

A person wearing a blue wetsuit, a red helmet, and a black backpack is wading through shallow water, pulling a red kayak with a yellow rope. The kayak is partially submerged. In the background, there is a large, snow-capped mountain range under a cloudy sky. The foreground shows some dry grass and reeds. The text "Discover Patagonia's **remote** secrets." is overlaid on the right side of the image.

Discover Patagonia's **remote** secrets.

# 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](mailto: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.



2023 - 2024 Season

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