



INDIVIDUAL RESERVATION

**FARES**

All fares are quoted in USD, without tax. Foreign passengers, not resident in Chile, are granted a Tax exemption, according to decree 825, if payment is made in US Dollars.

CHILDREN

Children sharing a room with adults are entitled to the following discount rates:

0 – 3 years: free, no seat on catamaran, no bed at hotels.

4 – 16 years: pay 50% of the adult rate. Assigned seats on the catamaran subject to availability.

RESERVATION AND PAYMENT POLICY

Reservations are confirmed with the payment of a 30% deposit. The balance must be paid no later than 30 days prior to departure. Any reservation not so confirmed will be considered invalid and the space may be made available to another passenger. Any modifications to confirmed reservations will be subject to availability.

REFUND POLICY

Changes or cancellations must be made in writing or directly in a company office. All refund includes a cancellation fee and will be made according to the following schedule:

Up to 46 days prior to departure: 100% refund less US\$ 80 per person

45 – 30 days prior to departure: 80% refund

29 – 10 days prior to departure: 50% refund

00 – 09 days prior to departure: no refund

No refunds are made for unused portions of services provided by the program.

NO SHOW

In the event that a passenger is not present at the beginning of the program, the company will assume non-participation for the entire program, the company will assume non-participation for the entire program, and that space may be made available to another passenger. Passengers may join the tour at a point other than the "beginning of the program", providing they do so by their own arrangement and without the right to claim refunds for unused services and portions of the program.

INSURANCE

The price of the program includes an individual insurance policy with coverage of up to US\$ 20.000 per person should the vessel suffer an accident which is responsible for the accidental death or injury of a passenger while on board. Passengers may wish to purchase additional insurance independently.

**BAGGAGE POLICY**

Passengers are advised to limit their baggage to a maximum of 20kgs (44 lbs.) per person, and the company reserves the right to charge for excess baggage. PATAGONIA CONNECTION S.A. assumes the responsibility according to local regulations for any luggage transported in the vessel's baggage compartment, which remains closed while sailing. Passengers themselves bear the sole responsibility for any luggage brought into the passenger area.

SCHEDULES

Passengers should confirm their flights schedules and arrive at the airport one-hour prior to flight time. PATAGONIA CONNECTION S.A. is not responsible for delays caused by airlines or other means of transportation, non-for any inconveniences or expenses incurred due to the same.

The company may delay departure of the PATAGONIA EXPRESS catamaran up to 24 hours, if so warranted by special conditions or circumstances beyond our control. If the situation persists beyond this time, the company may cancel the program and issue the corresponding refunds. If the company cancels a portion of the program, it may offer another service of similar value.

VALUABLES

PATAGONIA CONNECTION S.A. assumes no responsibility for the loss of any money, checks, jewellery, other objects of value.

PETS

No animals of any kind will be admitted.

PERMISSION TO BOARD

PATAGONIA CONNECTION S.A. reserves the right to accept or cancel the reservation or stay of any passenger whose conduct adversely affects the enjoyment or comfort of other passengers or company staff. In this event, the passenger will not be entitled to compensation or restitution of payment or services.

TRAVEL ROUTES

PATAGONIA CONNECTION S.A. reserves the right to modify its sailing routes, bypass intermediary ports, or alter schedules without prior notification if special conditions or circumstances beyond our control so require to ensure passenger safety and optimum experience. PATAGONIA CONNECTION S.A. will not be liable for expenses incurred or time lapses that may affect passengers due to the prolongation or shortening of the trip, is it due to poor weather or any other uncontrollable circumstance. In such cases, passengers will not be entitled to compensation or any type of reimbursement.

CANCELLATION POLICY

The company reserves the right to cancel this program, in full or in part, if the minimum requirement of 15 paying passengers is not reached. In this event, full refunds of the program value will be made to all passengers with confirmed reservations.

