



PIONERO TRAVEL CHILE

*Life Enriching Experiences*

# Patagonia + Eclipse

December 5 - 16, 2020



# Itinerary at a Glance

*Dates and itinerary inclusions for this package can be tailor made*

Date	Place	Activities	Overnight
December 5	Santiago	Private Airport Transfer	Singular Santiago
December 6	Santiago - Punta Arenas - Puerto Natales	Private Airport Transfer	CostAustralis
December 7	Puerto Natales - Torres del Paine National Park	Transfer to camp Hike the Lazo - Webber trail	Riverside Camp
December 8	Torres del Paine National Park	Round trip hike to Las Torres lookout	Riverside Camp
December 9	Torres del Paine National Park	Transfer to Lake Pehoé - Round trip hike to French valley	Riverside Camp
December 10	Torres del Paine National Park	Full day Sea Kayaking expedition on Grey Lake and Grey River	Riverside Camp
December 11	Torres del Paine National Park - Punta Arenas - Santiago	Round trip ride to Tyndall Glacier Lookout trail Private Airport	Singular Santiago
December 12	Santiago - Temuco - Villarrica	Airport Transfers 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

### SANTIAGO

Today, upon arrival to Santiago's International 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.

Note: International and domestic arrivals to Santiago - your meeting point will be at the arrivals hall after exiting baggage claim, between doors 3 and 4 in front of LeFournil Café & Restaurant. Domestic arrivals to other Chilean airports, you will be met outside of baggage claim at the arrival hall.

The Singular Santiago combines the style of early 20th century buildings with neoclassical French architectural influences. The result is a striking new addition to the Santiago cityscape.

Everywhere you go in this Santiago hotel, you will experience yet another pleasant surprise. The endlessly indulgent spa. The superlative dining experience at the Singular Restaurant. The dazzling views and refreshing cocktails in the ninth floor Sky Bar. Step out onto the elevated terrace, and you are treated to a spectacular view: the Forestal Park, an arboreal escape right alongside the hotel, and enjoy the rooftop swimming pool.

The hotel is not only bounded by natural beauty, though; Lastarria is the epicenter of the arts here in Santiago. Walk just a few minutes, and you can discover some of the finest visual and performance art Chile has to offer at The Museum of Fine Arts, The Museum of Visual Arts, the Gabriela Mistral Center and more.

#### **Overnight at The Singular Santiago**

## Day 2

### SANTIAGO - PUNTA ARENAS - P. NATALES

Today at a pre-arranged time, a Pionero guide and driver will meet you at your hotel and escort you to Santiago's international airport and assist you with check-in with your departing flight.

Upon arrival to Punta Arenas' 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.

A stay at Hotel CostAustralis places you in the heart of Puerto Natales, offering a panoramic view of the Patagonian Andes and the Fjord of Last Hope. With its elegant chateau-style architecture, stylishly comfortable rooms and central location, Hotel CostAustralis is one of the best and most affordable hotels for exploring Puerto Natales and Patagonia. After a day of touring or travel, relax in one of 112 guest rooms and suites, appointed with all the comforts the modern traveler seeks, including free Wi-Fi, pillowtop beds, and private bathroom with deluxe bath amenities. In addition to their free buffet breakfast, guests enjoy access to a conference center, a business center, and conference rooms.

#### **Overnight at CostAustralis (B)**



## Day 3

### PUERTO NATALES - TORRES DEL PAINE

A private transfer will pick you up at your hotel in Puerto Natales and take you to Estancia Lazo, a 13,000 hectare cattle ranch founded over a century ago and still operating today beneath striking views of the Paine Massif on the shores of Laguna Verde. From here we will hike into Torres del Paine National Park along a generally flat trail through peaceful stretches of native beech and coihue forests. This area is teeming with wildlife. As you walk, watch for condors and caranchos circling the skies; guanacos grazing on the hills; and woodpeckers, owls, and lesser-known species such as the cachaña (Austral parakeet), peeking out from the leafy trees. We will reach Honda Lagoon and continue to the Toro Lake lookout (559 m), where 360-degree views of mountains, rivers, lakes, and glaciers await. Take a moment to identify the Grey, Serrano and Paine Rivers, Serrano Valley, Mount Balmaceda and the Geike and Tyndall Glaciers before we make our descent to the Weber bridge, where a transfer will take us to our campsite.

