



KAYAK
EN PATAGONIA

Serrano

River & Glacier





Discover Patagonia's **remote** secrets.

Our Company

Kayak en Patagonia was born more than two decades ago, originally conceived by a group of friends and guides that were born and raised on the shores of the Señoret Channel in Puerto Natales, Chilean Patagonia. Their dream was to explore and navigate the hidden secrets that only locals knew and to show their beauty and wonders to the people that visit this region.

Today, **after the many trips and unforgettable experiences** that we have shared paddling with people from all over the world, we want to welcome you to Patagonia, a true paradise for Kayaking adventures. We want to give you a "Travel experience". We work with the best team, quality gear and food for each of our trips.

Our certified guides have the knowledge and qualification that is needed to provide you a safe, **fun and unique experience, paddling in Patagonia!**





Physical Levels:

● Easy

Accessible to all people in good health, paddle from 1 -2 hours per day.

● Moderate

Accessible to all those in good health, who are doing some sport regularly, 3-5 hours of paddling per day.

● Challenging

For people who are Physically active and that have some background in sea kayaking 6-8 hours of paddling per day.

Kayaking Levels:

● Level 1

Location: semi-protected waterway with access to shore. (Lakes and rivers with moderate current)

Distance per day: up to 10 miles

Wind: 10 to 20 knots

Recommended Paddle Skills: Previous kayaking experience, forward stroke, reverse stroke

● Level 2

Location: semi-protected waterway with access to shore. (Lakes and rivers with moderate current)

Distance per day: 10 to 20 miles

Wind: 20 to 30 knots

Recommended Paddle Skills: forward stroke, reverse stroke, draw and bracing strokes helpful

● Level 3

Location: semi-protected waterway with access to shore. (Lakes and rivers with moderate current)

Distance per day: 20 to 25 miles

Wind: 25 to 40 knots

Recommended Paddle Skills: good balance, bracing, paddling, ability to ferry and cross eddy lines in moderate currents





Serrano

River & Glacier

Run down the remote and stunning Serrano River. Experience the real wild side of Patagonia paddling on **Bernardo O'higgins National Park**

Duration: 2 days / Kayaking Level: 2 to 3 / Physical Level: Moderate to Challenging
Starts: Puerto Natales 06:30 hrs / Ends: Puerto Natales 18:00 hrs

Price per person: \$1,200 USD

Itinerary

Distance: **26 Miles**

Paddling Time: **6 - 7 Hours**

Day 1

This amazing Overnight trip starts in Puerto Natales. We'll pick you up at your hotel on a private transportation. The drive to Serrano river's shore is about 1.5 hrs. The River is the limit of Torres del Paine National Park. After loading the kayaks, our guide will give you a briefing about safety and instructions for paddling efficiently. Also, details about the route, weather and river conditions.

We'll run down the Serrano River with amazing views of Paine massif till we get to the Serrano waterfall (1.5 hrs). Here, there's a portage of the Kayaks and we will haul the boats for about 100 m. We'll keep paddling down River, to Serrano Glacier with amazing views of Tyndall Glacier and Geike Range along the way.

This is a very unique experience because this is a remote area! The River is surrounded by beautiful Coigue and Cypress Native forests. After a couple of hours, Balmaceda Mountain will appear on the shores of Ultima Esperanza Fjord. Finally, the amazing Serrano Glacier will welcome us with an spectacular view, in which the Spanish Sailor Juan Ladrilleros sought an outlet to the Atlantic in 1558.

Pull out at the Balmaceda campsite and soak up the wild atmosphere of the magical spot as you and your guide prepare a great dinner together. We use the finest local ingredients to prepare a first-class camp dinner, washed down with a few pisco sours (with glacial ice-cubes) and plenty of Chilean wine.

Night at Balmaceda Campsite (Facilities: Toilets)
/ Snacks, Lunch, Dinner & drinks included





Day 2

Distance: 2 Miles

Paddling Time: 1 - 2 Hours

The day starts with a delicious breakfast, including freshly ground coffee. After gearing up, we'll get ready to portage of the kayaks for 50 meters from the camp to Serrano Lagoon. Paddling among Icebergs in front of the Magnificent Serrano Glacier is an unforgettable experience! The first sun rays will give us unique views of this beautiful place.

