



## Politics of Reservation and Cancellation Turismo Vientos del Sur

### Time of arrival and departure:

Check in: After 15:00 hours

Check Out: Until 11:00 hours

### Conditions:

In order to book a cabin, the client has to ask about the availability via E-mail or telephone, indicating the time of arrival and departure, name of cabin and number of guests. Once this information is received Turismo Vientos del Sur has 24 hours to respond to the request.

### Prepayment:

In order to finalize the reservation the client has to pay 50% of the total price via electronic transfer at the moment that the establishment has sent the bank information. The other half has to be paid at the moment of Check-In.

According to the time of reservation the client has different time limits to guarantee the booking:

Reservations with 60 or more days in advance: 72 hours.

Reservations in between 59 and 30 days in advance: 48 hours.

Reservations in between 29 and 15 days in advance: 24 hours.

Reservations in between 14 and 8 days in advance: 12 hours.

Reservations in between 7 and 2 days in advance: 6 hours.

Reservations with 1 day in advance or the day of arrival: 2 hours.

**Any reservation which has not been guaranteed with the prepayment, will not be considered as taken and can be booked by other clients.**

Only payments in \$CLP are received. The bank information is sent together with the confirmation of the availability. For foreign clients it is used a platform of international payment.

### Politics of Cancellation:

60 or more days before the arrival date: Refund of 100% of the prepayment.

59 to 30 days before the arrival date: Refund of 50% of the prepayment.

29 to 15 days before the arrival date: Refund of 20% of the prepayment.

14 to 0 days before the arrival date: No refund.

No show: If the client does not show up on the booked arrival date, the reservation will be canceled in its total amount of days. There is no refund.

Refunds are realized via electronic transfer, after verification of the enlisted time limits, in 72 hours after the cancellation.

### Flexibility:

It is possible to change dates of arrival and departure without extra costs, after review of availability, up to one year after the original arrival day. This does not include refunds.

### Taxes:

According to the Chilean law, every Chilean or foreign resident in Chile is obligated to pay 19% taxes, known as IVA. **It is possible for foreign tourists, who are 60 days or less in Chile, to be excluded of the taxes.**

**Therefore the client has to pay in USD in cash and present a copy of the immigration card (PDI) and his/her passport. Clients who pay in \$CLP are not free from the taxes.** Foreigners, who travel in job-related terms have to pay, independently of their amount of days in Chile, the 19% taxes.

## House rules Turismo Vientos del Sur

We kindly request our clients to read carefully the following norms of the establishment:

1. Due to the pandemic risk of Covid-19 and to improve the process of Check-In, the client, in charge of the booking, has to send the personal information (name, number of travel document, nationality, domicile, mail address) of all guests of his group via email.
2. Vehicles should be parked only in the foreseen parking spaces.
3. The gate of entrance must be closed correctly after entry to the property.
4. Pets are not allowed inside the cabins.
5. Check-in is after 15:00 hours.
6. Check-out is until 11:00 hours. For any hour exceeding the time of Check-out Turismo Vientos del Sur will charge \$30.000CLP. After 13:00 hour and later it will be charged the price of one night extra.
7. Loud noises and disturbances are not allowed. Especially during the night hours.
8. Turismo Vientos Del Sur is not responsible for any loss of items of value or money during the stay. If needed there is the possibility of custody in the reception.
9. It is requested to have special care with the chimney, especially with its adjusting of air supply and loading. If needed please ask for help in the reception.
10. Personal heaters and electronic blankets are not allowed.
11. The given towels are for corporal use only. Please do not use towels to swipe the floor, remove make-up or in any not suitable situation. If you hang up the towels close the chimney be sure to not touch any part of the chimney, to prevent risks of burning. Any damage or stain on the towels will be charged.
12. We urge our guests not to put shoes or luggage on top of the bed.
13. Every cabin has its inventory. The client is in the responsibility to deliver the cabin in good state and with all its items. In case of damage or loss, the establishment will charge extra, according to its value.
14. IT IS FORBIDDEN TO SMOKE IN ANY PART OF THE CABINS! If a client is seen smoking in a cabin, an extra night will be charged.
15. Please have in mind that in case of any accident or sickness, Mallín Grande has a small first respond center, the closest hospital is in Chile Chico at 80km distance. In case of any emergency please ask in reception.
16. Turismo Vientos del Sur recycles its garbage. Please help us to manage the garbage and use the indicated bins according to its indication.
17. At the moment of leaving the cabin, the client is asked to shut of the television, disconnect any electronic item, close the air supply of the chimney and turn down the gas kitchen.
18. During the stay the guest is responsible for the cleaning and maintaining of the cabin.
19. The normal Reservation does not include breakfast. If interested it can be added for an extra cost.
20. All services and excursions outwards are in the responsibility of the company, who is realizing the service or excursion. Turismo Vientos del Sur is only acting as the intermediate in between the client and the company of touristic service.

We wish you a very pleasant stay. Thank you for your preference!