(2 hours by transfer, 5 hours hiking, 13 KM, 20 minutes transfer)

#### Riverside Camp

Riverside Campsite is our own private home base located within Torres del Paine National Park. Perfect for families or groups, ours is a fully equipped campsite located on the shores of the Serrano River, away from the buzz of crowded Refugios and campsites.

We run all operations in-house, meaning we are free to work with our own trusted staff, source local products, select the best creature comforts and control all the moving parts that make up an outdoor travel experience. Our double deluxe tents are located on raised platforms, protected against the bracing Patagonian elements. Inside, you will find double-height mattresses, cozy down covers and heaters that can be operated during the evening to ensure a warm night's rest.

Permanent, separate male and female bathrooms with hot showers are just a short walk from the tents (please note that electricity and hot water in the campsite runs from 8 AM to 0:00 hrs.).

Meals are abundant, delicious, and shared in a dedicated dining lodge with views of the Paine Massif's changing colors and spacious room to lounge, relax, and enjoy great company. Our buffet breakfasts, design-your-own

packed lunches and chef-prepared three-course dinners are a nourishing mix of local delicacies and high-energy foods to fuel our days' adventures. Think king crab, lamb, power bars, endless vegetables, eggs, cereals, jams, and local cheeses.

Vegans, vegetarians, and guests with other dietary needs are more than catered for with a range of alternative milks, gluten free breads, vegan cheeses, and soy products. And of course, beer, Chilean wine and Pisco sours mark the perfect end to a day's trekking.

Our own hostess is always onsite to answer questions and to ensure that your stay is as comfortable as possible. With factors such as generators, mosquitos and chilly nights in the mix, our hostess is there to advise when to close mosquito nets, charge electronic devices, close your deluxe tent, and turn on the heaters.

#### Overnight at Riverside Camp (B-BL-D)









## Day 4

### TORRES DEL PAINE NATIONAL PARK

An unexplored valley at the border of Torres del Paine National Park awaits us today. We will ride across rivers and through landscapes of lakes and wetlands, while views of the Paine Massif and the glaciers of the Southern Patagonian Ice Field shift alongside us. At the lookout point of Tyndall Glacier we will stop for lunch and later return via a different path, this time riding along the shores of the Serrano River and past the waterfall of the same name.

(6 hours, slow riding, trotting, and cantering)

#### **Overnight at Riverside Camp (B-BL-D)**



## Day 5

### TORRES DEL PAINE NATIONAL PARK

Today's destination, the French Valley, is a spectacular natural basin surrounded by peaks and hanging glaciers. To get there we will take a short transfer to Pehoé Lake and cross it by catamaran. At the entrance to the French Valley - a glacial moraine - you will scramble over huge boulders and catch the first sight of the hanging glacier atop the valley. From this point, you will ascend for an hour through a dreamlike Japanese garden landscape before arriving at the French Valley viewpoint (the "Plateau"). Your reward is a heart-stirring bird's eye view of granite peaks and hanging glaciers. To one side, the French Glacier and Paine Grande (3050 m); while to the other, La Espada, La Hoja, La Mascara and the main and north "horns" of Los Cuernos arch upwards. In the upper section of the Valley, Cerro Catedral and Cerro Fortaleza loom like turrets above the landscape. Take your time to have lunch at the viewpoint, surrounded by these imposing peaks and open skies. Our return hike is along the same track. We will take the catamaran back across Pehoé Lake followed by a 35-minute private transfer to Chile Native Riverside Domes.

