

TERMS AND CONDITIONS VERTICE GROUP 2020-2021

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VERTICE MOUNTAIN LODGES

Annulments and Modifications

Cancellations or changes must be made 31 days prior arrival of the passengers to our refugios or campings. After this time there's no reimbursement.

In case of making reservations that will be used before the 31day period, the passenger has 48 hours from the moment of generating the reservation to make modifications or cancel them without charge. After this period, no reimbursements are made.

Reservations are nominative and non-transferrable

NO SHOW OR NO PRESENTATION

In case that a passenger does not show up at the refugio or camping, 100% of the stay and services will be charged.

VÉRTICE S.A. is not responsible for cancellations or no show due to impossibilities in arrivals or access to refuges or campings due to external causes, such as weather problems, roadblocks, natural phenomena, problems with air connections, delay of transfers or no boat dives or catamarans, illness, pandemics, social or political manifestations or other problems arising from them, or any other factor beyond the control of Vértice S.A. For such eventualities we suggest that travelers purchase a travel insurance.

RESPONSIBILITIES

Vertice S.A. is not responsible for costs included for modifications or cancellations of bookings nor expenses generated by losses or delays in air, land, lake or maritime transport services attached to the passenger.

Likewise, it is not responsible for loss of documents or personal property of the passenger during their trip or during their stay in our refugios and campings.

It is the responsibility of each person to perform a preventive medical checkup, prior to an activity, excursion, trekking, etc., to ensure that their health is in good condition and compatible with the activity to be performed.

Vertice S.A. is not responsible for road accidents or on trails, or that have no relation to their facilities.

VERTICE TOUR OPERADOR SPA

When booking with Vértice Operator SpA (hereinafter “Vértice Travel”) and once issued the travel confirmation, reservations and services are conditioned to the acceptance and compliance of the following terms and conditions:

RESERVATION REQUESTS

Reservations must be requested in writing to Vértice Travel, all of which will be considered ratified with a response via mail confirming program dates, type of program and payment information. Confirmation will only be made after the client has accepted the following terms and conditions.

PAYMENT AND CANCELLATIONS

Payment conditions and program cancellations will be subject to the specific conditions of the services, that said, the same conditions will apply for all Vértice Travel programs, unless otherwise advised.

REGULAR OR INDIVIDUAL DEPARTURES (up to 9 passengers)

- Payment:
 - 30% payment of the total program cost will be requested to guarantee the reservation.
 - The remaining 70% of the reservation must be paid no later than 35 days before check-in.
- In case of cancellation, the following policies are used:
 - Up to 35 days before check-in, a full refund of the total payment will be made.
 - There will be no refund for cancellations 34 or less days before check-in.
 - No show: No refund

- ***Reservations are final and non-transferable.***

GROUPS (reservations of 10 or more passengers)

For private or regular departures of 10 or more people.

- Payment:
 - 30% payment of the total program cost will be requested to guarantee the reservation.
 - The remaining 70% of the reservation must be paid no later than 65 days before check-in.
- In case of cancellation, the following policies are used:
 - Up to 65 days before check-in, a full refund of the total payment will be made.
 - Between 64 and 45 days before check-in, 30% of the total reservation will be refunded.
 - There will be no refund for cancellations 44 or less days before check-in.
 - No show-No refund.

Prepayment of all reservations is required. If payments are not made on the stipulated dates, Vértice Travel reserves the right to terminate or cancel the reservation.

Payments can be made through deposits, bank transfers or with national and foreign credit cards and Paypal.

