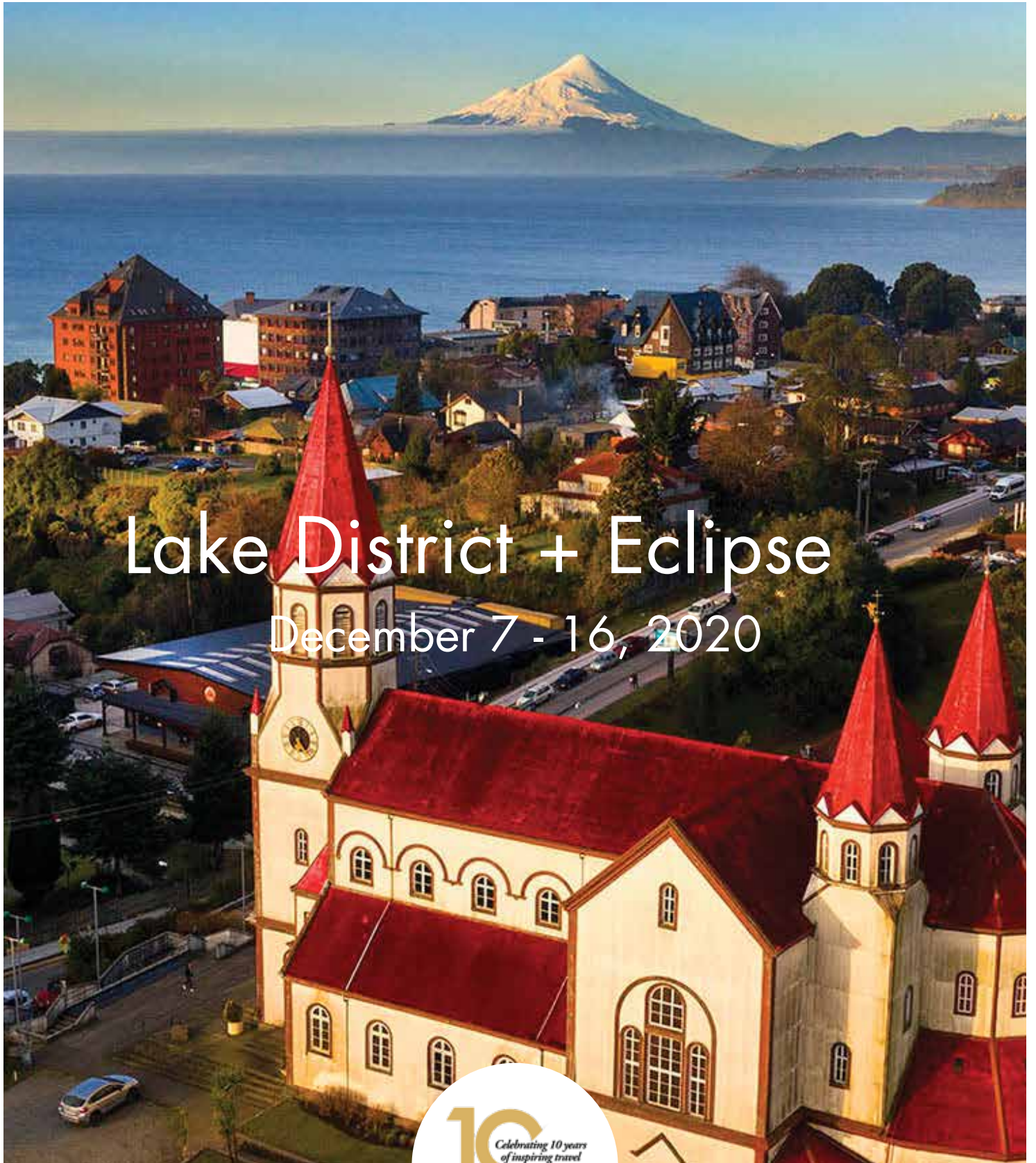




PIONERO TRAVEL CHILE

Life Enriching Experiences



Lake District + Eclipse

December 7 - 16, 2020



Itinerary at a Glance

Dates and itinerary inclusions for this package can be tailor made

Date	Place	Activities	Overnight
December 7	Puerto Varas	Private Airport Transfer Day at leisure	Cumbres Puerto Varas
December 8	Puerto Varas	FD Petrohue Volcano	Cumbres Puerto Varas
December 9	Puerto Varas	FD National Park Alerce Andino Hike	Cumbres Puerto Varas
December 10	Puerto Varas	FD Puñihuil Chiloé Island	Cumbres Puerto Varas
December 11	Puerto Varas	HD Petrohue Rafting Rest of Day at Leisure	Cumbres Puerto Varas
December 12	Puerto Varas - Villarrica	Hotel Transfer by Land Rest of Day at Leisure	Villa Lafquenko
December 13	Villarrica - Pucón	AM hike and Astronomy lecture	Villa Lafquenko
December 14	Villarrica	Solar Eclipse	Villa Lafquenko
December 15	Villarrica - Flor del Lago	Full day activities with Barbecue Lunch	Villa Lafquenko
December 16	Villarrica . Temuco - Santiago	Departure Airport Transfer	-



Day 1

PUERTO VARAS

Today, upon arrival to Puerto Montt's airport, a Pionero guide and driver will await you outside of the arrival terminal with a sign with your last name on it. They will escort you to your hotel and assist you with check-in.

Enjoy the rest of the day at leisure.

Hotel Cumbres in Puerto Varas is in an impressive location, offering a panoramic view of Puerto Varas's Llanquihue Lake and volcanoes Osorno and Calbuco. Accommodation at 5-star Hotel Cumbres Puerto Varas includes air conditioning and 32-inch LCD cable TV. There is also a telephone, a minibar and a safe. Guests can relax in the hot tub while admiring the lake view or have a sauna session. Facial treatment and massage are available at the spa. Facilities comprise a modern gym as well. At Cumbres del Lago restaurant, guests enjoy a selection of international dishes with varied ingredients. Bar Araucaria offers appetizers and a selection of cocktails and Chilean beers. During afternoon teatime, they serve sandwiches, light meals, hot and cold drinks.

Many attractions in the area are walking distance from the hotel. Lago Llanquihue, the second biggest lake in Chile, is right in front of it, and Puerto Varas's casino is 5 blocks away.

Overnight at Cumbres Puerto Varas



Day 2

PUERTO VARAS

Today, a Pionero Travel driver and guide will pick you up at your hotel, and you will leave for the Ensenada area. Following the coast of Lake Llanquihue, you will pass through spectacular spots like Río Pescado (Fish River), where sport fishermen can be observed wading in the river to catch trout.

You will stop to visit a beautiful, wood Catholic chapel, built in the neo-gothic style, with Alerce shingles. From here, you will continue through Puerto Arthur and Los Riscos, with the prodigious Osorno Volcano as the backdrop until you reach the village of Ensenada.

This small town, at the base of the volcano, functions as a gateway to the National Park. From here, you will take the road into Vicente Perez Rosales National Park. You will notice how the vegetation and terrain dramatically change due to the volcano's proximity.

After, you will take an easy stroll along the paths through the renowned Valdivian Rainforest. As you make your way through the trail, you will get a glimpse of the natural ecosystem, with its moss-covered trees, and, perhaps an occasional bird will beckoning you along your journey to the Petrohue River Falls. Here you will observe the enormous volume of emerald-colored water that drains from Lake Todos los Santos, rushing through chutes carved in the crystallized lava.

You will then continue to the natural masterpiece, Lake Todos los Santos, where you will enjoy a delicious lunch at a local restaurant. (Lunch not included.)

From here, you will begin your ascent, stopping at 3,000 ft. to see the Burbuja Crater, where you will also enjoy a spectacular view of the Petrohue Valley, the Calbuco Volcano, and the Andes.

You will continue in your vehicle to the Ski Center, located at an elevation of 3,900 feet. You will be able see the entire Lake Llanquihue and even the Bay of Reloncaví. You will have, approximately, an hour to walk around and explore the surroundings, or, to take the ski lift up another 1,625 feet (optional, ticket fee not included). After which point you will begin your return trip to your hotel.

Overnight at Cumbres Puerto Varas (B)

Day 3

PUERTO VARAS

Today, a Pionero Travel driver and guide will pick you up at your hotel, and you will head towards Puerto Montt, traveling the first 36 kilometers of the Austral Highway. You will drive along the Reloncaví Sound shoreline, an inimitable region with lush, forested mountains ascending directly from the water's edge. You will see fishing villages, and observe local inhabitants using traditional methods to fish the sea.

On reaching the village of Lenca, you will begin ascending the mountains to the National Park's entrance. This park was designed to be enjoyed on foot. After parking, you will follow a path that runs along the River Chaicas. As you gradually gain elevation, you will witness the evolution of a new-growth forest to mature Valdivian rainforest. You will arrive to a picnic area only accessible to hikers which is located about 3 kilometers in, under the canopy of giant *Nothofagus* trees covered with thick vines, mosses, and epiphytes.

