



whalesound

science, sailing & nature

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**TERMS & CONDITIONS-
REFUND PROCEDURE**

LAUTARO NAVARRO 1163, 2° FLOOR



ABOUT WHALESOUND

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

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TERMS & CONDITIONS

CHAPTER I

PROGRAMS PRICES

- The rates published by Whalesound are expressed in CLP (Chilean pesos) and USD (US dollars). Works with the observed dollar exchange rates of the Central Bank of Chile (<http://www.bcentral.cl/index.asp>). All published rates include VAT.
- The price for the tour of 3 days and 2 nights is 1500 USD.
- Children under 11 receive a 50% discount (750 USD)
- Rates are based on double room (shared). If you want double dome for a single person, you must pay the total amount of the dome (3000 USD).

CHAPTER II

PAYMENTS METHODS

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

INFORMATION FOR TRANSFERS

In Chilean pesos

Company	•Soc.Turismo Whale Sound Y Cia. Ltda.
Bank Name	• Banco Santander Santiago
Bank Adress	•Hernando De Magallanes 997, Punta Arenas
Account Number	• 01-76450-0
Whalesound Rut	•76.003.470-3
Whalesound Adress	•Lautaro Navarro 1163, 2d floor, Punta Arenas (Chile)

In Dollars

Company	•Soc.Turismo Whale Sound Y Cia. Ltda.
Bank Name	•Banco Santander Santiago
Bank Adress	• Hernando De Magallanes 997, Punta Arenas
Account Number	• 35248 051-00-02810-9
Swift Cod	•BSCHCLRM(XXX)
Whalesound Rut	•76.003.470-3
Whalesound Adress	•Lautaro Navarro 1163, 2d floor, Punta Arenas (Chile)

BANK FEES

Commissions charged by foreign banks when making the transfers will be assumed by the passenger. WhaleSound will take over commissions from Chile's bank.

DIRECT PAYMENT

Direct payment in the office of Punta Arenas (C / Lautaro Navarro 1163, 2° floor) in cash or with credit or debit card. The payment can be in dollars or pesos.

CHAPTER III

BOOKING PROCEDURES

- All booking inquiries for travel must be sent to: 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.

CHAPTER IV

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.

CHAPTER V

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.

CHAPTER VI

CANCELLATION BY TOURISM WHALESOUND DUE TO FORCE MAJEURE

Our program and navigations are subject to climate factor (Weather permitting). This means that the passenger must be aware at the time of booking that there are factors beyond the reach of our company. The guide in charge of the trip will make the appropriate decision in order to ensure the safety of the passengers at any time. Changes in the program (in duration and / or activities) may occur without further notice.

Our navigability percentage is 98% which means that canceling trips is exceptional.

If a trip is canceled due to force majeure (bad weather), the passenger may choose between:

- Enjoying the trip on another date subject to availability or assigning the trip to another person.
- Return of 50% of the total price paid by the passenger¹

In case any bad weather condition occurs before the trip, passengers and agencies will be notified, and the protocols will be followed as detailed in the "Bad Weather Procedure".

CHAPTER VII

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.

CHAPTER VIII

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.

CHAPTER IX

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.

¹ See REFUND PROCEDURE FOR BAD WEATHER'S CANCELLATIONS, page 9th of the same document

IMPORTANT

The whale watching season officially begins from November 15 to May 31, of each year. The month of May and November exceptionally with lower probabilities of sighting.

Program includes transport of departure / return to Punta Arenas, accommodation in camp (tents domes) both with heating with firewood.

Trips are made with a minimum number of passengers. Consult your agent.

Program value is all included: excursions, lodging, meals and drinks.

A fixed menu will be served during the trips, so it is necessary for passengers to notify us in advance if they have food restrictions or allergies.

Whalesound provides sleeping bags, sheets, blankets, and towels on EcoCamp. Passengers can carry their equipment, such as their sleeping bag.

It is mandatory that all our clients have personal travel insurance, and this must be informed to the Whalesound agent prior to the expedition.

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REFUND PROCEDURE
FOR BAD WEATHER'S CANCELLATIONS

CHAPTER I

CANCELLATION REASONS

Trips will only be canceled if:

- Weather conditions are adverse and have been anticipated a few days in advance
- The conditions have changed during the trip and prevent the realization of the activity at the time.
- The port is closed by storm surge alert
- No show of the passenger²
- The passenger has a behavior that threatens the safety of him / her, other passengers or the activity.
- Technical problems in installations or Whalesound equipment

CHAPTER II

CANCELLATION PROTOCOL

A. WITH PRIOR NOTICE

One day before each trip a briefing is made at the Punta Arenas office, about the passengers and time for the 3 days of expedition.

In case there is a bad weather scenario, it will be determined in advance to: advance, delay or modify itinerary. This must be done at least 12 hrs before departure.

B. WITH ADVERSE CLIMATE CONDITIONS AT THE MOMENT OF THE TRIP

Depending on the briefing, it will be determined or not to leave with the passengers, and try to make the trip, taking the necessary safeguards, with a few defined attempts (2), in case of trying to pass the Froward Pass.

This information will be shared with the passengers to handle the meteorological and logistics information.

Attempts will be made to advance, if these are unsuccessful, the return to Punta Arenas will be effective.

CHAPTER III

REQUIREMENTS FOR TRAVEL RETURN

For reasons of the company, Whalesound have the following requirements so that the return of the travel Voucher is made:

- Take the tour in the same season in which the trip was canceled
- Take the tour in the following season when the trip was canceled
- NO Return of 50% of the total price paid by the passenger

WHO CAN HAVE THE RIGHT TO VOUCHER?

- Passenger (s), indicating the number of places available (those who attended the canceled expedition)
- Intermediary agency for passengers. ONLY if is going to be responsible for processing the Voucher of the SAME tourists. In no case, the Voucher will be in the name of the travel agency. The Voucher will indicate the number of available quotas (those who attended the canceled expedition)

² See page number 6 of the same document

Depending on the case, the Voucher will be delivered in person or online. And this must be signed by both parties, ensuring compliance by Whalesound and the passengers / intermediary agency.

It should be noted that the Voucher can be transferred to third parties. However, they will only be delivered, if the person in charge of the Voucher (passenger or intermediary agency, as indicated above), advise in advance to verify availability.

CHAPTER IV

RESPONSIBILITIES IN THE REFUND OF A TRIP

RESPONSIBILITIES OF WHALESOUND

Whalesound reserves the right to:

- Deliver a Voucher valid for the number of passengers ditto to the initial expedition within the dates indicated in chapter III of this document.
- Deliver the travel voucher to third parties, that the passenger considers.
- Make the tour on dates indicated by the pax (with the Voucher right) if there is availability.
- DO NOT carry out the tour in case the company:
 - Change the itinerary or the type of expedition for organizational reasons.
 - Do not carry out this type of excursions anymore.
 - Break commercially.

RESPONSIBILITIES OF THE PAX WITH THE RIGHT TO VOUCHER

The person in charge of the Voucher (passenger / intermediary agency) will have the following responsibilities so that the refund of a trip is carried out by Whalesound.

- 100% paid the tour.
- Signing in conformity the travel voucher, provided by Whalesound (if this is online, the passenger / intermediary agency has the responsibility of returning signed the same document)
- Notify in advance the use of the Voucher, either for the same passengers or others.
- Check availability of trips in the season, with Whalesound commercial office, to make the expedition in another time.

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