RESPONSIBILITIES

- Vértice Travel is not accountable for additional costs due to modifications or cancellations of reservations, nor extra expenses produced by losses/delays in passenger transportation whether it be by air, land, lake or maritime.
- Vértice Travel is not accountable for cancelations due to unforeseen events or force majeure, and in this case, the passenger will not have the right to reimbursement.
- Likewise, Vértice Travel is not liable for lost documents or personal belongings during personal travel and/or specific program dates.
- It is the responsibility of each passenger to carry out a preventive medical check, prior to any activity, excursion, trekking, etc., to ensure that their health is in good condition and compatible with the activity to be performed. During the program dates, if the passenger should withdraw from the trip before the end of the program, whatever the cause, there will be no refund of the payment made.
- Vértice Travel is not responsible for accidents on the way to or on the trail, or in places that are not related to the contracted service. Any liability that could fall onto Vértice Tour Operator SpA must be accredited by a judicial sentence.
- While Vértice Travel indicates the distances and degrees of difficulty of all hiking trails in its programs, it is the responsibility of the passenger to read and know what their limitations are, as well as bring the appropriate equipment for optimum performance. At the same time, it is the duty of the passenger to inform themselves of CONAF, about the closing and opening times of the trails, and the internal regulations of Torres del Paine National Park.
- It is the passenger's duty to have their documentation up-to-date and the necessary permits and visas for border crossings.
- Vértice Travel is not accountable for weather or other factors making it impossible to continue with the travel schedule, and in this case, there will be no refund.
- Vértice Travel does not make refunds nor is liable for the expenses if the passenger should need to be rescued or for any reason, the passenger needs to leave the trip early.
- Vértice Travel is not liable for any additional expenses that should be incurred if the trip is delayed due to weather, strikes, theft, acts of nature, civil disturbances,

terrorism, acts of war, government restrictions or regulations, failures of any kind of transportation on your scheduled arrival or departure, or any reason in which Vértice Travel has no direct control.

- Vértice Travel, rejects the sexual and commercial exploitation of underage children and adolescents, pledging to denounce, detect and train their staff in preventing any tourist activity or third-party services involving a minor.

INSURANCE

Vértice Travel strongly suggests contracting travel insurance that covers the cost of cancellations, both due to weather or force majeure, as well as accident insurance in accordance to the activities that will be performed. This insurance must cover personal accidents, medical expenses, the use of air ambulances, loss of personal belongings, repatriation costs and any other fee that may occur as a result of damages, losses, injuries, delays or any other unexpected inconvenience experienced during the trip.

It is suggested that when contracting travel insurance, the insurer is informed of what type of trip will be made, since not all insurance includes adventure tourism activities, which may be included in your program itinerary.

HEALTH REPORT AND RELEASE OF LIABILITY

It is mandatory that passengers notify any health issues upon booking their trip, to determine if they are able to perform the activity or if they require any extra support.

The group leader or guide reserves the right to request that a passenger leave the program because they are unfit to travel or that it may pose a risk to the passenger and/or the group. Under their judgement, the passenger may be asked to leave if for any reason or circumstance the person is not physically or mentally capable to continue with the activity or does not follow the instructions given. Under such circumstances, there will be no refunds.

Due to the geographical difficulty that can prevent access to medical care and access to hospitals in situations due to health problems, Vértice Travel is not accountable for the granting of medical attention at all moments of the trip.

All passengers will be asked during program confirmation and payment, to accept and sign the release of liability waiver, to check their health status and to assume responsibility of their limitations and/or special needs.

MANDATE

The client grants Vértice Travel the present mandate to act on the name of and on behalf of the client, with the right to contract all of the necessary services to carry out the agreed itinerary, such as accommodation, transfers, meals, excursions and other services stated in the cost of the program. The client authorizes Vértice Travel to use the present mandate with other local operators or suppliers to contract the services that Vértice Travel may request, in order to fulfill the agreement made. Both parties hereby declare that the contracted services stated in the program price coincide with the included services and do not represent any additional cost to the client.

HOSTAL FACTORIA PATAGONIA

PAYMENT POLICIES

High Season Sept -April: Groups 100% payment in advanced over 10 people, 30 days before check in.

Individual 100% payment in advanced 20 days before check in.

Childrens up to 5 years: Free stay Free Stay.

Low Season May -August: Groups 100% payment in advanced over 10 people, 7 days before check in.

Individual 100% payment in advanced 7 days before check in

Childrens up to 5 years: Free stay

CANCEL POLICIES

High and Low Season:

No show -Penalty fee 100% bookings value without exceptions

4 days before check in – Without penalty.

Non-Refundable rates- Does not allow cancellations or changes.