This icy scenery is specially sheltered! A small stop on a secret lookout will give us a different perspective for awesome views of the Glacier.

Back to camp, after packing all the gear our group will get on "21 de Mayo" catamaran, to go back to Puerto Natales. There is a stop at Perales Ranch, where we'll be delighted with a traditional Magellan Lamb BBQ. Finally, the catamaran stops in Puerto Bories, where our private transportation will be waiting. This will be around 18:00 hrs

Breakfast, Snacks and Lamb BBQ Lunch included

- * Wind is a very normal factor in Patagonia, if you choose to do this trip, you have to consider that paddling with wind may be a possibility.
- * Sometimes the Lagoon can be blocked with too many pieces of ice, as a result, it won't be possible to paddle in the Lagoon.







Map

Day 1 •

Kayak Route:

From: Serrano Village

To: Balmaceda Camp (Balmaceda Mountain)

Distance: 26 Miles

Paddling Time: 6 - 7 Hours

Day 2 •

Kayak Route:

Serrano Lagoon (Balmaceda Mountain)

Distance: 2 Miles

Paddling Time: 1 - 2 Hours



Services and equipment Included (for all of our trips):

- Private transportation from and back to Puerto Natales
- Professional Certified Guides: British Canoeing (BCU), American Canoe Association (ACA), and Wilderness First Responder (WFR)
- Double Kayaks (HTP, Laminated Kayaks) Prijon and Wilderness Systems
- Kayak Equipment: **Dry suits are included for all of our trips**, Life Jackets, Helmets, Neoprene Gloves, 5mm. Neoprene Booties, 2mm. Neoprene wet socks, 4mm. Neoprene Deck, Dry Bags, Compact Waterproof bag for Camera / Smartphone Case
- Safety Equipment: Bilge Pump, Tow Line, VHF Radio, Satellite message communications, First Aid Kit, Hypothermia Kit
- **The entrance fee to Torres del Paine National Park IS NOT INCLUDED**
- **Tip/gratitude for the guides IS NOT INCLUDED**

Multiday trips (only):

- Food supply: Breakfast, Snacks, Lunch, Dinner & Drinks
- Bernardo O'higgins National Park entrance and paddling fee
- Boat Navigation along Ultima Esperanza Fjord + Lamb BBQ



Gear Included



- Dry Suits
- One piece polartec suit
- Mambas / gloves
- Neoprene shoes, socks
- Spray skirt
- Helmet, hat
- Phone waterproof case
- PFD



Camping Gear

Included for Multi day trips:

Comfort is so important!

We include the best quality camping gear. We want you to rest well so you can enjoy the paddle the next day!

Included Camping Gear:

- The North Face Mountain 25 tents
- Thermarest Saros Synthetic Sleeping bag
- Thermarest Liner
- Thermarest inflating pillow
- Thermarest inflating Mattress



THERMA-REST

THE
NORTH
FACE

Recommended Equipment:

While Paddling:

- Sunglasses (with real UVA protection)
- Water bottle (we bring water to refill)
- Hat
- Sun block 45spf minimum
- Photo camera

While at Camp:

- Head lamp
- Synthetic quick drying long sleeve shirt & pants
- Smart wool or synthetic socks
- Fleece or synthetic warm jacket
- Waterproof jacket and pants
- Trail shoes (please avoid bringing big Trekking boots)
- Gloves
- Insect repellent
- Hand cream





Participant's Requirements:

- Know how to swim
- Previous kayak or canoe experience
- Good health and physical condition

General Terms and Conditions



Reservations and payments

- To confirm your participation on any of our trips, you will have to pay in advance the 50% of the total cost.
- Please consider that finally we have to receive the "total amount" of the cost of the trip you selected, "after all commissions" (banks, fees etc.). This will be covered by the customer. When we receive your deposit, along with your booking form, medical questionnaire and release of liability form, we'll send you an email with the confirmation of your booking.
- The final balance must be paid 90 days before the start of the trip.

Important:

- The booking will not be valid if you don't send a filled booking form per participant at least 15 days prior to the trip.
- The place for pick up (accommodation) must to be confirmed by the client at least 15 days prior to the trip. If not, we will consider the booking as a "No Show". With no refund.