(30 minutes by private transfer, 35 minutes by catamaran, 7-8 hours hiking, 17 KM)

#### **Overnight at Riverside Camp (B-BL-D)**



## Day 6

### TORRES DEL PAINE NATIONAL PARK

After an early breakfast, your transfer will drive you to Grey Lake to meet your kayaking guide. Here, with views of Paine Grande and Grey Glacier as our morning backdrop, you will hear about kayaking safety and paddling techniques. You will paddle Grey Lake for approximately 2 hours, weaving amongst the floating icebergs that have calved from the glacier and been whittled into natural ice sculptures by the wind and sun. While paddling, take time to look around you: the granite peaks of Paine Grande, Cordon Olgúin and Los Cuernos interplay beautifully with the water's multiple shades of turquoise. Leaving Grey Lake, we will begin our descent of Grey River, which snakes through canyons bubbling with rapids and framed by steep rock faces. Accompanied by views of the imposing Paine Massif, we will paddle for 25 km down Grey River until it joins the Serrano River. After 4-5 hours of paddling we will arrive back at our campsite ready to stretch our muscles and prepare for dinner.

(30 minutes by transfer, 4-5 hours paddling, 25 KM)

#### **Overnight at Riverside Camp (B-BL-D)**



## Day 7

### TORRES DEL PAINE - P. NATALES - P. ARENAS

Our final day begins with a transfer across the National Park to the starting point for the trek to the three Towers. Your hike begins with an hour's ascent, following the Ascencio River into the Ascencio Valley. Here we will stop to observe how the valley's beauty unfolds with rich beech forests, glaciers, and waterfalls. Past this lookout point, we continue uphill, this time ascending a gigantic terminal moraine (a ridge formed at a glacier's end point) where we will be rewarded by the arresting sight of the Towers themselves. At this lookout point 900 meters above sea level, we will rest, take photos, and have lunch. Our descent follows the same path and a private transfer will take you back to Puerto Natales.

(1.5 hours by transfer, 8-10 hours round-trip hiking, 21 KM, 2-hour transfer)

From Puerto Natales, you will take a transfer to Punta Arenas for your departing flight to Santiago.

Upon arrival to Santiago's International 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.

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#### **Overnight at a Singular Santiago (B-BL)**



## Day 8

### SANTIAGO - TEMUCO - VILLARRICA

Today at a pre-arranged time, a Pionero guide and driver will meet you at your hotel and escort you to Santiago's airport and assist you with check-in with your departing flight to Temuco.

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 Villarrica. 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 Villarrica, only 3 kilometers away of the City of Villarrica 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 9

### 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 10

## 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.





# Day 11

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 12

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:**

Four nights lodging at our exclusive Riverside Camp

Includes: a comfortable Deluxe Tents with 2 inflatable mattresses and shared bathroom, and bedding

\*\*There are Deluxe Tents and for travelers that are traveling alone, they will share with someone of the same sex.

1 night at CostAustralis, Standard Double Rooms for every 2 pax (plus one Single room for groups of 3, 5, 7, and 9 pax)

Includes: Buffet breakfast, Wi-Fi, Access to the business center, Parking subject to availability, check in 15:00 / check out 12:00

2 nights at The Singular Santiago, Classic Double Rooms for every 2 pax (plus one Single room for groups of 3, 5, 7, and 9 pax)

Includes: Buffet breakfast, Complimentary minibar with soft drinks and water, Access to the spa, Wi-Fi, 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 Patagonia and Santiago, all program activities and transfers are provided on a private basis unless otherwise specified.

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, travel insurance, medical expenses, laundry, room service, alcoholic beverages not mentioned as included, gratuities, and airfare. Sauna & SPA services are not included in some hotel rates.

## **REGARDING THE SCHEDULE**

The schedules indicated above are subject to change due to weather conditions or unexpected circumstances beyond our control, but we will try our best to keep them unaltered



# 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.



# 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

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.



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