You will continue through the forest, where you can stop to admire one of nature's cathedrals. After a short climb up a flight of stairs, you will arrive at the falls on the Chaicas River. Another short ascent, and you will come to the foot of "The Grandfather", an Alerce tree (*Fitzroya Cupressoides*) more than 3,000 years old.

From here, you will begin your return, unless weather and time permit you to continue to Laguna Chaiquenes, a small mountain lake.

After the tour, your driver and guide will take you back to your hotel.

**Overnight at Cumbres Puerto Varas
(B-BL)**





Day 4

PUERTO VARAS

Today a Pionero Travel driver and guide will pick you up at your hotel, and you will head to the enchanting Chiloe Island. After a 45-minute drive, you will arrive at Pargua, where you will board a local ferry to cross the Chacao Canal. During the 30-minute crossing, you will have the chance to observe a great variety of marine birds and sea lions.

As you advance along the coastline towards the island's first town, Chacao, you will see innumerable black-necked swans and other shorebirds. Chacao was founded in 1567, and its church dates back from 1710, which were visited by Charles Darwin in 1834.

After a brief stop, you will continue a rural road to Caulín Bay, which is a main stop for migratory birds in the region. Here, you will visit a marine bird sanctuary, where you can enjoy watching an incalculable number of species feeding.

The specific species you will see depend on the time of year. You will also walk along the beach, where you can meet and observe local residents harvesting seaweed. Next, you will continue to the city of Ancud, where you

will visit the local market, where you will be able to see local people selling a variety of sea products and handi-crafts.

After this, you will drive to the Puñihuil Bay, a wonderful beach surrounded by an evergreen forest. From here, you will take a 45-minute boat ride to see how the Humboldt and Magellan penguins live and nest (from October to March).

Later, you will stop at a local restaurant along the Puñihuil bay to enjoy a wonderful lunch with a superb view of the bay.

After lunch, you will begin your trip back. Before you take the ferry, you will stop in Ancud at the Friends of Chiloe Churches Museum, where you will learn all about Chiloe's churches, 16 of which are world heritage monuments.

After the tour, your driver and guide will take you back to your hotel.

Overnight at Cumbres Puerto Varas (B)



Day 5

PUERTO VARAS

This morning, you will have your first contact with the raft, beginning with a complete safety talk. You will then gear up and drive the put in point on the Petrohue river. You will put in on a calm section, providing you the opportunity to practice your stroke before getting into the action. The first rapid you will go through is called “Ciao Seco” (goodbye to dry). From here, you will cover 13 kilometers of continuous fun filled class III and IV rapids, like the tricky “Ese”, “Los Pollos”, “Queso Suizo”, and “El Nadador” with many more in between.

You will also enjoy great places to stop, climb on the cliffs, and jump into this clear water, as you make your way along the river, surrounded by snowcapped volcanoes such as Osorno, Calbuco and the antique chimney of Puntiaquedo.

After 2 hours, you will reach the take out point, where you will have the chance to use the changing rooms before heading back to the base for a beer, some snacks, and the opportunity to check the pictures of the trip.

Enjoy the rest of the day at leisure.

**Overnight at Cumbres Puerto Varas
(B)**



Day 6

PUERTO VARAS - VILLARRICA

Today at a pre-arranged time, a Pionero driver and guide will meet you at your hotel and escort you to Villarica by land, a 4.5-hour drive.

On arrival, our driver will be waiting to assist you with your luggage and transfer your party to Villa Lafquenko, our retreat on the shores of beautiful Lake Villarica. On our way you will enjoy beautiful views of Chile's verdant and lush Lakes District.

To observe the total Eclipse of December 14, 2020, we have chosen a beautiful and comfortable location on the shores of Lake Villarica, only 3 kilometers away of the City of Villarica and 20 kilometers from Pucón. Villa Lafquenko meaning "Agua de Laguna" or lagoon water in the Mapuche native language. A private lakeside retreat located in the middle of the band of totality, immersed in a magical landscape of verdant temperate rain forest, deep blue lakes and rivers, snowcapped mountains and volcanoes, and the rich rural life of the renowned Lakes District of Chile. Within the property you will find a main house for up to 9 guests, a large guesthouse for up to 8 guests, and a cottage for up to 5 guests, all surrounded by a park and gorgeous gardens ensuring a relaxing stay in complete seclusion and privacy, ideal for families and small groups of friends. (Detailed architectural plans of each unit available.)

Upon arrival you will be transferred to your accommodation where you can spend the remainder of the day at leisure. Our vehicles will also be available to take guests to different drives to interesting and scenic points.

