



PIONERO TRAVEL CHILE

Life Enriching Experiences

Eclipse + Wine Country

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	Santiago	Private Transfer to Hotel HD Santiago Tour	Singular Santiago or similar
December 8	Santiago - Casablanca Valley	FD Casablanca Valley	Singular Santiago or similar
December 9	Santiago - Santa Cruz	Hotel Transfer Tour, Tasting, and Lunch at Altair	Noi Blend or similar
December 10	Santa Cruz	FD Colchagua Valley Tour	Noi Blend or similar
December 11	Santa Cruz - Santiago	HD Maipo Valley Tour Drop Off at Hotel in Santiago	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.

At a pre-arranged time, your Pionero Travel driver and guide will pick you up and take you on a historical city tour of Santiago. First, drive towards Santiago's Central

Market, a colorful conglomeration of fish and seafood housed in an exquisite 19th-century wrought-iron building.

Next, you will continue down to the main avenues of the civic center and the seat of government, the neoclassical La Moneda Palace, built during the 18th century. Then we will visit the Plaza de Armas, Santiago's main square, a picturesque square surrounded by the 18th century Metropolitan Cathedral, the National Historical Museum, and the Central Post Office.

Leaving downtown, you will head towards the Santa Lucia Hill. It was a rocky hill until 19th-century city mayor Benjamín Vicuña McKenna had it transformed into a beautifully landscaped park where the grassy verges are still a favorite with canoodling local couples. A web of trails and steep stone stairs leads you up through terraces to the Torre Mirador at the top. Charles Darwin proclaimed the view from here 'certainly most striking' in 1833. You'll continue to Forestal Park, leading to the Fine Arts Museum and Bellavista, the bohemian artsy center of Santiago, followed by a visit to the Club Hípico, Chile's oldest racetrack (1870), where views of the Andes compete for your attention with the action on the turf.

Finally, you will visit the República neighborhood. Located in the western part of Santiago, it is one of the traditional neighborhoods of major architectural and historical heritage in the capital. It was declared a national heritage zone by the Chilean government in 1992.

After this tour, your driver will take you back to your hotel.

Overnight at The Singular Santiago



Day 2

SANTIAGO - CASABLANCA

This morning after breakfast, your driver and guide will pick you up and take you 1-hour west of Santiago, to the Casablanca Valley.

The Casablanca Valley is located between the coastal mountain range and the Pacific Ocean. Vineyards have grown here since 1875, but only since the 1980's was the true potential of this valley discovered, when it was determined that the soil and the conditions were, in many ways, like the Napa and Sonoma valleys in California. This valley is temperate with a semi-arid climate, characterized by short rainy winters, and long dry summers. The valley is oriented in such a way that the daily ocean breeze cools the grapes on the vines, resulting in intensely fruity wines. Additionally, very favorable sun conditions influence the grape ripening process, which further nourishes the conditions that make this valley's wines exceptional.

Established in 1989 by Thierry Villard as Chile's first family premium boutique wine company, Villard Fine Wines. Over the last three decades, it has consistently been recognized as one of the best producers of the Casablanca Valley. Over the last decade, using the Valley's exceptional terroir and unique characteristics, the new generation has introduced innovating winemaking techniques to create new super premium wines of structure and elegance.

Next, you will visit the Bodegas RE vineyard. RE is a relatively new, yet award-winning winery that the Morandé family began in 2008. This winery has a unique

concept of wines, based on Recreating, Reinventing, and Revealing ancient wines produced in beautiful clay jars. They have recently won many accolades, including stand-out winery of 2012. Here you will visit their vineyard and barrel cellar, as well as taste their spectacular wines.

After your tour, you will also enjoy an excellent lunch at their wine cellar.

(Lunch included.)

Your next stop on this tour will be to the Kingston Vineyard. First planted in 1998, this vineyard occupies 200 acres on a northern facing hillside within the greater Kingston Family estate. Situated at the southwestern end of Casablanca, their marginal site is a significant 10 degrees Fahrenheit cooler than Casablanca winery Veramonte further east. The well-drained, low fertility soil is primarily red clay loam with decomposed granite. Several of the most promising selections of Pinot Noir and Syrah are planted in the upper reaches of the vineyard on their own roots. Kingston applied the best Californian knowledge to every aspect of vineyard design, and their practices are modeled on the best new world vineyards. Kingston Vineyards picks the last lot in May (the equivalent of November in California or France).

After this tour, your driver will take you back to your hotel.

**Overnight at The Singular Santiago
(B-L)**



Day 3

SANTIAGO - SANTA CRUZ

This morning, after checking out of your hotel, your driver and guide will take you south to the Cachapoal Valley.

The Cachapoal Valley is located 53 miles (85 km) south of Santiago. Most of Cachapoal's noteworthy vineyards are in the eastern part of the region, in the foothills of the Andes, away from the warmer valley floor. The area is known for its Cabernet Sauvignon vines, while closer to the coast, where the ocean breeze flows through the coastal range, there are more Carménère vines.

Next is Altaír vineyard, located near the town of Requínoa. The character and complexity of their wine are due to its proximity to the mountains and the breeze that naturally cools the vineyard, allowing them to extend the natural maturation of the fruit on the vine. The resulting wines exhibit delicate and soft tannins, bright aromas, as well as a freshness and natural acidity that are rare in

South America.

Your tour will conclude with a tasting of their wines, and lunch at the vineyard's restaurant.

(Altaír is closed on weekends)

After your tour, you will be transferred to your hotel.

Noi Blend Hotel, a new member to the Noi Hotel chain, was formerly a Manor House built in 1875, which has been converted into an urban chic oasis set in the natural and relaxed countryside in Santa Cruz. Noi Blend Hotel offers a high standard of service to guests and has all the amenities needed to escape for a weekend or a few days. The hotel has 13 cozy rooms each decorated with their own unique style, and includes a restaurant, pool, barbecue area and spa services.

**Overnight at Noi Blend
(B-L)**



Day 4

SANTA CRUZ

The Colchagua Valley is located 180 km (110 mi) south of Santiago, at the southernmost portion of the Rapel Valley. It is also home to the 'huaso' (Chilean cowboys), and it is one of Chile's best-known regions for premium quality red varieties. It has earned much praise for its full-bodied Cabernet, Carménère, Syrah, and Malbec, and its wines regularly appear high on the world's lists of leading wines. It was named "World's Best Wine Region 2005" by Wine Enthusiast. Although many of the wineries are concentrated in the center of the valley, new vineyards have begun climbing the hillsides and exploring the western frontier toward the sea.

First will be the Clos Apalta winery. This revolutionary winery is solely dedicated to the production of Casa Lapostolle's world-class icon wine, Clos Apalta. The winery is 100% gravity-fed spanning five levels, three of which are buried into the granite of the Apalta hillside to provide a naturally cool temperature environment for cellaring and aging. This rare vertical design allows the wine to flow naturally downward during every stage of the production, eliminating the need to pump, which can adversely affect the subtle flavors of the wine.

Next, you will visit the Montes Winery. "La Finca de Apalta" is an essential part of the renowned Apalta Valley. The Tinguiririca River forms a natural divider in this isolated area, while a mountain chain to the north helps

maintain a soft ocean breeze that plays a key role in the Apalta climate. To the south, the Tinguiririca River creates a wind corridor, while the steep south-facing hillsides allow the vineyards to obtain adequate light and sun exposure.

In December 2004, Montes inaugurated the new winery at Apalta, with an investment that totaled over \$7 million and a storing capacity of 2,300,000 liters. The cellar has additionally become a qualitative production leap for one of the most applauded Montes red wines: Montes Alpha and the Ultra-Premium Montes Alpha M and Montes Folly and Purple Angel. This cellar holds state-of-the-art technology, equipment, and design, with the capacity of producing one of Chile's finest wines.

(Lunch included)

After lunch, you will visit the Neyen Winery, where you will find the perfect blend of tradition and modernity. It was founded by the Rojas family in 2002 on the grounds of the area's pioneering wineries that date to the late 19th century. The vineyards enjoy a privileged location within the horseshoe shaped Apalta Valley.

After this visit, you will return to your hotel.

Overnight at Noi Blend

(B-L)



Day 5

SANTA CRUZ - SANTIAGO

After breakfast this morning, your driver and guide will pick you up and take you to The Maipo Valley, Chile's oldest and most famous agricultural land. It is a sub region within the larger central valley region and lies just south of Santiago. Although Maipo is not the largest, it contains a considerable concentration of vineyards, including some of the most important producers, largely due to its proximity to Santiago. The ocean breeze and the elevation provide several cool growing areas within the region. For the most part, this is red-wine country, with cabernet sauvignon being the most celebrated and widely planted variety. There are also good examples of chardonnay, merlot, pinot noir, sauvignon blanc, and sémillon being produced here.

Your first stop today will be to Haras de Pirque, one of Chile's famous vineyards. Haras de Pirque's name honors the country's oldest thoroughbred breeding stud, founded in 1892. The farm's success is reflected by a long succession of trophies won in the nation's main horse racing events.