Refunds (No Show)

- In the event that a customer does not show up for the start of the trip the company will assume the non-participation of the client and thus the sections of the trip will be at the disposal of the company. The customer can join the group during the trip only in the event that there is availability.
- The customer is not entitled to any refund for the sections of the trip not used. Kayak en Patagonia will not offer refunds to those who have voluntarily not used the services for whatever reason including flight delays, cancellations or change of mind.
- If you cancel your reservation, payments made to Kayak en Patagonia will be returned minus a cancellation fee of US\$ 150. This fee is computed as of date of our actual receipt of your cancellation notice (by e-mail). Notice of cancellation must be submitted in writing.



- If you cancel your reservation 60 days or more prior to departure, we will refund your money except the cancellation fee of US\$ 150 After that, the following rates apply:

- 45-59 days prior to the trip - refund of 50% of the total payment
- 20-44 days prior to the trip - refund of 45% of the total payment
- 15-19 days prior to the trip - refund of 40% of the total payment
- 14 days prior to the trip - no refund

The money to refund the expenses to send the money to the country of the customer (bank commissions, fees etc.) will be discounted from this percentage

Insurance

- We highly recommend you have a complete insurance.
- The customer must accept full responsibility for insurance up to limits which the customer may deem necessary. This insurance must cover personal accident, medical expenses, air ambulance, loss of effects, repatriation costs and all other expenses which may arise as a result of loss, damage, injury and delay. It is compulsory that all customers have personal travel insurance.
- In case of participant accident, injury or illness, rescue and medical expenses will be paid by participant.

Cancellations by the Company

Kayak en Patagonia reserves the right to justifiably cancel the trip in the following circumstances:- Reasons beyond our control (force majeure). The total amount paid up until that time will be returned minus the costs involved in the bank transfers, transportations and used services. (example: Storms, Very high winds, etc) - In the event that the trip requires a minimum number of participants and that number has not been reached in the reservations. - Possible changes in the schedules, new arrangements or regulations applicable to the zones that we visit could imply a variation to the original program. - Imponderables beyond our control are not liable for any reimbursement. For example: in the Kayak Programs in the event that we cannot sail due to climatic problems or that it would be dangerous for the group we would need to leave the area where we are which would imply that the program would be cut short for safety reasons. In cases where events arise that threaten the safety of the participants the guide in charge will choose the appropriate measures to be taken regarding the continuation, modification, or suspension of the trip.



Please note that our activities are not cancelled in the event of rain.

Other Considerations

- Minimum number of participants per trip: One day trip: 4 guests. Overnight trips: 2 guests
- The minimum age to participate in our trip is 14 years old, and the maximum is 65 years old.
- To register with Kayak en Patagonia, the members are responsible for understanding the conditions implied in the Trip Itinerary and selecting a trip which is appropriate to their interests and physical and health capacity.
- It's the responsibility of every customer to read the recommended equipment list on this brochure, and to bring this equipment to the trip. If you don't have any of the listed items, please contact us at info@kayakenpatagonia.com
- Each participant is completely responsible for the equipment loaned by the company. The loss, damage or misuse of any equipment must be paid for by the customer.
- The decision on staying, continue paddling or returning will depend on the trip leader. If the trip can't continue or has to finish earlier because of weather conditions, group conditions or trip leader decision, this particular situation doesn't mean any refund. WE DO PADDLE WITH WIND. This factor has to be considered by the participant.
- Kayak en Patagonia is not obliged, in the case of loss or damage to personal items, to pay reimbursements.
- Any additional costs are the responsibility of the participant.
- The timetable of the excursions may be modified due to the weather or unforeseen events.
- For safety reasons we can't accept pregnant women or persons with an BMI (Body Mass Index) of more than 30 on our trips.



**SUSTAINABLE
DEVELOPMENT
GOALS**

OUR COMMITMENT TO TOURISM



Tourism's contribution to mutual understanding and respect between peoples and societies



Tourism as a vehicle for individual and collective fulfilment



Tourism, a factor of sustainable development

We invite to you follow the code of conduct for responsible tourism





2026 - 2027 Season

Carlos Bories #327, Puerto Natales, Chilean Patagonia

cel & whatsapp: (+56 9) 9 480 73 81 info@kayakenpatagonia.com

www.kayakenpatagonia.com