Overnight at Villa Lafquenko
(B – L – D)

Day 7

VILLARRICA - PUCÓN

This morning, at a pre-arranged time we will visit the Lakeside city of Pucón. The hustle and bustle of the city of Pucón invites visitors to go for an intense and dynamic tour during the summertime. Its main streets and avenues are packed with excellent restaurants and recreational options.

O'Higgins Avenue, as well as Ansorena, Fresia, Palguín, Alderete, and Urrutia Streets are must see, to visit stores offering items such as handicrafts and food specialties. During summer, Fresia Street is open only for pedestrians and its restaurants set their tables on wooden terraces under multicolor umbrellas. Some points that we will visit in the city are a must visit and the main square is one of them, as its features and history have left a typical legacy.

Next, we will visit artisans that create gorgeous hand carved wooden flowers. Using few materials but tons of patience and good taste, the skills of the artists give life to roses, dahlias, daisies, and chrysanthemums. The materials they use are Chilean willow or wicker, a knife and a giant sharpener set on an electric lathe. All the raw materials are gathered directly by the artisans, who then condition it for the task. The rest depends on the agile movements of the hands shaping the wicker sticks and the wood shaving curls that come out of the lathe to make up the main body of the flowers.

It looks very simple, but the craft has its secrets, only known by the artisan who easily puts together hundreds of flowers of different sizes and designs every day.

After this interesting visit we will drive back to our lodging to enjoy lunch overlooking the garden and the lake followed by a few hours at leisure prior to cocktails and dinner.

After dinner will join the group for an astronomy lecture covering general aspects of astronomy. Touching the subjects of astronomy history and specifics about identification of different celestial objects. Once the sky is dark, our astronomy expert and guides will show you how to use the different telescopes.

Overnight at Villa Lafquenko
(B – L – D)



Day 8

VILLARRICA

After breakfast, a few hours before the eclipse, a noted astronomer will explain the eclipse phenomenon and its different stages.

The Eclipse: Experience the eclipse from a specially chosen viewing site at a private lakeside retreat located in the middle of the band of totality immersed in a landscape of pristine lakes, forests, snowcapped mountains, and the rural life of the renowned Lakes District of Chile. Today we will witness the total solar eclipse that will take place at approximately 13:00 hrs. In both Chile and Argentina, summer is the dry season, with the amount and frequency of rainfall well below the winter maximums.

We will have four telescopes for the party:

- 16" Dobsonian
- Coronado Solar
- 5" Maksutov with filter
- 10" Dobsonian with filter

Note on weather: If weather cooperates our first choice for viewing site in Chile will be the park on Villa Lafquenko set on the shores of Lake Villarrica, providing a clear view of the sky, within an open area of the park away from the buildings, for maximum visibility of the eclipse. It is a private property, so access is limited only to our group.

In case weather reports indicate the sky will be overcast, on eclipse day, we will depart with the group very early in the morning (between 4:30 – 5:30 am for a two and a half hour drive) towards the Eastern side of the Andes in Argentina to a location in a semi-arid environment and higher altitude where viewing conditions are generally better. The higher reaches of the Argentine track, east of the Chilean border, offer incredibly attractive eclipse-viewing opportunities. The air is cool, the atmosphere pristine, pine forests add a scent and moisture, and towering Lanin Volcano with its snowy peak points the way east.



Immediately after the eclipse, you will also be treated to a delicious lunch prepared with local and fresh ingredients.

The partial eclipse will begin at 11:41:27 local time (14:41:27 GMT), at which time the sun will be at a height of 60 ° above the horizon.

At 13:03:19 LT (16:03:19) the total eclipse will begin. The expected time of the maximum eclipse (the moment in which the moon will cover the highest percentage of sun) will be 13:04:23 LT (16:04:23 GMT). At this time, the sun will be at a height of 72 ° and its azimuth will be 30 °. The moon will cover 102.5% of the sun.

The total eclipse will end at 13:05:27 LT (16:05:27 GMT). The duration of the total eclipse will be 2m 08s. The eclipse will end at 14:31:33 LT (17:31:33 GMT) at which time it will no longer be visible from Pucón. The height of the sun at the end will be 71 ° above the horizon.

After lunch, enjoy the rest of the afternoon at leisure. If returning from Argentina, drivers will not be available for further transfers due to necessary resting time. Please note: Although we have developed alternatives to ensure Eclipse viewing conditions are the best, viewing the eclipse will be always weather dependent. Since we have no control over the weather, there is always a chance that we will not be able to view the eclipse or only for a short period of time. Your Pionero Travel director will keep you fully informed of any changes to viewing the eclipse and any other planned activity while on tour. A sense of humor, flexibility, and patience will be greatly appreciated during this program and especially on eclipse day!

