

TERMS AND CONDITIONS

PUMAS OF PATAGONIA SPECIAL 4X4 – 2021

Price and Payments

The price per person on double occupancy for this photo trip is USD 8.890. To reserve your spot we need a non-refundable deposit of USD 500. The balance must be paid at least 60 days prior to the trip departure date. If we do not receive the deposit on or before this deadline we may cancel your spot. If your spot is canceled, you lose your deposit.

Payments must be made by wire transfer to a bank account in Chile or by credit card directly to our partner in Chile as well. Detailed payment information will be sent after we receive the booking form. We can wait up to 7 days to receive your confirmation deposit after you have filled the booking form. If your deposit is not made in due time we are going to try to contact you by e-mail. If we are unable to make contact your spot will be released.

We do not cover any bank fees from your side relevant to the payments, so please make sure that when you are making your transfer we won't have to pay for those. If we receive less than agreed we will send you a receipt emitted from our bank of the amount received and the remaining balance can be paid on cash upon arrival.

We reserve the right to offer sales or discounts at our discretion at any time. Sales, if they happen, will not warrant a price reduction for those who have booked before or after the sale period. Your final price will be the one at the time of your booking.

Cancellations and Refunds

We **DO NOT** offer any refunds, except when we have to cancel the trip. [Therefore we strongly advise for the purchase of trip cancellation insurance for your own safety. We do not offer trip cancellation insurance, this is the sole responsibility of the client.](#)

We are not to be held responsible for occurrences that are beyond our control, including war, acts of government, acts of terrorism, strikes, weather or any other causes whatsoever, natural or human, that may turn the operation of the trip impossible or that will warrant changes on the itinerary. If a trip is canceled by us, a full refund of all the amount paid to us will be made, minus USD 150 to cover administrative costs. However we are not responsible for any other expenses incurred by participants in preparation for the trip, and that includes air tickets, travel insurance, photography equipment, visa and passport fees, etc. We are also not responsible for any additional costs that may be incurred by delays or cancellations due to weather, flight delays, road conditions or otherwise.

Number of guests

There's a minimum number of 4 guests to run this trip. In not reaching this number we are going to offer to each one, as an option, a small party supplement so we can still make the trip. In not agreeing with the supplement the trip will be canceled and a full refund will be made, minus USD 150 to cover administrative costs.

Changes in itinerary

We will attempt to adhere to the published itinerary as much as possible. However, certain conditions may necessitate slight changes in the itinerary. We reserve the right to alter the itinerary at any time, if necessary.

Included on the tour package

All ground transport within the itinerary on comfortable 4x4 vehicles, accommodation on double occupancy rooms as in the itinerary, local guides and puma tracker, park entrance fees, field photography instruction and guiding, all meals while at our lodges, packed lunch, drinks during the day out.

Not Included on the tour package

International/domestic flights and its airport taxes, excess luggage fees (int'l or domestic), travel and cancellation insurance, emergency evacuation, meals and drinks while enroute, drinks at the hotels and lodges (except water and a glass of wine at dinner), hotel in Punta Arenas upon arrival or return (if needed/desired), laundry, gratuities, side trips or activities, photo equipment.

Single supplements

Single accommodations may be available for a supplemental cost of USD 399. Please note that single rooms are subject to availability. **IMPORTANT** - You will be charged a single supplement if you are travelling alone and wish for a roommate but one is not available.

When booking the trip you should inform us if you are going to need a single room or not.

Commercial flights, hotel in Punta Arenas and visa

It's the participants sole responsibility to get a chilean visa (if needed) in due time before the trip. More information will be sent after confirming your deposit. It's also the participant's responsibility to book flights in time to cope with our itinerary and to book a hotel in Punta Arenas if needed/desired. We can help and book those for you, but you need to tell us, as these are not included on the tour price.

To avoid problems with flight delays and potentially risking missing the start of the trip we highly recommend to arrive the night before and sleep at a hotel in Punta Arenas (a list will be sent). If a participant does not show on time for the itinerary and misses the start of the trip it will be his/her sole responsibility, including cost-wise, to get to our hotel in Torres del Paine.

Contact schedule

From the time of registration to the trip departure date, participants will receive 4 e-mails.

1. Detailed instructions on payment options.
2. Confirmation of your deposit/booking and a PDF file with important pre-trip information regarding commercial flights, visas, checklists of gear and clothing, weather, detailed itinerary, applicable health advisories, reading list, etc.
3. A reminder of the last payment due for the trip, a revision of your trip preferences and your payments receipt.
4. Final tour information with arrival instructions, contact telephones and participants list of names.

It's the participant's obligation to inform us whenever a contact (address, telephone and specially e-mail) changes between reservation and the trip date.

Releases

Your application serves as a release of our liability and a complete assumption of all and every risks, disease, injury, incident or accident. Payment of the deposit confirms that you understand and thoroughly agree with all the terms and conditions.

If you have doubts or do not understand any of the conditions here, please ask us.

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