

## Fantástico Sur's Service Policies (International Tourist USD)



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### Reservation requests

1. All reservation requests, changes, and cancellations must be submitted in writing, via email, to **info@fantasticosur.com** or through our website **www.fantasticosur.com**. All relevant information for managing the request must also be sent.
2. The request will be answered via email and a confirmation number will be enclosed. This number must be clearly indicated on the tour operator's voucher, which will be requested during check-in at the mountain refuges.
3. Once the customer receives the reservation confirmation, it will be considered accepted unless the customer requests corrections or changes to the confirmation.
4. Reservation confirmations will be sent within 24 hours if they include programs or services provided entirely by Fantástico Sur. For programs including third-party accommodations, the term may exceed these 24 hours, in this case depending exclusively on the response of the accommodation provider.
5. Reservations of up to 9 passengers will be considered as individual bookings and for 10 or more as group bookings.
6. Any confirmation of availability in writing or via telephone is not considered to be a confirmation of reservation. Therefore, Fantástico Sur will not be held responsible for claims due to any confirmation not in writing that was provided by a tour operator based on information regarding availability.
7. Entry and navigation tickets included in the program will be given out at the Puerto Natales office. There is no refund for unused tickets or other services.

**PLEASE NOTE:** If you wish to bring your own sleeping bag and save USD \$5, you must state so upon booking. This discount will be applied for each night you book at Fantástico Sur's mountain refuges and/or fully-equipped campsites. **NO REFUNDS OR DISCOUNTS** will be made in the mountain refuges and campsites subject to this discount.

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## Payment and cancellation policy

1. Full payment of the reservation must be made within 5 days after receiving the confirmation. If the payment is not made by this deadline, the reservation will be cancelled automatically.

**RESERVATIONS NOT PAID BY THIS DEADLINE WILL BE AUTOMATICALLY CANCELLED BY THE SYSTEM.**

2. Fee-free cancellations periods are the following:

Individuals: 1-9 people, 31 days before check-in.

Groups: 10 or more people, 61 days before check-in.

3. Payment must be made in the previously confirmed currency, and proof of deposit sent to your booking agent, indicating the name on the reservation, code, and check-in date.
4. If a passenger does not show up on the check-in date at the reserved lodging, the stay and services will be charged and billed in full (NO SHOW). If the reservation was tax exempt, a taxes (VAT) National Invoice will be issued. For Fantástico Sur's refuges and campsites, check-in is at 3:00 pm and check-out is at 9:00 am.
5. The costs of any commissions or fees for paying via bank transfer are the exclusive responsibility of the customer, who must ensure the total amount confirmed by Fantástico Sur is paid. Likewise, in case of refunds due to cancellations or changes, the customer will be responsible for paying any commissions from the bank or other payment systems. Fantástico Sur will only assume responsibility for cases that are the entire responsibility of Fantástico Sur.
6. There will be no refunds if the case does not comply with our commercial terms and conditions set in this pricing policy.

## Children

- Campsites: Children under 10 do not pay for the campsite but do pay for meals and equipment such as sleeping bag, liner, and sleeping pad (1 child per adult).
- Mountain refuges: Children under 3 sharing a bed with one of their parents do not pay for the bed but do pay for meals and equipment such as sleeping bag, liner, and sleeping pad (1 child per adult).

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### Free

- For groups of more than 15 passengers, campsite or refuge lodging for the 16th person is free (the free person has the same reservation code as the rest of the group).
- The 16th person receives a free bed or campsite. Meals, equipment, or additional services are not free.
- The free policy only applies to a lodging reservation. It does not apply to programs.

### Corkage fee

- Bringing drinks for consumption inside the mountain refuges is not permitted. For wine, a corkage fee must be paid per bottle.

### Terms and conditions

- Per person rates in USD are exempt from VAT and only apply to international guests that meet the exemption requirements. Exemption does not include campsites or equipment.
- Per person rates in CLP include VAT and are exclusively for Chilean nationals.

### Responsibilities

1. Fantástico Sur will send a list with suggestions on essential clothing and equipment required for mountain activities. However, it is the guest's responsibility to find out more about the destination in order to decide what equipment to bring.
2. Fantástico Sur is not responsible for refunds within the periods explained before or for no show due to bad weather, road closures, natural phenomena, theft, problems with connecting flights, social or political demonstrations or issues arising from them, personal problems, whether health-related or otherwise, or any other event outside the control of the company that may prevent arrival or access to Torres del Paine and Fantástico Sur's refuges and campsites. To prevent any losses, we recommend purchasing travel insurance. Fantástico Sur will provide all the necessary documents to allow the guest to collect the insurance in their country of origin.
3. Fantástico Sur is not responsible for passenger documents or personal belongings lost during the trip or stay in our refuges, campsites, or facilities/lodging/transportation of third-party providers.

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According to the Chilean law on tax exemption for international tourists, all international guests must carry their **passport and Immigration Form (original)** with them and present these documents upon check-in at each mountain refuge. Otherwise, the 19% VAT will be charged at every front desk where these documents are not presented.

### Políticas de pago y anulación

#### Considerations for guides and porters

1. Fantástico Sur has a limited number of campsites (ground and platform) for the exclusive use of guides and porters who stay overnight in Reserva Cerro Paine. These sites must be reserved and are subject to each sector's availability.
2. The campsites (ground and platform) have a 50% discount for guides and porters according to mid and high season prices. This discount also applies to meals (half and full board) during stay in the campsites. This benefit is only for previously mentioned sites and DOES NOT APPLY to refuges, huts, or other services not specified.
3. Due to limited spaces, tour operators are responsible for checking that there is availability for their guides and porters when they make a reservation request.
4. Guides and porters that accompany participants or groups and are not included in the original reservation i.e. they do not have a previous reservation and confirmation, do not receive discounts, and their stay is subject to each sector's availability. Tour operators will be billed directly.

**Puerto Natales  
Office**  
Bulnes Avenue #83.  
Puerto Natales, Chile.

**Office Schedule (Sep. to Apr. - UTC/GMT -3 hrs).**  
Monday to Friday: 9:00am - 7:00pm  
Saturdays: 9:00am - 2:00pm  
Sundays and Holidays: Closed

**Contact Information**  
Telephone number: (+56) 61 2614188  
Emergency phone: (+56) 9 61215021 - Everyday, 9am to 9pm.  
For more information, contact an executive.

# Fantástico Sur's Service Policies (International Tourist USD)

## Publicity

- Publicity of any kind, including advertisement (without previous authorization), is not permitted in Reserva Cerro Paine, its facilities, or natural areas.

## Payment methods

### 1. CREDIT CARD AND PAYPAL

- Most credit cards, by sending the card number and expiration date.
- **Paypal**, by sending the money to the account **online@fantasticosur.com** after receiving the confirmation email.

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### 2. PAYMENT FROM ABROAD

#### Wire transfer or deposit to:

#### Direct deposit abroad (US):

Beneficiary bank: Corpbanca New York  
ABA routing Nr: 2614627  
Swift Code: CONBUS33  
Account number: 3003067  
Recipient: Servicios Turísticos Fantástico Sur Limitada.  
Address: Av. Colón 1131, Punta Arenas, Chile.