Overnight at Villa Lafquenko (B – L – D)

VILLARRICA - FLOR DEL LAGO

During the morning, our vehicles will take the group to Flor del Lago, a nearby estate. Flor de Lago will open its doors exclusively to members of our group. "Flor del Lago", meaning, "flower of the lake", is a 7,000-acre private estate situated on the shores of Lake Villarrica. Owned by the Wagner family for three generations, farming and forestry remain the principal businesses to this day. Its unique setting provides complete privacy with spectacular views of the lake and the active Villarrica Volcano.

Beautifully manicured fields and forests planted as early as 1939, is testimony to the success and hard work of this German-Austrian family. There are beautiful gardens that shelter many different horticultural collections with antique and prize specimens. A rare 270-hectare virgin



Day 10

rainforest with numerous trails permits a glimpse of what the region was like before the arrival of European settlers.

You will enjoy strolling through its gorgeous grounds and if you are interested, longer and more active hikes through the beautiful farm with magical views of forests, fields, mountains against the deep blue Villarrica Lake.

After your activity and freshening up, we will join our hosts and fellow group members for a delicious lunch with beautiful vistas of the Villarrica Lake.

From there you will return to the starting point where you will be transported back to your accommodation in Villarrica.

Overnight at Villa Lafquenko

(B – L – D)

SANTIAGO

Today marks the final day of your tour as you are met following breakfast and transferred back to the Calama airport for your departure flight to Santiago where you can connect your flight home or continue your journey through Chile.

(B)

END OF SERVICES



Our services include:

Our services include:

5 nights at Cumbres Puerto Varas, Superior Room for every 2 pax (plus one Single room for groups of 3, 5, 7, and 9 pax)

Includes: Breakfast, Welcome drink, Wi-Fi, use of the pool, sauna, and gym, Minibar (includes 2 mineral waters and 2 still waters) and 4 courtesy capsules of coffee, Check in 15:00 / check out 12:00

4 nights at Villa Lafquenko

Accommodation in the Main House, 2 Double Matrimonial Beds, 5 Single Beds OR

Accommodation in the Guest House, 1 Double Matrimonial Bed, 6 Single Beds OR

Accommodation in the Cabin, 1 Double Matrimonial Bed, 3 Single Beds

Includes: Breakfast, Lunch, and Dinner

In the Lake District and Santiago, all program activities and transfers are provided on a private basis unless otherwise specified. The rafting activity may be shared with other travelers.

In Pucón and Villarrica, all program activities and transfers are provided on a semi-private basis for a group of min. 14 to max. 22 travelers.

Bilingual guide plus driver, all program transfers and tours as outlined above in spacious fully equipped van (airport transfers consider the same flight for each group, if travelers arrive in different flights, additional airport transfer fees apply). All meals according to program as indicated above (B) = Breakfast, (L) = Lunch, (BL) = Boxed Lunch, (D) = Dinner, beverages, beer, and wine. Entrance fees for wineries and museums.

Our services do not include:

Lodging and transfers prior to or after program, visa fees, meals and alcoholic beverages not mentioned above, personal items such as: telephone, laundry, room service, alcoholic beverages not mentioned as included, gratuities, and airfare. Sauna & SPA services are not included in some hotel rates.

Visa information

A reciprocity fee is required upon arrival to Chile for citizens of the following countries:

AUSTRALIA USD 117 from May 16, 2020 Austrian passport holders need a visa to enter Chile.

This must be obtained online via the following link: <https://tramites.minrel.gov.cl/Solicitudes/visa.aspx>

MEXICO USD 23 This fee must be paid in cash in US Dollars and is valid for the life of your passport

A tourist visa is required for some countries, please check your visa requirements [here](#)

U.S. EMBASSY IN SANTIAGO

American Citizen Services

Address: Av. Andrés Bello 2800, Las Condes, Santiago, Chile

Phone: (56-2) 2330-3000

Fax: (56-2) 2330-3710

Website: <http://chile.usembassy.gov/>

Business hours: Monday to Friday from 8:30 am - 5 pm

Terms & Conditions

Reservation and Payment:

- A deposit of 50% is required to secure a reservation, unless otherwise stated.
- The remaining balance is due 30 days prior to departure unless otherwise noted. Failure to make your final payment on time is considered a cancellation on the part of the passenger.
- 100% payment is required to confirm reservations for any trip booked with less than 30 days anticipation.
- Payments made by bank (wire) transfer in US dollars do not include any fees charged by your bank. Any transfer fees must be covered by the sender.
- While we endeavor to keep posted current information, please note that rates and programs are subject to change without prior notice.
- Prices quoted are based on foreign exchange values and tariffs currently in effect and prices are subject to change.
- Confirmation or payment of the tour cost constitutes your acceptance to the Terms and Conditions.

