

Chaltén Mountain Guides - Cancellation Policies

Days prior the activity:

30 days before, if the activity is cancelled by CMG or the Client, CMG will be returned to the client 100% value.

29 – 20 days before, if the client cancels for any reason, CMG will withhold 30% of total value.

19 – 1 day before, if the client cancels for any reason, CMG will keep the total amount.

Excursion/Expedition Day:

If for safety reasons the Guide and CMG decides to cancel the excursion/expedition/ascent, etc., CMG and the Guide will give an option to do a similar program length and price wise. If there is a difference price/length wise, this will have to be paid by the client. Not refund will be issued.

If the client decides to cancel the same day before starting the activity or he/she does not present at the time agreed CMG retain 100% of the amount.

During the activity

a) About weather conditions:

It is a fact that the weather in the area is unpredictable, implying situations where the weather can change in few hours forcing the guide to cancel the activity for safety reasons.

Strong winds can be an impediment to access some points where the tunnel shape of the valley makes the wind pickup speed almost impossible to walk/climb, etc. (Venturi effect). In the case of meteorological problem, the Guide could propose the following alternatives:

1. Wait a reasonable time until the weather gets better and then try to pass this difficulty.
2. Change the original plan for one according to weather conditions, which will take the same time of the original activity.

In both cases the Guide will let the passengers know about the alternatives. Democratically, the group taking into account the physical and psychic condition of each member of the group will make a decision.

Camping gear, Guide services and camp food used during alternative itineraries would be cover by the company. Clients will have no extra charge.

In the opposite, if a passenger decides to abandon the new program or the expedition before ending, **no refund will be provided.**

b) About physical and psychic condition of the clients:

Mountaineering, trekking, ascents, expeditions, etc. in this area of Patagonia are activities of great physical and psychic demand. Bad weather and strong winds demand more energy than normal. Please listen carefully to our staff's recommendation and suggestions. Think for a moment and decide if you are ready to cope with the activity's demands.

In case a participant's physical/psychic condition is below the average of the group, the Guide will determine whether the participant will have to abandon the activity. In this case, the guide will decide the best way to come back to Chaltén where CMG will offer an alternative program according weather conditions, interest and aptitude of the client.

IN NONE OF THESE CASES, WILL THERE BE A REFUND OF THE AMOUNT PAID FOR THE EXPEDITION.

ALL THE EXTRA EXPENSES: RESTAURANT, HOTELS/HOTEL, OR OTHER COSTS GENERATED BY ANY OF THESE OPTIONS WILL BE COVER BY THE CLIENT.

Signature:

Date:

Tutor signature if the client is a minor: