

www.defypatagonia.com

“Nature Immersions in Patagonia”

Terms and conditions, DEFY Patagonia 2021 & 2022

DEFY Patagonia offers the following services (as described on our website):

- DEFY BASECAMP
- DEFY EXPEDITIONCAMP
- NATURE IMMERSION
- DEFYfood - Camp food based on local organic products.

All services are tailored according to the specific wishes of the client. In close collaboration with our network of tourism providers, we can design a unique adventure for each family group or group of friends. Trekking, day hikes, nature immersions, kayak, mountain biking, climbing, whale, wildlife or bird watching, , (fly) fishing, etc.

DEFY operates primarily during the southern hemisphere summer between October and April.

There are only age restrictions on DEFY EXPEDITION CAMP (18+).

Email us your inquiry. Here we need to know:

- Number and age range of participants
- Days available and estimated start date of the program
- Which outdoor activities the group prefers (additional services)
- Additional request for transportation during the stay

We usually write a little back and forth before finding the perfect adventure for your group.

When we have agreed on the perfect itinerary, we continue to:

1. Booking
2. Deposit payment
3. Confirmation of services
4. You will receive travel advice and filling in relevant documents
5. Last payment before departure and receiving of vouchers
6. Meeting up in Patagonia

When booking (1) DEFY Patagonia MUST know:

- Full name
- Date of birth
- Passport number and country of residence

Payment (2)

In order to make the corresponding reservations DEFY requires a deposit of 30% when confirming the trip. If you book within 30 days of your departure date payment must be made in full at the time of booking.

All prices are described in US dollars (USD) and payment is made in this currency according to the exchange rate on the day of the reservation (according to the exchange rate published on the Central Bank of Chile website - www.bcentral.cl).

Payment is notified by email and made to the Chilean bank account - described below - as a standard money transfer. All transfer costs are held by the depositor.

Confirmation and preparations (3 & 4)

Once the deposit is received, you will receive a confirmation from DEFY Patagonia. And with plenty of time before departure, you will receive important travel information, as well as a declaration of consent and a health certificate that must be completed and signed. We need:

- A copy of the passport to be used during the trip
- Travel insurance policy number and emergency contact information (travel insurance is required)
- Illness, necessary medication and previous surgeries
- Dietary restrictions
- Previous experience
- If the person prefers to bring own tent, sleeping bag or mat

DEFY Patagonia is always available for doubts and advice.

Final payment (5)

No later than 30 days before the start of the tour, the remaining 70% of the total price must be transferred. Payment is notified by email. You will receive a final email from us containing the vouchers for all the services contracted among other things. This is the deadline for any changes to the program by the traveler.

Meeting up in Patagonia (6)

You meet up with DEFY as agreed in the trip itinerary.

If you cannot attend, the following conditions apply (cancellation):

- Up to 60 days before date of departure: 100% refund (return costs are borne by the customer).
- 59 - 30 days before date of departure: 50% refund (we reserve the right to pay our suppliers, who will have difficulty replacing the loss of work during an already planned season)
- 29 - 8 days before date of departure: 20% refund
- 7- 1 day before date of departure: 0% refund
- No Show: 0% refund

** Due to the current health situation, we are more flexible than usual. Book now, pay 30 days before the itinerary starts.

Contact (we Will answer within 24 hours):

Mail: dorthe@defypatagonia.com (preferred communication)

Skype: [dorthe.dragon](https://www.skype.com/user/dorthe.dragon)

Telefono y Whatsapp: +56 9 5617 0684 (Emergency only)