Travel Insurance:

- It is strongly recommended for the client to obtain their own travel insurance. Pionero Travel recommends full comprehensive coverage. It is the sole responsibility of the client to obtain and purchase travel insurance.

Modifications, Cancellations & Refunds:

- Pionero Travel reserves the right to modify or cancel any tour or visit due to any operational matters, weather conditions, or as desirable. In this case, Pionero will make every effort to modify the planned itinerary and replace it with another tour or activity of the same category or better. If this is not possible, a full or partial refund is due to the client.
- Pionero Travel reserves the right to refuse to accept or continue services an individual or individuals of the party at any time (in such case, a refund will be based on the actual cost of the unfinished portion of tour). The party is responsible for any additional expenditures incurred by delays or cancellations beyond Pionero's control.
- Money will not be refunded if the client fails to show up to the tour at the designated place and time.
- Purchased flights are non-refundable.
- If for any reason the client needs to cancel the trip, the reservation deposit is returned minus a trip cancellation fee. For this reason, we strongly recommend trip cancellation insurance. All cancellations must be in writing and the following cancellation fees apply:
 - 60+ days prior to arrival: refundable except vendor expenses, cancellation fees, and deposits.
 - 45 or less days prior to arrival: A Pionero Travel cancellation fee of 10% of the total booking will be applied.
 - 30 days prior to arrival: No refunds. There will be no refunds for missed days on tour or any unused services/accommodation during the tour program.
- Pionero Travel will attempt to accommodate the client's special requests, for example, room locations and bed preferences at hotels, or modifications of tours and visits during your stay with us. Nevertheless, we cannot guarantee or be held responsible if such special requests cannot be fulfilled.

Limits on Responsibility and Insurance:

- Pionero Travel is a legal entity duly existing and incorporated in Chile. It purchases transportation, hotel accommodation, restaurant, services of professional guides, camp staff and other services from various independent suppliers (including but not limited to other Pionero Travel companies), that are not subject to its control. In addition, the programs include outdoor physical activity and contact with nature, involving some level of risk, depending on several events and circumstances over which Pionero Travel has no control.

- Pionero Travel cannot therefore, be liable for death, personal injury or any other loss that may occur (a) due to any act or omission of any such supplier, or (b) by reason of any other event over which it has no control. Confirmation or payment of the tour constitutes your acceptance of the above exclusion of liability provision.

Other Conditions:

- Baggage and personal effects, including items purchased, are the sole responsibility of the owners always and no employee/agent of Pionero Travel or associated companies is authorized to accept these for storage and safekeeping.
- Pionero Travel is not responsible for lost or stolen items. Shipment costs for any items left behind will be paid by the client.

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COVID Protocols

This protocol is based on currently available information and will be updated as soon as new information is available.

This document has been prepared by Pionero Travel, gathering information from national and international organizations. This initiative arises as a response to the need for having a risk management manual to prevent the COVID 19 contagion, while producing a document that may be of use to our partners, providers, employees, and travelers helping to establish official protocols in this matter.

General Travel

- Collaborate with our providers to establish a common protocol and precautions to put in place.
- Set flexible terms and conditions and make sure our providers do the same so we can make changes or postponements at the convenience of the travelers and avoid high fees and clearly communicate this to the travelers.
- Travel insurance is highly recommended.
- Design programs that combine destinations that are easily and quickly accessible by land minimizing air travel within a country or area. Example: Araucania & Lake District combining with Argentine side, Coast/Wine/Central Valley, Self-drive itineraries.
- Promote remote locations with low population and traveller densities with a focus on the outdoors, culinary and intimate cultural experiences.

Air Travel

- Use “Salon Protocolo” or “VIP Arrivals areas” these are exclusive areas of airports generally used for international arrivals and departures limiting contact between passengers, crew and airport personnel.
- Online check in is mandatory
- Arrival at the airport 2.5 hrs. prior to departure
- Use the counter only for luggage check-in
- Obligatory security and health check and reduced group boarding will be in place.
- Sky Airlines has announced the following:
 - The central seat between passengers will be free every two rows will disembark at a time to maintain social distancing.
 - Daily rigorous disinfecting and renewing the cabin air every 3 minutes will take place on the plane.
 - They will use HEPA filters to eliminate 99% of microscopic particles.

