

GENERAL TERMS AND CONDITIONS

FOR TOURIST SERVICES PROVIDED BY TURISMO COMAPA IN PATAGONIA

TARIFFS

Tariffs will be applied according to the List of Tariffs sent to the clients every year from March on, which is expressed in US dollars, to be converted to Chilean pesos according to the exchange rate of the day that the services will be provided. They will be valid for that date only.

Turismo Comapa will try to respect the tariffs by all means as long as they are valid, nevertheless, if our suppliers raise their products excessively or change the operating conditions, we will be forced to transfer these variations to our clients.

RESERVATIONS

Turismo Comapa will give effect to all the reservations sent to our Sales Executives by e-mail or fax, answering them within 24 hours except for the requests of high demand accommodation, those will necessarily take a longer time of response.

PRE-PAYMENTS

Due to the recently growing demand of services in Patagonia, hotels may ask for the prepayment of the reserved rooms in order to guarantee the provision of this service, especially when there are other operators offering this guarantee in the same dates.

In this case, Turismo Comapa will let the client know about this especial condition at least one week before the deadline, during this period the client will have to decide whether to prepay or cancel the reservation.

CANCELLATIONS

Cancellation policies of each hotel, navigations or airlines, will be applied on the reservations made by Turismo Comapa, these policies have been properly sent or informed to our clients in advance and they are permanently at your disposal. There will be the client's responsibility to control each of these reservations in order to avoid fines or charges under these terms.

MODIFICATIONS

In the case of modifications of the programs requested, these will only be accepted if it implies the refund and/or compensation for the not-provided services (except for accommodation), until one week before the arrival of the passengers. After this period, every modification specifically requested by the passenger about a previously confirmed program, will not be refunded, having to pay the requested modification as an additional service.



REFUNDS

In the case of any applicable refunds due to mistakes in the provision of the services by Turismo Comapa, the money will only be refunded to the agencies and never directly to the passengers. They will have to contact the agency they paid the program to in order to get the mentioned refund.

In case of final clients or via internet, the refund will be made in the same way that we received the payment, cash, check, credit card or in some method agreed.

INVOICES

To facilitate and improve the billing process, Turismo Comapa will request to our client the proper acceptance of the terms and conditions together with the reconfirmation of the program, in which Turismo Comapa will specify the final and definitive price of the services included, the dates of the services to be provided and the details of the confirmed program. This confirmation will work as an endorsement on the invoice and/or we will attach the voucher of the agency if appropriate. There will be no reviews accepted after the information and approval of the amount in the specified file.

PAYMENTS

In every respect, Turismo Comapa works as an intermediary agent providing services; therefore, all services that have been reserved and confirmed must be prepaid in advance to pay our suppliers. In case there is other situation that may need to be considered, it will have to be authorized by the Management office.

OTHERS

It is responsibility of the operator, tourist agency or client as the reservation requester, to send at the proper time all the necessary information for each passenger in the file, including if the passenger is Chilean or permanent resident, and the tax concession is not to be applied. In these cases, if any omission or mistake occurs, we will apply the I.V.A. (VAT) to the agency or client that requested the reservation.

The activities that are described in our programs, with fauna observation possibilities depend on the existing natural conditions at the moment of the excursion, since the visited sites are natural reserves, in which the animals move freely.

The observation of the landscape and other attractive such as ice breakings, floating ice blocks, etc. depend on the meteorological conditions at the moment of the visit.