

TERMS & CONDITIONS

1. Pricing

1.1 Land Cost

The price for the land portion of the trip is called Land Cost and includes:

- All accommodation in hotels, inns, mountain huts, camps and/or tents
- Ground transportation in private vehicles or domestic buses (depending on the itinerary), including reception transfer from the nearest airport
- Meals as specified in each program, excluding meals in cities or towns where travelers are free to dine independently (highlighted in Prices Facts section)
- All trekking, horse-riding, diving, marine and river arrangements in the field (as specified in each program) including equipment, permits and mules or pack horses if specified
- Entries and park fees
- Expert leadership including English speaking guides in all our fixed departures trips. The guide: participant ratio varies from 1:6 to 1:12 depending on the type of program.

1.2 Costs Not Included

Costs not included in the trip are some meals as noted in the itinerary, soft drinks and liquor, medical expenses, the cost of hospitalization or evacuation, laundry, airport departure taxes, visas, international and domestic airfares, gratuities, and insurance. Please refer to the trip itinerary for detailed information on what is included and not included in the Land Cost.

1.3 Extensions and Modifications

If a trip must be extended or an itinerary modified due to weather, road conditions, lack of transportation, political or civil disputes, medical emergency or other causes beyond our control, the associated costs, including any non-recoverable costs, will not be refunded or included in the trip rate already paid. In such circumstances, it is your responsibility to pay directly for extra costs in the field (i.e. food, transport, accommodations, etc.). Make sure you have up-to-date trip insurance protecting you against cancellations and delays caused by 'Acts of God'.

1.4 Subject to Change

Prices listed on our website and marketing material are subject to change owing to trip dates and prices often being published more than a year in advance. Between the time of publication and the trip's departure, we are occasionally faced with exceptional cost increases or currency fluctuations that we cannot absorb. We do everything we can to keep our prices the same as published.

1.5 VAT and Tax Exemptions

Chilean nationals or residents are required to pay a 19% VAT on purchases or services like hotel accommodations. Foreign travelers, on the other hand, must retain the PDI entrance form during their stay in Chile to qualify for tax exemptions, which includes avoiding the 19% VAT on purchases and services.

1.6 Tier Pricing

In the case of small trip groups, some trips are tier priced according to the number of full-price passengers on the trip. Initially, we invoice you the highest-level tier price and then if the group size increases we refund you the difference as the price drops to a lower tier level. Sociedad de Turismo Cascada Limitada staff, invited travel writers, photographers or tour operators' representatives and any other discounted travelers are excluded in the passenger tally when it comes to tier pricing.



2. Accommodation

2.1 Share Basis

Our prices correspond to accommodation on a share basis.

2.2 Single Supplement

If a passenger does not wish to share then he/she will be asked to pay the Single Supplement Fee listed in the Price-List. Hotel accommodation and Tent Accommodation is based on double occupancy. The criteria for choosing accommodation is a mixture of comfort, security, location, sustainability and local atmosphere.

3. Meals

3.1 Included Meals

All meals in the field are included, as well as all meals in places like National Parks where travelers will not be able to purchase their own food or where we consider it is not recommendable to do so. Please refer to each trip itinerary for information on which meals are included and which are not included. The meals included are shown as B=breakfast, L=lunch, L-=box-lunch, D=dinner.

3.2 Menus and Special Diets

We have put a lot of effort into developing hearty meals for our trips and are proud of the results. Each trip will have its own particular menu depending on the local food and typical dishes prepared in the area. We can easily accommodate vegetarian and special diets in our trips.

4. Insurance

4.1 Importance of Insurance

Travel protection is essential for your peace of mind and safety throughout the trip. Unexpected medical emergencies or illnesses prior

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to or during your trip could make you lose prepaid, non-refundable payments.

4.2 Coverage Requirements

Emergency medical transport and air ambulances in remote locations can be extremely expensive and will probably not be covered by your medical health plan so it is compulsory that you purchase personal adequate travel insurance which is appropriate for your trip. 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, delay or inconvenience during your trip. We also suggest you purchase cancellation and curtailment insurance. When obtaining travel insurance, you must inform the insurer of the type of travel to be undertaken, especially when "adventure activities" are included in your trip. There are several insurance companies offering travel protection plans available for purchase online. Sociedad de Turismo Cascada Limitada has selected some of them for your convenience, check them out in our FAQ.

5. Medical health

5.1 Pre-Trip Disclosure

It is mandatory that clients with medical problems make themselves known to us well before departure.

5.2 Right to Disqualify

The trip leader has the right to disqualify anyone, at any time, during the trip if he feels the trip member is physically incapable and/or if a trip member's continued participation will be detrimental to the individual involved or the group. Refunds are not given under such circumstances.