Hotels & All – Inclusive Lodges

- Use boutique hotels that have committed to protocols against COVID-19 like this one.
- In case client has requested an all — inclusive lodge with a shared program instead of our private programs, we suggest private programs at Awa, Hangaroa, Awasi, Alto Atacama, among others that have established protocols against Covid-19

Tours & Activities

- Equipment is to be understood as any element provided to the client for his/her own use during the tour as well as the communitarian equipment, which is also under the same protocol. The equipment is to be sanitized according to the protocols of the Ministry of Health (MINSAL) regarding disinfection.
- Any personal equipment is to be of use solely by each client and properly identified (helmet, harness, ice axe, binoculars, bicycles, oars, etc.). For the communitarian use (i.e., telescopes) each client will have a cleaning and disinfecting kit that they will use to clean such equipment after use before handing it down to another client.
- Regarding the use of common areas in state-protected wild areas, protocols produced by CONAF (National Forest and Protected Areas Services) are to be followed and in the case of using natural areas where there are no hygienic services or facilities of the sort, the Leave No Trace guidelines are to be used which will have to be explained by the guide in charge of the activity during the safety briefing.

Drivers & Guides

- Guides and drivers always need to use masks. Provide masks, hand sanitizers, and plastic gloves for travelers in the van and try to maintain when possible a 2 m / 6.5 ft distance from the travelers.
- The guide is to deliver to the client the information, restrictions, and care to be aware of during the tour when the activity starts. Risk management briefing is to take place before getting on the transport vehicle, in an open space and has to include: the double check of the client’s personal protection equipment (mask or facial protector), the proper way to sneeze, cough or yawn, encouragement the practice of not touching one’s face with the hands and taking the temperature of each client, the guide and the driver, action that is to be done properly in plain sight of the clients.
- The guide is to be aware to keep the group away from other visitors and of not to use the same resting places.
- The guide is to make sure that the interaction with people foreign to the tour is limited to the minimum. Minimize visits to

places where many people are gathering like restaurants, museums, funiculars , etc.

Transportation

- Clients and staff must wash their hands using hand sanitizer or soap and water every time that they get on the vehicle.
- Clients also must wear a health mask during the transportation or during any time spent inside the vehicle.
- All vehicles used for transportation of travelers during day tours or multi-day tours should be disinfected prior each departure, during the tour and after every day of use. The disinfection will be made by Pionero Travel staff or the transportation company in case the service is provided by a vendor. During the tour, the disinfection will be properly executed by the driver. Pionero Travel will be in charge of a proper training for drivers for an accurate and efficient cleaning operation and will have a monitoring journal with date, time and person in charge of each of this operation.
- The vehicle will be used with a 60% of its capacity always leaving a seat empty beside or in front of every client in case client clients has booked a shared service. This protocol will not apply (except if it is requested) for couples, family members or group of friends traveling together.
- Seat rotation will not be suggested during a tour except after the daily disinfection procedure. This suggestion will not apply for couples, family members or group of friends traveling together.
- Any personal item of the client and staff should be placed in their own seat or space taking care that personal objects are always under the control of the owner.
- Circulation of air in the vehicles will be especially important. Drivers must be aware of always allow the external circulation of air and keep the vehicle always well ventilated.
- For other means of transport, such as ferries and boats, specific protocols will apply, all of them according to the Health Minister directions.
- Check and enforce the correct use of means of transport according to existing regulations of National Health authority in relation to the number of clients per vehicle and disinfecting protocols before, during and after its use. Rotation of seat during transportation will not be allowed, except for members of the same family groups or couples.

Food & Restaurants

- Providing a private picnic lunch at a park etc. (or upgraded box lunch)
- For boxed lunches, food will be sealed and individually distributed. Each client is to transport their own food thus preventing manipulation by a third party. Food will be individual, and clients are not to share either food or utensils. Waste generated by each client during the activity is to be handled only and exclusively by them until reaching a place they can be disposed of. To such effect, personal containers will be provided for collecting garbage.
- In the case of local vendors for food, it will be responsibility of the company to check and make sure the proper protocols for handling and manipulation of food according to the regulations of health authorities. Regarding food in gastronomic establishments protocols from health authorities are to be enforced, being company responsibility to check that such establishments fulfill sanitary and hygiene conditions.

