



## RESERVATION AND CANCELLATION POLICY

### TERMS AND CONDITIONS

All reservations made in person at the **W Circuit Patagonia** offices, on our website [wcircuitpatagonia.com](http://wcircuitpatagonia.com), or by email at [wcircuitpatagonia@gmail.com](mailto:wcircuitpatagonia@gmail.com) will be processed. Information provided by phone or other platform is for informational purposes only and under no circumstances constitutes acceptance or contractual obligation for **W Circuit Patagonia**. Data provided through contact forms or any other digital means belonging to **W Circuit Patagonia** will be used solely for statistical purposes and will not be disclosed or transferred under any circumstances.

All registrations will be made effective upon payment of the reservation. The rates published on our website [wcircuitpatagonia.com](http://wcircuitpatagonia.com) correspond to the cost of the service per person. The reservation must be fully canceled and properly documented. Upon receipt of payment, **W Circuit Patagonia** will proceed to secure the reservation.

**W Circuit Patagonia**, in accordance with its policies, **does not consider the right of withdrawal** for passengers who book directly or through travel agencies or tour operators.

**W Circuit Patagonia** does not make changes or refunds in situations where the respective cancellation and/or rescheduling policies for each activity are not met. If the cancellation is made within the timeframes stipulated in our cancellation policy for the corresponding activity, **W Circuit Patagonia** will issue a refund within the corresponding timeframe. All cancellation requests must be made in person at the **W Circuit Patagonia** offices or by email to [wcircuitpatagonia@gmail.com](mailto:wcircuitpatagonia@gmail.com). Any other means used to cancel the reservation will not be considered.

If a refund is due according to our cancellation policies, it will be issued via bank transfer within a maximum of 15 business days from the cancellation date. In the event of a rescheduled reservation, **W Circuit Patagonia** will reschedule the reservation up to once, subject to availability. If the changes incur remittance fees (airfare) or other costs, these will be the passenger's responsibility.

### FOR CANCELLATION OF SERVICES / PROGRAMS FROM 2 TO 5 DAYS

50 days before service.	75% refund.
49 to 30 days before service.	50 % 75% refund.
29 days before service.	No refund.
No show.	No refund.

### FOR CANCELLATION OF SERVICES / FULL DAY AND HALF DAY PROGRAMS

05 days before service.	75 % refund.
04 a 02 days before service.	50 % refund.
01 days before service.	No refund.
No show.	No refund.

### FOR CANCELLATION OF SERVICES / GREY LAKE NAVIGATION

30 days before service.	75 % refund.
29 a 15 days before service.	50 % refund.
14 days before service.	No refund.
No show.	No refund.

\*\* Percentages subtracted correspond to operating expenses.

If **W Circuit Patagonia** is responsible for the cancellation of the contracted service, it will provide timely notice indicating the reason for the cancellation and refund the corresponding amounts, or compensate with a service similar in features, price, and quality to the canceled service through rescheduling or by granting future credit for the same value as the canceled service.

**W Circuit Patagonia** is not responsible for problems beyond the company's control, such as air, sea, or land connections unrelated to our services, closures of parks, reserves, and natural monuments by the relevant authorities, sudden adverse weather conditions or natural phenomena, road closures, or other inconveniences resulting from these, and therefore does not issue refunds for these types of problems.





## OUR SERVICES

### INSURANCE

**W Circuit Patagonia** maintains up-to-date insurance policies required by the Chilean Ministry of Transport and Telecommunications for passengers and crew members of our vehicles. **W Circuit Patagonia** recommends that its passengers inquire about the features and coverage of these insurance policies. Transportation insurance is effective on board the vehicle. To participate in activities once aboard the vehicle, passengers should ideally have their own personal and medical insurance, as well as travel insurance, providing adequate coverage for accidents or incidents occurring on the ground.

### PARTICIPATION OF MINORS AND THE ELDERLY

**W Circuit Patagonia** does not object to the participation of non-breastfeeding minors in the activities offered by its services. Minors are the responsibility of their parents, legal guardians, or responsible companions at all times. Minors between the ages of 15 and 18 who express their intention to contract our services may do so by presenting notarized authorization from their parents or legal guardian.

