

## CONFIRMATION

- All reservations, modifications, and cancellations must be confirmed in writing by Wild Patagonia Travel and must be accompanied by a corresponding confirmation invoice.
- Booking confirmations will be issued within a maximum of five business days.
- Inquiries about availability, whether by email or phone, do not constitute a confirmed reservation.
- Program confirmations are handled by a reservations agent, subject to availability and in accordance with the policies outlined in this document.

---

## PAYMENT POLICY

- Foreign guests are required to present their original PDI immigration card upon check-in.
- All payments made toward a reservation are non-refundable.
- Payments must be made in the currency previously agreed upon. A copy of the deposit or payment receipt must be sent to [info@wildpatagoniatravel.com](mailto:info@wildpatagoniatravel.com), clearly indicating the reservation name.
- Any fees associated with international bank transfers or commissions are the sole responsibility of the client, who must ensure the full amount confirmed by Wild Patagonia Travel is received.
- In cases of cancellation or modification refunds, any applicable transfer fees will be deducted from the refund and are the client's responsibility.
- For payments made via bank transfer, the confirmed amount from Wild Patagonia Travel will reflect a deduction corresponding to transfer fees. Wild Patagonia Travel does not reimburse transfer commission fees.
- No refunds will be issued unless the case meets the terms and conditions outlined in this document.
- Invoices are issued electronically at the time of check-out. Should an invoice be required earlier, please request it in advance from your sales representative.
- Reservations are considered tentative until the client confirms and submits a 20% deposit within 20 business days of receiving the booking confirmation.
- The remaining balance is due 70 days prior to check-in. Modifications are permitted up until this deadline.
- Reservations made within 69 days of the check-in date must be paid in full within five business days.
- Any reservation without a 50% prepayment will be considered tentative and may be canceled without prior notice by Wild Patagonia Travel.

---

## CANCELLATION POLICY

Penalties are applied to the total amount of the reservation as follows:

- 90 days or more before arrival: No penalty
- Between 69 and 45 days before arrival: 50% cancellation fee
- 44 days or fewer before arrival: 100% cancellation fee (no refund)

---

## MODIFICATION POLICY

- No changes are allowed once full payment has been made.
- Modifications made within the permitted timeframes that result in a lower total will not be subject to refund.
- If a change results in a higher cost, the price difference must be paid immediately.
- Date changes are not permitted after the reservation has been paid in full.

---

## 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 with no refund.

---

## PAYMENT TERMS

- Reservations will remain tentative until a 50% deposit of the total cost is received.
- Domestic guests must pay in Chilean Pesos (CLP).
- International guests may pay in U.S. Dollars (USD) or other currencies accepted by Wild Patagonia Travel.

## RESPONSIBILITIES

- Wild Patagonia Travel is not responsible 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 research and understand the geographical and weather conditions of the destination and to come adequately prepared.
- No refunds will be granted for services not included in the original program.
- Guests are strongly advised to have valid medical and/or travel insurance. Flights and services not explicitly included in the program are not provided.
- Wild Patagonia Travel cannot offer refunds due to circumstances beyond its control, including but not limited to:
  - Severe weather conditions
  - Road closures or natural disasters
  - Pandemics, theft, or civil unrest
  - Ground or air transport delays or disruptions
  - Health issues (must be documented with a valid medical certificate)