General Recommendations for Travelers

- To accept and to follow all protocols indicated by the guide and the company.
- To respect the recommended minimum distance of 2m /6 feet with other clients, with the guide and other people during the activity, unless the people in question are members of the same family group.
- To bring his/her own bottle of water, his/her own mask and his/her own sanitizer, gel or other method of disinfection, regardless of the fact that the provider in charge of the activity will have extras if needed.
- The client is to accept, in case of presenting any of the symptoms of COVID 19, not to participate in the programmed activity to look after his/her own, the staff and the other client's health. Participants in close contact with the person with potential symptoms are to avoid participation in the activity as well.
- The client can demand to know and be given access to the company's contagion prevention plan at any given time.

Terms & Conditions

These are special terms in conditions that consider COVID 19 and offer more flexibility to travelers to modify or cancel their travel plans. They will be applicable until further notice.

Reservation and Payment:

- A deposit of 10% is required to secure a reservation, unless otherwise stated.
- The remaining balance is due 30 days prior to departure unless otherwise noted. Failure to make your final payment on time is considered a cancellation on the part of the passenger.
- 100% payment is required to confirm reservations for any trip booked with less than 60 days anticipation.
- Payments made by bank (wire) transfer in US dollars do not include any fees charged by your bank. Any transfer fees must

be covered by the sender.

- While we endeavor to keep posted current information, please note that rates and programs are subject to change without prior notice.
- Prices quoted are based on foreign exchange values and tariffs currently in effect and prices are subject to change.
- Confirmation or payment of the tour cost constitutes your acceptance to the Terms and Conditions.

Travel Insurance:

It is strongly recommended for the client to obtain their own travel insurance. Pionero Travel recommends full comprehensive coverage. It is the sole responsibility of the client to obtain and purchase travel insurance.

Modifications, Cancellations & Refunds:

- Pionero Travel reserves the right to modify or cancel any tour or visit due to any operational matters, weather conditions, or as desired. In this case, Pionero will make every effort to modify the planned itinerary and replace it with another tour or activity of the same category or better. If this is not possible, a full or partial refund is due to the client.
- Pionero Travel reserves the right to refuse to accept or continue services an individual or individuals of the party at any time (in such case, a refund will be based on the actual cost of the unfinished portion of tour). The party is responsible for any additional expenditures incurred by delays or cancellations beyond Pionero's control.
- Money will not be refunded if the client fails to show up to the tour at the designated place and time.
- Purchased flights are non-refundable.
- If for any reason the client needs to cancel the trip, the reservation deposit may be returned minus a trip cancellation fee. For this reason, we strongly recommend trip cancellation insurance.

All cancellations must be in writing and the following cancellation fees apply:

- 60+ days prior to arrival: refundable except vendor expenses, cancellation fees, and deposits.
- 31 – 45 days prior to arrival: A Pionero Travel cancellation fee of 10% of the total booking will be applied.
- 30 days or less prior to arrival: No refunds. There will be no refunds for missed days on tour or any unused services/accommodation during the tour program.
- We will accept changes without penalty or rate changes. Date changes can be made up to 1 week before arrival without any penalty for land costs. For all-inclusive hotels and third-party providers, their terms and conditions will be applied, and we will see this case by case.
- Pionero Travel will attempt to accommodate the client's special requests, for example, room locations and bed preferences at hotels, or modifications of tours and visits during your stay with us. Nevertheless, we cannot guarantee or be held responsible if such special requests cannot be fulfilled.
- Cancellation or compensation payments do not apply due to "Force Majeure," that is, unusual events and unforeseeable circumstances beyond the control of Pionero Travel or its sub-contractors for events that occur such as war, pandemics, strikes, riots, terrorist activity or threats, natural disasters, climate conditions or fire, environmental emergencies, transport changes in airline companies, boaters and land carriers, changes in providers, etc.

Limits on Responsibility and Insurance:

- Pionero Travel is a legal entity duly existing and incorporated in Chile. It purchases transportation, hotel accommodation, restaurant, services of professional guides, camp staff and other services from various independent suppliers (including but not limited to other Pionero Travel companies), that are not subject to its control. In addition, the programs include outdoor physical activity and contact with nature, involving some level of risk, depending on several events and circumstances over which Pionero Travel has no control.
- Pionero Travel cannot therefore, be liable for death, personal injury or any other loss that may occur (a) due to any act or omission of any such supplier, or (b) by reason of any other event over which it has no control. Confirmation or payment of the tour constitutes your acceptance of the above exclusion of liability provision.

Other Conditions:

- Baggage and personal effects, including items purchased, are the sole responsibility of the owners always and no employee/agent of Pionero Travel or associated companies is authorized to accept these for storage and safekeeping.
- Pionero Travel is not responsible for lost or stolen items. Shipment costs for any items left behind will be paid by the client.