**W Circuit Patagonia** does not object to the participation of older adults in the activities offered by its services and understands that passengers in this age range understand the physical demands they will be subjected to during our more demanding services. We recommend that you inform yourself about this before contracting and performing these services.

### OUR SERVICES

All of our programs are developed and operated by **W Circuit Patagonia** and are published and available in a downloadable version on our website [wcircuitpatagonia.com](http://wcircuitpatagonia.com). All of our programs specify the services they include and their features. **W Circuit Patagonia** recommends reading and understanding their service descriptions and contacting our team of advisors for more details.

**W Circuit Patagonia's** trekking and photography tours are led by certified guides. **W Circuit Patagonia** operates groups with one guide for every 6 and/or 9 passengers, depending on the service type, in

accordance with current local regulations. The guides will be in charge of the development of the excursion and will make all kinds of decisions related to the individual and/or group safety of their passengers, and may terminate the activity for individual passengers or the group as a whole if it is considered that said safety is at risk for various reasons, such as if any of the participants is intoxicated or using drugs, if any of the participants are injured or evidently exhausted, sudden changes in weather conditions such as strong winds, rain, snow or dangers associated with river floods or forest fires, if the competent authority (CONAF, Carabineros de Chile, others) decrees the suspension of activities within a protected area for security reasons and if the access and vehicular or pedestrian circulation routes are cut off or are in a state of deterioration that prevents safe circulation.

Each passenger is responsible for their health status through a preventive medical checkup, ensuring that their condition is compatible with the physical activity they are participating in. They are also responsible for having the necessary medication available if they are taking any medication. **W Circuit Patagonia** is not responsible for the health status of passengers who hire our services, nor for any illness or accident that may arise as a result of such conditions. Guides are equipped with a first-aid kit and are certified in first aid in wild locations. They provide medical treatment and palliative care without administering medication until medical or paramedical personnel intervene, if necessary.

It is the passenger's responsibility to inform themselves about the geographical and climatic conditions in order to determine the appropriate clothing for outdoor activities.

Activities related to landscape observation and other associated attractions, such as ice calving, floating ice, peak viewing, and others, will depend on the prevailing weather conditions.

Wildlife-watching activities take place in nature reserves where animals roam freely and depend on the prevailing weather conditions and the unique characteristics of the animals in their habitat.





**W Circuit Patagonia** develops and operates its related programs by integrating wildlife viewing protocols.

Passengers are required to comply with the safety and conduct regulations duly published and/or displayed within the national parks, reserves, and natural monuments they visit as part of the programs and activities contracted with **W Circuit Patagonia**. They understand that a serious violation of any of these provisions could result in expulsion from said sites and even criminal charges, if applicable.

**W Circuit Patagonia** does not provide meals for its full- or half-day trekking or scenic excursions; this is the passenger's responsibility.

**W Circuit Patagonia** provides full-board and/or partial meals according to the configurations and itineraries for its 2- to 5-day programs. It is the passenger's obligation to inform the traveler of any dietary restrictions.

Passengers are required to properly dispose of any waste they generate, transporting it back to collection centers where it can be collected and managed appropriately.

It is the passenger's responsibility to inquire about expenses not included in our programs, such as entrance fees to national parks, reserves, and natural monuments, and boating tickets or other expenses.

**W Circuit Patagonia** recommends carrying cash at their discretion for any additional expenses.

Nautical services and outdoor activities are subject to weather conditions and may be suspended to avoid risks to the safety of people and property.

**W Circuit Patagonia** is not responsible for the loss of passengers' documents or personal belongings during the duration of any of its programs, or during their stay in hotels, campsites, or using service providers' transportation.

### COMPLAINTS AND SUGGESTIONS

Any complaints or suggestions regarding our contracted services must be submitted directly to the W Circuit Patagonia offices, or via our email address [wcircuitpatagonia@gmail.com](mailto:wcircuitpatagonia@gmail.com), within a period of no more than 15 business days from the date our services are completed.

All annexes, specifications, and quotes shall form part of this contract for all applicable legal and contractual purposes.

It is established and agreed that the client acknowledges and accepts without comment all the general and specific conditions and regulations contained in this document.

DESDE 2009



PUERTO NATALES | CHILE

