



Terms and Conditions

Amigos Patagonia – Standard Terms & Conditions

Effective Date: July 9, 2026

These Terms and Conditions govern all services provided by Amigos Patagonia ("the Company"). By confirming a reservation or participating in any tour or travel service provided by Amigos Patagonia, you acknowledge that you have read, understood, and accepted these Terms and Conditions.

1. Reservations and Booking Confirmation

A reservation is considered confirmed only after:

- The required deposit or full payment has been received.
- The Company has issued written confirmation.
- Availability of all services has been secured.

Availability cannot be guaranteed until written confirmation has been provided.

2. Payments

Payment schedules may vary depending on the type of service booked.

Unless otherwise agreed in writing:

- A deposit may be required to secure reservations.
- The remaining balance must be paid prior to the start of the tour.
- Certain services, hotels, flights, ferries, or special permits may require full payment at the time of booking.

Accepted payment methods may include:

- Credit or debit cards
- Bank transfer
- PayPal
- Other methods approved by the Company



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Any bank charges, exchange fees, or international transfer costs are the responsibility of the traveler.

3. Prices

All prices are quoted in the currency specified in your proposal or invoice.

Prices include only those services specifically listed under "Included."

Unless otherwise stated, prices do not include:

- International or domestic flights
- Travel insurance
- Passport or visa fees
- Personal expenses
- Gratuities
- Meals not specifically included
- Optional activities
- Alcoholic beverages

The Company reserves the right to adjust prices prior to confirmation in the event of significant increases in supplier costs, government taxes, entrance fees, fuel prices, or exchange rate fluctuations.

Once a reservation has been confirmed and fully paid, prices will not change except where government-imposed taxes or mandatory fees are introduced after booking.

4. Cancellation Policy

Cancellation requests must be submitted in writing.

Unless otherwise specified in your itinerary or booking confirmation:

- More than 46 days before departure: 100% refund
- 31–45 days before departure: 90% refund
- 7–30 days before departure: 50% refund
- 24 hours–6 days before departure: 25% refund



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- Less than 24 hours before departure: No refund
- No-show: No refund

Some hotels, cruises, charter flights, national park permits, ferry tickets, or third-party suppliers may have stricter cancellation policies. These will take precedence where applicable.

Refunds exclude any non-recoverable supplier charges and payment processing fees.

5. Changes Requested by the Traveler

Changes requested after confirmation are subject to availability.

Additional costs resulting from itinerary modifications, accommodation changes, transportation changes, or supplier penalties shall be the responsibility of the traveler.

The Company cannot guarantee that requested changes will be possible.

6. Changes by Amigos Patagonia

Patagonia is an expedition destination where weather and operational conditions may require itinerary adjustments.

The Company reserves the right to modify:

- Routes
- Order of activities
- Departure times
- Accommodation
- Transportation
- Guides
- Excursions

Such changes may occur due to:

- Weather
- Road conditions
- Park regulations



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- Navigation restrictions
- Flight disruptions
- Safety considerations
- Supplier operational issues
- Force majeure

Whenever possible, equivalent alternatives will be provided.

7. Weather and Force Majeure

Certain excursions—including boat navigations, wildlife excursions, helicopter flights, hiking routes, and remote-area experiences—are subject to weather and operational conditions.

Amigos Patagonia cannot guarantee:

- Wildlife sightings
- Navigation departures
- Clear views
- Specific weather conditions

Force majeure events include, but are not limited to:

- Severe weather
- Natural disasters
- Wildfires
- Government restrictions
- Strikes
- Pandemics
- Civil disturbances
- Transportation interruptions
- Other events beyond the Company's reasonable control

The Company shall not be liable for expenses arising from such circumstances.



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8. Physical Requirements

Many Patagonia experiences involve uneven terrain, stairs, gravel paths, moderate hiking, or extended travel times.

Travelers are responsible for ensuring that they are physically capable of participating.

Guests must inform the Company prior to booking of:

- Medical conditions
- Reduced mobility
- Pregnancy
- Severe allergies
- Dietary restrictions
- Other conditions that could affect the safe operation of the tour

Failure to disclose relevant information may prevent participation without refund if safety is compromised.

9. Passenger Responsibilities

Participants agree to:

- Follow guide instructions.
- Respect local laws and regulations.
- Treat wildlife responsibly.
- Respect protected natural areas.
- Arrive punctually at meeting times.
- Behave respectfully toward fellow travelers, guides, drivers, suppliers, and local communities.

The Company reserves the right to remove any traveler whose behavior compromises the safety, enjoyment, or well-being of others.

No refund will be provided in such cases.



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10. Travel Insurance

Comprehensive travel insurance is strongly recommended for all travelers.

Coverage should include:

- Medical expenses
- Emergency evacuation
- Trip interruption
- Cancellation
- Personal belongings
- Adventure activities, where applicable

The Company is not responsible for uninsured losses.

11. Liability

Amigos Patagonia acts as a tour operator coordinating services provided by hotels, transportation companies, boat operators, airlines, national parks, restaurants, and other independent suppliers.

While the Company exercises reasonable care in selecting partners, it cannot accept responsibility for acts, omissions, delays, accidents, or failures of third-party providers.

Participation in outdoor activities involves inherent risks.

By participating, travelers acknowledge and accept these risks.

12. Wildlife

Wildlife is free-ranging.

Although sightings are frequent in Patagonia, no observation of specific species—including whales, pumas, penguins, dolphins, condors, or other wildlife—can ever be guaranteed.



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13. Photography

Participants may take photographs during the tour provided they do not interfere with operations or wildlife.

Unless a traveler objects in writing before the tour begins, the Company may use photographs or videos taken during tours for promotional purposes.

14. Privacy

Personal information collected during the booking process will be used solely for:

- Reservation management
- Operational coordination
- Legal requirements
- Communication regarding your trip

Personal data will not be sold to third parties.

15. Complaints

If an issue arises during the trip, travelers should notify their guide or the Company immediately.

Prompt communication provides the best opportunity to resolve problems during the journey.

Complaints submitted after the completion of the tour may limit the Company's ability to investigate or remedy the issue.

16. Governing Law

These Terms and Conditions shall be governed by the laws of the Republic of Chile.

Any disputes arising from services provided by Amigos Patagonia shall be subject to the jurisdiction of the competent courts of Chile.



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17. Contact

Amigos Patagonia

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WhatsApp: +56 9 4281 0795

By confirming a booking with Amigos Patagonia, the traveler acknowledges acceptance of these Terms and Conditions.



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