 **WHALESOUND TERMS & CONDITIONS**

The design and construction of the camp on the island Carlos III, WhaleSound has used the best available technology. WhaleSound sets out to minimize the impact on this fragile region. To achieve this, the camp rests on column based platforms which are connected to each other by walkways, preventing the deterioration and destruction of the peat and its vulnerable ecosystem. The camp is made up of a common area with a dining room and small sitting area overlooking the Sound, and five geodesic domes, sleeping two persons each on futon type beds and with a woodstove for safe and pleasant heating. There are three bathrooms, a few tents for the researchers, and a Heliport, as well as a sheltered observatory. Energy production and processing of waste have also been studied and adapted to prevent pollution and excesses. The desire to respect and conserve the natural environment blends perfectly with comfort and hospitality. If you require occupying a Dome without sharing, please make this clear upon booking so we can check if these arrangements can be made.

***Programs prices***

* The published rates for our programs are expressed in CLP (Chilean pesos) and USD (U.S. dollars). We work with exchange rate " dolar observado “ on the website of the central Bank of Chile (http://www.bcentral.cl/index.asp). All rates include taxes. The Price for the tour 3 days and 2 nights is 1500 USD (all included).
* We offer a 50% discount for children less than 11 years of age.
* The published rates are for sleeping in a double room (shared). For single use, the passenger have to pay the complete Price (1500 USD).

***Payments methods***

1. By deposit or bank transfer In Dollars or in Chilean pesos.

***Information for transfers:***

***In Chilean pesos:***

**Banco Santander Santiago**

**Nombre: SOC.TURISMO WHALE SOUND Y CIA. LTDA.**

**N° Cta - 01-76450-0**

RUT WHALESOUND 76.003.470-3

WHALESOUND`S ADRESS: LAUTARO NAVARRO 1191, PUNTA ARENAS (CHILE)

***In Dollars:***

**Nombre: SOC. TURISMO WHALE SOUND Y CIA. LTDA.**

**Nº Cta- 35248 051-00-02810-9**

**SWIFT CODE: BSCHCLRMXXX**

RUT WHALESOUND 76.003.470-3

WHALESOUND`S ADRESS: LAUTARO NAVARRO 1191, PUNTA ARENAS (CHILE)

* **Commissions charged by foreign banks when making the transfers will be assumed by the passenger. WhaleSound will take over commissions from Chile's bank.**
* **Please send the proof of payment in order to confirm the receipt of the payment in our bank account and specify in the transfer the name of the passenger please.**

1. Direct payment in the office of Punta Arenas (C / Lautaro Navarro 1191) in cash or with credit or debit card. The payment can be in dollars or pesos.

***Booking Procedures***

* All booking inquiries for travel must be sent to: [info@whalesound.com](mailto:info@whalesound.com) or made through our website (please ask for availability in the previous mail before making the payments).
* In order to reserve please pay a 50% of the total value of the program and send us the completed and signed booking form, which you can find in our webpag (<http://www.whalesound.com/en/reservar/>) . The remaining 50% must be paid until 30 days before the tour departure.
* By submitting the form via the website (www.whalesound.com) the terms and conditions are automatically accepted.

***Cancellation by the passenger***

* There is no refund for cancellations made 30 or less days before departure of the tour.
* Cancellations made on 31 or more days of the date of departure are refunded 50% of the rate.
* If payments are not made within the prescribed period, the reservation is considered automatically canceled and deposits will not be refunded.

***No show of the passengers***

The tour guide of Whale Sound always will go with clothing company in order to facilitate its recognition by passengers and he will pick passengers up in their hotels between 8.00 and 8.50 am (period of time considering the several hotels) the date of departure of the tour. Passengers must be ready at 8.00 am at the reception. If the passenger for any reason was not in his hotel at the time of collection or he decides not coming to the trip for any reason, it will be considered no representation in which case the amount paid for the trip will not be refunded.

***Cancellation by Tourism Whalesound due to force majeure***

Our programs are subject to weather factor (Weather permitting). This means that passengers should be aware when booking that there are factors beyond the company’s responsibility. The guide in charge of the trip will take the appropriate decisions in order to anytime ensure the passenger’s safety. Changes of the program (in duration and / or activities) may occur without previous notice.

Our percentage of navigability is 98% which means to cancel trips is exceptional.

In case a trip is canceled due to force majeure (bad weather) the passenger can choose between enjoying the trip on another date subject to availability or transfer the trip to another person.

In no case will be returned money nor will be assumed by the company expenses derived from the cancellation (lodgings, other tour, etc.)

***Delays in the return trip to Punta Arenas since Carlos III***

In case of force majeure it would be necessary to delay the time or date of return to the city of Punta Arenas from the eco camp in Carlos III, the company will not be responsible for expenses derived from said change always caused by force majeure.

**Serious medical problems**

The tour is made by boat from the mainland to the ecocamp located on the Carlos III island in Patagonia. The boat as well as the camp has a first aid kit to deal with any minor health issues or accidents. However, any major injuries or serious health issues will have a long wait due to the remoteness of the place and the distances involved. Customers need to be aware that immediate health care is not available on the island.

**Extra costs**

Delivery of the passengers will take place in hotels or other previously agreed places in the city of Punta Arenas. This service will be included in the price of the trip. Should the passengers need a different point of collection or delivery (e.g. airport), this service can be agreed as an additional cost.