

## CANCELLATION POLICY

Patagonia Aventura has the right to cancel or modify any part of the excursions, and even cancel the whole operation with no prior notice.

Reimbursements are sometimes given, please read our reimbursement policy.

Amount of reimbursement	Viedma Light	Viedma Ice Trek & Trek	Viedma PRO	Lago del Desierto Navigation
None	If the boat sails and the glacier is in good view	If the group lands on the rock promontory.	If the boat sails and the groups arrives to the climbing area	If the boat arrives at Punta Norte.
40% Reimbursement	If the boat sails but people do not land.	If the group sails but does not land on the promontory.	If the group has to return before getting to the climbing area.	
100% Reimbursement		If the boats returns before getting a view of the glacier.	If the boat doesn't make it to the rock promontory.	

## BOOKING

All bookings must include the following information.

### Client's information

- ✓ SURNAME, name
- ✓ Nationality
- ✓ Passport or ID number
- ✓ Age and Birth date.

### Other details

- ✓ Date for booking.
- ✓ Type of excursion.
- ✓ Time shift (Lago del Desierto excursion, first or second shift)
- ✓ Ground transfer (S/N)
- ✓ Pick Up time and place.

### Please note that:

- ✓ The booking does not guarantee immediate availability and confirmation.
- ✓ To confirm a booking 30 % of the value should be deposited, at least a week prior to date of service

- ✓ Booking made only 72 hours before date of service must be completely paid for confirmation.
- ✓ Booking confirmation is done when the company sends booking details and BOOKING NUMBER.
- ✓

IMPORTANT NOTICE: Cancellations might involve a cancellation fee. This fee depends on the available time prior to service.

1. After a week and 72 hours of the service, the deposit will become the cancellation fee.
2. Within the previous 72 hours the full price will be charged.

Contact email: [reservas@patagonia-aventura.com](mailto:reservas@patagonia-aventura.com)