

TOURISM BUSINESS CONDITIONS KEMANTA LTDA.

Terms, conditions of sale for reservation and tourism services on the website www.turismotierra-delfuego.com

Travel conditions

Rates

All fares stated in U.S. dollars do not include taxes. Tourists that are not residents in Chile do not pay taxes if they pay their reserves U.S. dollar. Rates are subject to change unless the passenger has paid the service, and if so the values are not subject to change if there is any variation in the timing of start of the tour.

The rates can be expressed in other currencies are approximate, in the latter case, the amount stated is an estimate based on an average exchange rate and rounded. Not necessarily the total final value of the program.

Prices in local currency (Chilean pesos) do not include VAT.

Once the customer receives confirmation of the services requested by a member of our company, the customer must make a booking deposit or full payment of services in order to ensure the availability of the requested service.

Full payment or balance must be received at least 30 days prior to arrival of the passenger. In the event that the service is not paid within this time there is no assurance of maintaining the reserve, and this will be canceled or subject to service availability.

To make a booking our company asks that is obliged to the passengers to provide his/her full name and passport number or national identity card identity card (for foreign tourists from neighboring countries, which are fond of free movement throughout the country). We can not accept another document as the maritime authority has the power to request that document when we embarked to go to ground fire.

Itinerary

The itineraries are planned with great care, however, for climatic reasons, it may be necessary to change the order of activities in the itinerary or the specified route. Although such cases are uncommon or rare, in Patagonia nothing is said and weather conditions can vary abruptly.

Cancellations and Refunds

If a passenger wants to cancel the service for any reason must be performed through the existing forms for this purpose on our website, however there will be a penalty depending on the time when the reservation is canceled and it is for administrative and banking costs.

The following are the cancellation fees per passenger before arrival:

Days	Fee
More than 30 days	US 40
Between 15 and 30 days	25% of the total value
Between 7 and 15 days	50% of total
Less than 7 days	No refund

Means of payment

may make the payment directly on the web page, through PayPal or make a deposit to a bank account after contact with staff of the company. Once made the payment is delivered a voucher of payment.

Optional services

Our services include everything that is described in the respective programs, the passenger has the ability to make calls inside or outside the country, through, satellite phone service available

in our lodge, if the passenger wants to carry a laptop or notebook to connect to the internet must advise to enable this service (1 day in advance to configure).

Complaints and suggestions

If the client seems it necessary to make a complaint or suggestion regarding our services you can order the book enabled for this purpose can also be done via our website no later than 60 days from the date of order our services.

Responsibility

It is the sole responsibility of the passenger to follow each and every one of the entries in the guide that is in charge and able to indicate the path defined and secure. We want passengers an unforgettable experience and do not take unnecessary risks that could lead to an accident never wanted.

Does not include

- Insurance of any kind
- Tips
- Medical expenses
- Extra costs
- Extra meals
- Aviation
- Transportation barge (barge crux australis \$ 5100)
- Accommodation in Pta. Arenas
- Entrance to the museum (Pta. Arenas - Porvenir)
- City tour Pta. Arenas
- City tour Porvenir