Upon arrival, you will be welcomed by a bilingual guide who will lead you to a panoramic view of this vineyard that cover 600 hectares and gently ascends the lower slopes of the Andes Mountains. On these foothills, between 1992 and 1993, one hundred and twenty hectares of vineyards were planted with mostly reds: Cabernet

Sauvignon, Merlot and Carménère, as well as some whites: Chardonnay and Sauvignon Blanc. After you tour of this picturesque vineyard, you will enjoy a tasting of their wines.

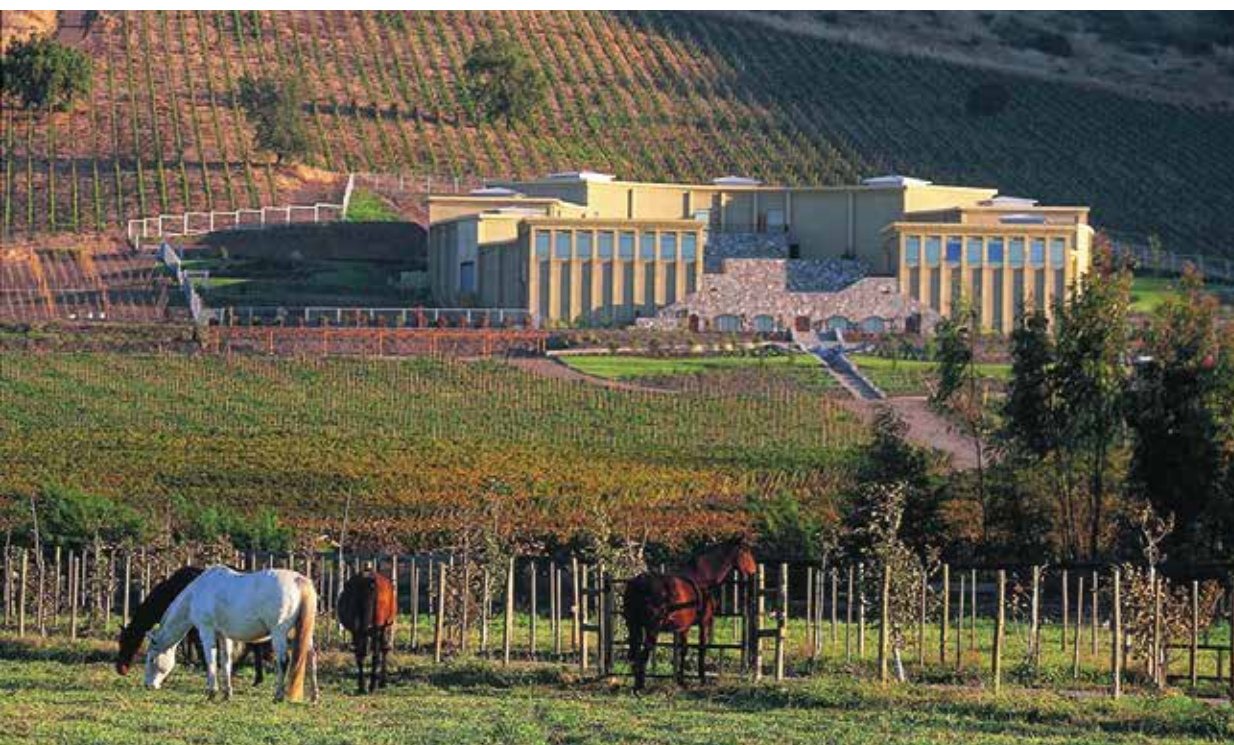
After this tour you will enjoy an elegant lunch at Hussonet, located at Haras de Pirque, where you will have the opportunity to savor the elegant flavors of local, organic ingredients with an Italian touch, with warm, personalized service.

(Lunch included)

Our next stop today will be to the Santa Rita vineyard. Founded in 1880, Santa Rita promoted the introduction of the finest French vine stocks, which resulted in the production of wines using advanced techniques and in return rendering results far superior to those previously achieved. Since then Viña Santa Rita has established itself as a modern wine producing enterprise and at the same time, became an important cultural and political center. Your tour will conclude with a tasting of Santa Rita's wines.

After this tour, you will be transferred to your hotel in Santiago.

**Overnight at the Singular Santiago
(B-L)**



Day 6

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 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:

3 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

2 nights at Noi Blend, Deluxe Room for every 2 pax (plus one Single room for groups of 3, 5, 7, and 9 pax)

Includes: Buffet breakfast, Welcome drink, 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 Central Valley, all program activities and transfers are provided on a private basis unless otherwise specified. Tours at the wineries 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.