5.3 Liability Disclaimer

Because of the fact that hospital facilities for serious problems are often unavailable and evacuation can be prolonged, difficult and expensive, we accept no liability regarding provision of medical care at any time during

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the trip. This statement is included on the Release Assumption of Risk form provided by our company.

5.4 Senior Passengers

All passengers over 65 are requested to fill out a Medical Report that helps us identify any possible health risks they may incur.

6. Physical and/or technical certificates

We ask for these certificates in addition to a general medical certificate to secure a safe undertaking of the activities included on certain specific mountaineering and kayaking trips.

6.1 Physical Certificate

Some programs may require the passenger to be physically qualified to be accepted on the trip. This is not a technical demand but a guarantee of the physical condition of the participant and security that they are in a condition to undertake the excursion.

6.2 Technical Certificate

Some programs may require the passenger to be physically and technically qualified to be accepted on the trip. This is a guarantee of the level of skills held by the participant and must match the degree of technical difficulty and risk involved on the trip.

7. Responsibilities of trip members

7.1 General Obligations

Trip members are responsible for understanding the conditions stated in the Trip Itinerary and selecting a trip that is appropriate given their interests and abilities. In order to assist you we grade each trip with a Trip Difficulty Rating. We are also happy to discuss the trip with you, as well as provide you with names of past participants who can discuss their experience with you.

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7.2 Specific Responsibilities

Trip members are responsible for:

- Being in sufficiently good health to undertake the trip they have chosen.
- Bringing appropriate clothing and equipment as recommended in the equipment list.
- Following normal standards of personal hygiene in order to lessen the risk of traveler's diseases.
- Following normal social behavioral patterns with fellow trip participants.
- Acting in an appropriate and respectful manner in accordance with local customs.
- Completing the itinerary as scheduled (or as adjusted in the field as necessary).

7.3 Luggage and Participation

Normally, travelers will carry a day-pack containing personal belongings they wish to take with them, including camera, glasses, extra clothing, etc. On some specific trips, travelers will be asked to carry their own personal items including backpack, sleeping bag, roll mat, daily box-lunch, etc. On camping trips, cooking and cleaning and putting up tents will be the responsibility of the guiding Staff although they may ask the passenger for voluntary help in setting up his/her tent. Reasonable changes may be made in the itinerary due to weather conditions or if judged to be in the best interest and well-being of participants.

8. Booking information

8.1 Reservations and Payment

To make a booking definite on any of our regular or private departure trips, the participant must pay a 20% non-refundable deposit. The rest of the total amount should be paid according to the deadline of the program confirmed and mentioned below.

8.2 EcoCamp Patagonia – Patagonia Wildlife Safari

8.2.1 Balance Payment

Balance payment must be paid 30 days before arrival in case of booking a regular departure and 60 days before departure in case of booking a private departure trip.

8.2.2 Cancellation and Refund Policy

If it becomes necessary for you to cancel your trip, your money (minus the cancellation fees charged by Cascada) will be refunded depending on the cancellation date. Any additional non-refundable cancellation fees and payments already paid in advance to airlines, hotels, and other local suppliers will be forfeited

a) Cascada's overland cancellation fees for regular departures

Cancellation of the confirmed booking more than 30 days prior to departure results in a loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 16 - 30 days = 50% of the total fare

- 15 - 0 days = 100% of the total fare

b) Cascada's overland cancellation fees for private departures



Cancellation of the confirmed booking more than 60 days prior to departure results in a loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 60 - 45 days = 50% of the total fare

- 44 - 0 days = 100% of the total fare

This program allows you to reschedule once in case of an emergency at no cost if informed up to the date of payment of the balance. Please check with our Sales Team if there are any third parties costs involved. In this case payment will be used as credit towards the future trip's cost, otherwise, we will be forced to charge 20% of the total amount.

8.3 EcoCamp Patagonia – Treks (5 and 7 Days W Treks), Multisport, Puma Tracking and Other Programs

8.3.1 Balance Payment

Balance payment must be paid 60 days before arrival in case of booking a regular departure and 90 days before departure in case of booking a private departure trip.

8.3.2 Cancellation and Refund Policy

If it becomes necessary for you to cancel your trip, your money (minus the cancellation fees charged by Cascada) will be refunded depending on the cancellation date. Any additional non-refundable cancellation fees and payments already paid in advance to airlines, hotels, and other local suppliers will be forfeited.

a) Cascada's overland cancellation fees for regular departures

These are departures with fixed dates. Cancellation of the confirmed booking more than 60 days prior to departure results in loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

60 – 45 days = 50% of total fare.

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44 – 0 days = 100% of total fare.

b) Cascada's overland cancellation fees for private departures

Cancellation of the confirmed booking more than 90 days prior to departure results in a loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 90 - 65 days = 50% of the total fare.

- 64 - 0 days = 100% of the total fare.

