

TERMS AND CONDITIONS

The service provider undertakes to provide the passenger with an adventure tour by sea, whose final destination is the Laguna San Rafael in the XI Region of Aysén. The starting point of the excursion is the Grosse pier on the banks of the Exploradores River, at Km 85 of the Puerto Tranquilo - Exploradores Bay.

To participate in the excursion, the passenger must read and accept the Registration and Risk Acceptance Form, which must be completed and delivered before the start of the tour. Also, you must buy a transport ticket, which in case of companies can be replaced at the request of the passenger for a tax-free invoice

The transport ticket is issued for a specific date and rate, they are not nominative, which is why can change the name of the passenger giving notice at least 48 hours before the departure of the tour.

The obligation of the service provider shall be understood as fully and completely fulfilled by the fact of transporting the passenger with reasonable punctuality, taking into account the prevailing weather conditions on the day of the excursion.

The service provider will make the reasonable efforts necessary to comply with the excursion, being able to substitute the boat or even hire tickets with other companies in order to fulfill their obligation.

The service provider may suspend, delay and / or cancel the excursion in case of need due to adverse weather conditions, for reasons of security or force majeure.

The service provider reserves the right to deny boarding to the excursion if the fare has not been paid in whole or in part or if the means of payment has been rejected, revoked or rendered ineffective.

Likewise, the service provider will deny boarding to passengers who in their opinion exhibit a behavior contrary to the reasonable behavior that a passenger must maintain and that may affect the order or safety of the boat or passengers, especially if it gives samples or signs of having ingested alcoholic beverages in excess.

Any passenger who does not show up or who arrives late for boarding will lose their ticket, with no option to request a change or refund of the fare paid.

If the passenger or passengers, due to rain or other weather reasons, do not prevent the activity, do not wish to make the trip, the passenger or passengers will not be entitled to any refund.

ABOUT MODIFICATIONS

The passenger may change the date of the excursion according to availability, only once, up to 7 days before the departure date of the excursion. No change of date may be made after this period has elapsed.

ABOUT CANCELATIONS

The cancellations must be made in writing specifying the causes, assuming the responsibility of the penalty indicated below, which depends on the term with which the notice of cancellation is given:
Cancellation 15 days before the beginning of the excursion the total value paid will be refunded.
Cancellation 7 days before the start of the tour 50% of the value paid will be refunded.
Cancellation with less than 7 days from the start of the tour there will be no refund.

In the event that the passenger wishes to cancel a reservation in order to take a new reservation, taking advantage of it for any promotion published after the reservation has been taken, he will not be entitled to any refund of the subscription he has made.

ABOUT RETURNS

If the excursion is canceled before the departure for climatic reasons, the passenger may choose to reschedule according to availability to a new date of common agreement or the return of 100% of the amount paid.

If the excursion is canceled for climatic reasons after the departure, the passenger may choose between rescheduling according to availability to a new date agreed upon or the return of 70% of the amount paid.

If the excursion is canceled by fortuitous event, force majeure or fault of the company before or after the departure, the passenger may choose to reschedule according to availability to a new date of common agreement or the return of 100% of the paid.

There will be no refund in case of no-show, denied boarding or refusal of the passenger to board.

Due to the intrinsic adventure nature of our excursion, and its vulnerability to weather phenomena, the service provider will not pay or amortize expenses incurred or incurred by passengers, such as lodging, transportation or food while waiting for a rescheduled trip.

ABOUT ITINERARIES AND SCHEDULES

The service provider reserves the right to change the time of navigation, as well as the departure time and time of stay, without prior notice to passengers. Departure times and departure of the excursions must be reconfirmed by the passengers 24 hours before the trip.