes can be made once full payment (100%) has been received.
  - Allowed changes that result in a lower value will not be refunded.
  - If a modification leads to a higher cost, the price difference must be paid immediately.
  - Date changes are not allowed once the reservation has been paid in full.
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## NO-SHOW POLICY

- Failure to arrive for the scheduled program without prior notice will be considered a No-Show, and Wild Patagonia Travel reserves the right to charge 100% of the reservation amount with no refund.
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## PAYMENT TERMS

- Reservations are considered tentative until a 50% deposit of the total reservation cost is received.
  - Domestic guests must pay in Chilean Pesos (CLP).
  - International guests may pay in US Dollars (USD) or other currencies accepted by Wild Patagonia Travel.
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## RESPONSIBILITIES

- Wild Patagonia Travel is not liable for the loss of personal belongings or travel documents at its facilities or those of third-party providers.
- It is the guest's responsibility to be informed about the destination's geographical and weather conditions, and to bring the appropriate gear.
- No refunds will be granted for services not included in the contracted program.
- Guests must have valid medical and/or travel insurance. Airfare and any services not explicitly stated are not included.
- Wild Patagonia Travel does not provide refunds due to circumstances beyond its control, including:
  - Adverse weather conditions
  - Road closures or natural events
  - Pandemics, theft, or civil unrest
  - Land or air transportation disruptions
  - Health issues (evaluated upon presentation of a valid medical certificate)