This program allows you to reschedule once in case of an emergency at no cost if informed up to the date of payment of the balance. Please check with our Sales Team if there are any third parties costs involved. In this case payment will be used as credit towards the future trip's cost, otherwise, we will be forced to charge 20% of the total amount.

8.4 EcoCamp Patagonia – 9-Day Paine Circuit

8.4.1 Balance Payment

Balance payment must be paid 100 days before arrival in case of booking a regular departure and 120 days before departure in case of booking a private departure trip.

8.4.2 Cancellation and Refund Policy

If it becomes necessary for you to cancel your trip, your money (minus the cancellation fees charged by Cascada) will be refunded depending on the cancellation date. Any additional non-refundable cancellation fees and payments already paid in advance to airlines, hotels, and other local suppliers will be forfeited.

a) Cascada's overland cancellation fees for regular departures

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These are departures with fixed dates. Cancellation of the confirmed booking more than 100 days prior to departure results in loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 100 – 65 days = 50% of total fare.

- 64 – 0 days = 100% of total fare.

b) Cascada's overland cancellation fees for private departures

Cancellation of the confirmed booking more than 120 days prior to departure results in a loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 120 - 65 days = 50% of the total fare.

- 64 - 0 days = 100% of the total fare.

This program allows you to reschedule once in case of an emergency at no cost if informed up to the date of payment of the balance. Please check with our Sales Team if there are any third parties costs involved. In this case payment will be used as credit towards the future trip's cost, otherwise, we will be forced to charge 20% of the total amount.

8.5 Shared Services and Private Departures

Cascada's overland cancellation fees for shared services and private departures:

8.5.1 Shared Services

Shared services are trips operated within other clients.

Cancellation of the confirmed booking more than 30 days prior to departure results in loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 30 - 16 days = 50% of total fare.

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- 15 - 0 days = 100% of total fare.

8.5.2 Private Services

Private services are trips operated with a non-fixed date upon special request. Cancellation of the confirmed booking more than 90 days prior to departure results in loss of deposit, which is 20% of the total trip cost. Thereafter, the following losses apply:

- 90 - 50 days = 50% of total fare.

- 49 - 0 days = 100% of total fare.

Any additional non-refundable cancellation fees and payments already paid in advance to airlines, hotels, and other local suppliers will be forfeited. We, therefore, recommend you take out travel insurance to safeguard against cancellation and curtailment. Cascada reserves the right to cancel any trip due to insufficient sign-up or logistical problems that may impede trip operations. In such cases, you will be given a full refund of the amount paid to Cascada. Cascada will not be responsible for additional expenses incurred by you in preparing for the trip (i.e. non refundable air tickets, visa fees, equipment, medical expenses, etc.). The refund of all overland payments received shall release Cascada from any further liability.

Please note that in case services have been confirmed and you need to change trip dates this will be considered a cancellation and our above mentioned cancellation policies will apply to the original reservation.

9. Mandate

9.1 Scope of Mandate

The client grants Sociedad de Turismo Cascada Limitada a mandate to act in the name and on behalf of the client with the authority to contract all the necessary services for the complete fulfillment of the agreed tourist program, specifically lodging, transfers, food supply, excursions and other services.

9.2 Delegated Authority

The client authorizes Sociedad de Turismo Cascada Limitada to use the present mandate with other tourist operators of recognized prestige. The delegate is empowered to contract the same services that Sociedad de Turismo Cascada Limitada may contract in fulfillment of the present agreement, on behalf of the client. The parties hereby declare that the services that are agreed in fulfillment of this mandate by Sociedad de Turismo Cascada Limitada or its delegates are included in the price of the subscribed program and they do not represent any additional cost for the client.

10. Sexual abuse and molestation policy

10.1 General Principle

Sociedad de Turismo Cascada Limitada is against the exploitation of human beings in any form, particularly sexual, especially when it can affect children.

10.2 Minors Protection

In the case of minors traveling with us, we ask the accompanying adults to provide proof that they are parents or close relatives.

10.3 Supplier and Staff Obligations

All our suppliers have to prevent the exploitation of human beings in any form. Regarding our staff, we do not work with minors and comply with existing labor legislation in Chile.

11. Cascada Expediciones sustainability policies

Cascada Expediciones wishes to contribute concretely to the construction of sustainable tourism by orienting its strategic definitions and management towards achieving the reduction of undesirable impacts generated in the environmental, sociocultural and economic areas.

For this, we have defined a corporate sustainability policy that guides our actions, focusing on respect and care at work, the environmental responsibility of our operations and within the community in which it impacts, and which always seeks to combine economic growth with environmental protection.

