



Fantástico Sur's Service Policies (International Tourists)

Valid from: 1 October 2020 to 30 April 2021

Puerto Natales Office
Avenida Bulnes #83
Puerto Natales, Chile

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

Contact Information
Telephone number: (+56) 61 2614188
For more information, contact one
of our executives.

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Reservation Requests

1. Any reservation request, change or cancellation must be submitted in writing, via email to your sales executive. All relevant information for managing the request must also be sent.
2. The request will be answered via email together with a confirmation number. This number will be requested at check-in at the campgrounds and mountain hostels.
3. The confirmation of availability (by e-mail or phone) is not considered a reservation confirmation.
4. Once the reservation confirmation has been received from the client, it, as well as the commercial policies indicated in this document, will be considered accepted, unless the client requests corrections or modifications to the confirmation.
5. Reservation confirmations will be sent within 48 business hours if they include programs or services provided entirely by Fantástico Sur. For programs including third-party accommodations, the term may exceed these 48 hours, in this case depending exclusively on the response of the accommodation provider.
6. Reservations of up to 9 guests will be considered as individual bookings and for 10 or more as group bookings.
7. Park entrance tickets as well as boat trip tickets are included in the program and should be collected at the Puerto Natales office. There is no refund for unused tickets or other services.
8. All services associated with a reservation are subject to availability (equipment, meals, etc.) and will be specified in the confirmation.
9. All reservation changes made after the cancellation and payment deadlines that result in a lower value than the original price, are not refundable. If the reservation change leads to a higher value than the original price, the difference must be paid by the client.
10. It is not allowed to reserve more beds than the number of guests (private rooms).

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Payment and Cancellation Policy

1. Full payment of the reservation must be made within 5 business 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 must be made within the following deadlines:
Individuals (1-9 people): 31 days before check-in.
Groups (10 or more people): 61 days before check-in.
3. Payments must be made in the agreed currency, sending a copy of the payment to your reservation executives including the reservation name, code and check-in date.
4. NO SHOW: Guests must check-in to the mountain hostels and campsites before 9pm on the date indicated in the reservation. If a guest does not show up at the indicated date and time of check-in at the reserved accommodation, Fantástico Sur can cancel the reservation, charge the guest 100% of the cost of the reservation and rebook it. If the reservation was tax exempt, a national invoice plus taxes (VAT) will be issued. Check-in for mountain hostels and campsites is from 3pm and check-out is until 9am.
5. All bank transfer costs for payments must be covered by the customer, together with any fees from banks or other platforms associated with reimbursement payments due to cancellations.
6. Refunds will only be awarded to cases that comply with our commercial terms and conditions as stated in this document.

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 mat. This applies to only one child per adult.
- Mountain Hostels: 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 mat. This applies to only one child per adult.

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Payment and Cancellation Policy

Corkage Fee

- The consumption of drinks which were not bought in the mountain hostels is not permitted. Fantástico Sur charges a corkage fee of US \$7 per bottle of wine brought from the outside.

Responsibilities

1. Fantástico Sur will send a list with suggestions of 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 mountain hostels 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 the loss of the guests documents or personal belongings during the trip or stay in our mountain hostels, campsites, or facilities/lodging/transportation of third-party providers.
4. Guests are required to sign the WAIVER for Trekking Programs: All required information must be completed by participants and signed before taking part in the activity, as stated in Decree No. 222 of 2010, of the Chilean Ministry of Economy Development and Tourism. If the waiver is not signed the guest will not be allowed to participate in the activity.

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Terms and Conditions

Rates per person in USD for accommodation are exempt from VAT and only apply to international guests that meet the exemption requirements. **This exemption dose not include campsites or equipment.**



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 hostel. Otherwise, the 19% VAT will be charged at every front desk where these documents are not presented.

Publicity

- Publicity of any kind, including advertisement (without previous authorization), is not permitted in Reserva Cerro Paine, its facilities, or natural areas.
- **THE USE OF DRONES IS NOT ALLOWED WITHIN THE RESERVA CERRO PAINE, WITHOUT PRIOR AUTHORIZATION.**

Payment Methods

1. Credit Card and PAYPAL

- We accept most credit cards and to make payments we need your card number and expiration date.
- After receiving the confirmation e-mail of you reservation, you can make payments **via PayPal** sending the total amount to **online@fantasticosur.com**

2. Payment from Abroad : Wire Transfer or Deposit to

Direct Deposit Abroad (US):

Beneficiary Bank: Corpbanca New York Branch

ABA Routing Nr: 026014627

Swift Code: CONBUS33

Account Number: 3003067

Recipient: Servicios Turísticos Fantástico Sur Limitada

Address: Av. Colón 1131, Punta Arenas, Chile