In line with the above, our commitment to sustainability is to tend to business management and its correlation with the relationship with our workers, strategic partners, suppliers, and customers so that we always exceed the standards required by law. The tireless search for better policies, technology, and innovation are based on the following principles:

11.1 Environmental Dimension

Regarding the Environmental Dimension

- Develop and promote tourism that works with the environment.
- Minimize the generation of waste and responsibly manage them.
- Continuously improve sustainable technology and innovation.
- Promote energy efficiency.
- Promote the use of renewable energies.
- Neutralize our carbon footprint.
- Promote recycling.
- Support the conservation of nature and the preservation of flora and fauna.

11.2 Socio-Cultural Dimension

Regarding the Socio-Cultural Dimension

- Create and provide our customers with unique and ecological experiences.
- Actively promote policies and actions against the exploitation of human beings in any of its forms and engage our suppliers and clients in it.
- Develop environmental education programs aimed at our internal and external customers, suppliers, and staff in order to create awareness that our actions should preserve nature and ensure its conservation for the enjoyment of by new generations.
- Promote the participation of our suppliers, subcontractors, employees, customers, and the rest of society in our sustainability management system by rewarding the incorporation of contributions that improve their results, especially by the communities where our work is carried out.
- Share and encourage ecological life as a philosophy of environmental sustainability.
- Deliver information to our clients regarding our principles on sustainable development and the management we do to preserve the environment and local culture.

11.3 Economic Dimension

Regarding the Economic Dimension

- The company adheres to 9 principles of fair trade, these are:
- Fair business practices.
- Respect for the environment.
- Commitment to compliance of the laws based on the Human Rights of the UN.
- No child labor

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- No forced labor
- No discrimination (ensuring gender equality, freedom of association)
- Good working conditions
- Ensure excellent working conditions for all of the Cascada team, allowing for their personal and professional development.
- Work happiness

The company adheres to the worldwide ethical code for tourism and its management reflects the principles outlined in it.

The company ensures that its operations and communications, both internal and external, be carried out through digital media in order to reduce the use of paper, thus reducing its environmental impact and operating costs.

Careful selection of our suppliers and other Operators based on their environmental and sustainable policies.

Download the full document here.

12. Assumption of risk and release from liability

12.1 Risks Acknowledgment

I understand and accept that there are risks and dangers associated with the trip and the circumstances in which it shall develop such as: (i) that the locations and areas included in the trip itinerary may be isolated, of high altitude, difficult accessibility, extreme climate conditions, rugged topography, inhabited by wild animals and harsh in general; (ii) that the activities indicated in my trip itinerary, such as hiking, walking, kayaking, horse riding, navigating, wildlife watching, etc., entail an inherent risk; (iii) that medical services or facilities may not be easily available or accessible during the trip, and, (iv) that trails, roads, bridges, airports, public infrastructure and public services in general may be rustic or not fulfill the standards of developed countries.

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12.2 Full Release and Waiver

Considering the above, I hereby accept and assume full responsibility for any and all risks of illness, injury or loss of life to myself and loss or damage to my property arising from the participation in the trip organized by Sociedad de Turismo Cascada Limitada.

In addition, I hereby agree that Sociedad de Turismo Cascada Limitada is not responsible for the loss of property, injury or death caused by or in connection with acts of God, equipment failures, vehicle accidents, illness from food or otherwise, detention, assaults, theft or criminal activity, annoyance, delays, quarantine, strikes, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, terrorism, government restrictions or regulations, and discrepancies or changes in transit or hotel services and failures in public transport (including but not limited to buses, shuttle buses, trains, ferries and airlines) or public infrastructure, over which Sociedad de Turismo Cascada Limitada has no control.

I hereby agree that neither I, nor any of my heirs, personal or legal representatives, or family members will bring suit or make a claim for illness, injury, loss or damage to property, or loss of life resulting from any acts or omissions of Sociedad de Turismo Cascada Limitada, its employees, owners, officers, contractors, affiliated organizations or its qualified agents, except in the case of breach of contract, tort of negligence or willful default, in which case its maximum liability is limited to refund the trip cost. For the purposes of this paragraph, qualified agents are the specific suppliers contracted by Sociedad de Turismo Cascada Limitada in order to provide the services included in the trip, including but not limited to, hotels, private transport, private excursions and guides.

12.3 Itinerary Changes

I understand and accept that Sociedad de Turismo Cascada Limitada, can make reasonable changes in the itinerary where deemed advisable for the comfort and well-being of the passengers. The right is reserved to substitute hotels, alter the itinerary, and reverse the order of places to be visited.

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12.4 Governing Law

The laws of the Republic of Chile shall govern this Agreement, as well as any type of arbitration that may arise as a result of controversy to this document. I have carefully read this General Terms Conditions Agreement and fully understand its contents and confirm that all the information I have provided in the booking form is truthful. I am also aware that this is a release of liability and a contract between Sociedad de Turismo Cascada Limitada and its affiliated organizations and/or myself.

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