



PIONERO TRAVEL CHILE

Life Enriching Experiences



Discovering
San Pedro de Atacama
& The Lake District

10
Celebrating 10 years
of inspiring travel

Itinerary at a Glance

Dates and itinerary inclusions for this package can be tailor made

Day	Place	Activities	Overnight
1	Santiago - Calama San Pedro de Atacama	Private Airport Transfer HD Salar de Atacama and Petroglyphs at Quebrada Kezals	Altiplanico Atacama
2	San Pedro de Atacama	Full Day Altiplanic Lagoons, Traditional Agriculture, and Social Weaving	Altiplanico Atacama
3	San Pedro de Atacama	HD AM Valle de la Luna, Ayllus and Atacama Tasting Evening Andean Astronomy Tour (Shared Tour)	Altiplanico Atacama
4	San Pedro de Atacama	Geysers del Tatio, Machuca, Vado de Putana, Geysers Blanco	Altiplanico Atacama
5	San Pedro de Atacama - Calama - Santiago	Private Airport Transfer Overnight Santiago	Singular Santiago
6	Santiago - Temuco - Villarrica	Private Airport Transfer rest of day at leisure	Villa Lafquenko
7	Villarrica - Pucón	AM hike and Astronomy lecture	Villa Lafquenko
8	Villarrica	AM hike	Villa Lafquenko
9	Villarrica - Flor del Lago	Full day activities with Barbecue Lunch	Villa Lafquenko
10	Villarrica - Temuco - Santiago	Departure Private Airport Transfer	-



Day 1

SAN PEDRO DE ATACAMA

Today, upon arrival to Calama'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.

Boasting modern design interiors and an outdoor swimming pool, Altiplanico Atacama features splendid views of the scenery from every angle. There is free Wi-Fi in public areas. Altiplanico Atacama has minimalistic-inspired architecture and is styled with natural fabrics. Rooms feature panoramic terraces and private bathrooms with showers. A full breakfast with regional products can be enjoyed daily and there is an on-site restaurant.

At a pre-arranged time in the evening, you will be picked up at your hotel. We will ascend about 1,000 meters until we reach the village of Talabre where we will walk through Kezala, one of the canyons that connect the high mountains of the Andes with the basin of the Atacama Salt Flat and it preserves an invaluable archaeological heritage in the form of rock paintings. While sunset approaches, we will head to Chile's biggest salt flat to marvel at its geography and its unique ecosystem where we can spot Flamingos, amongst other birds. After our visit, you will be dropped off at your hotel.

Overnight at Altiplanico Atacama



Day 2

SAN PEDRO DE ATACAMA

This morning after breakfast, you will be picked up at your hotel and we travel south, going up to the puna (highlands) to marvel at its unique vegetation, wildlife, lagoons, and salt flats. Here, Miscanti Lagoon - the largest lagoon in the Antofagasta region – is certainly the one that impresses travelers most. We also visit the village Socaire, where the indigenous community still preserves part of the traditional Atacamanian lifestyle.

We leave San Pedro in the morning and drive south, passing by the Atacama Salt Flat and the villages Toconao and Socaire, we will get to the lagoons Miscanti and Meñiques which – administrated by the indigenous community of Socaire together with CONAF (National Forest Corporation) – form part of the Flamingo National Reserve and are located at 4,350 and 4,100 meters respectively. They are magnificent reserves of crystal-clear water that impress with their intense blue color. Surrounded by a mountainous backdrop marked by the volcanoes Miscanti and Meñiques, the lagoons are the natural habitat of many rare and beautiful birds, including Chilean Flamingos, Puna Flamingos, Baird's Sandpipers and Horned Coots amongst other species. This visit will allow you to genuinely enjoy the overwhelming solitude and peace of this sanctuary of nature.

We continue our journey towards Socaire, a village at 3,300 m.a.s.l. with around 360 inhabitants who traditionally work in agriculture, cattle-breeding, wool handcraft, mining industry and of late also in tourism.

Here we will have lunch at the 'Guest House' (Casa de Huéspedes), a treasure of the indigenous community of Socaire. (Lunch included.)

After lunch, we will get to know the village's traditional agricultural system in more detail, as well as the manufacturing process of wool. The agricultural land is arranged in the form of terraces. Remarkable is the cultivation of some



Day 3

peculiar products like horse beans or purple potatoes that only grow in this area. Over the last few years, the craft production of fine textiles made of alpaca, llama, or sheep wool – a process which starts with the breeding of the animals - has increased. The 'Weavers of Socaire' (Tejedoras de Socaire) sell their products mainly in a local store. Apart from that they receive orders from retail and private parties all over Chile.

The origin of Socaire's church dates to the colonial era. Of special beauty is the picturesque bell tower which is built on cut stone and adobe milled from the local region.

After your visit, you will be dropped off at your hotel.

Overnight at Altiplanico Atacama (B-L)



SAN PEDRO DE ATACAMA

Today at a pre-arranged time in the early morning you will be picked up at your hotel. We will begin with breakfast as we enjoy the serene magic and beauty of the sunrise in the Salt Mountain Range. We visit the impressive landscapes of the Moon Valley. We explore two Ayllus of San Pedro and taste typical Atacamanian food. We get to know the history, culture, and challenges of San Pedro de Atacama.

We will go through the Salt Mountain Range where we observe a spectacular geological phenomenon. Being composed of huge deposits of salt, gypsum and reddish clay, this mountain range depicts a landscape full of natural sculptures. Here we can find magnificent grottos with stalactites, pointy ridges, a landscape of a unique morphology and an impressive view over the Atacama Salt Flat and the volcanoes of the region.

The Moon Valley, in the middle of the Salt Mountain Range, is an area of sculptural rock formations whose salinity abounds at the surface, covering the landscape in a white coating, as if it were the surface of the moon. Between dunes and rock formations of crystallized gypsum appear small hills and sharp ridges in which the erosion has created diverse figures whose forms change dramatically according to the angle of the sun. The valley forms part of the National Reserve Los Flamencos (CONAF) and is administrated by the indigenous communities of Coyo, San Pedro, Quito, Séquiton, Larache and Yaye.

We will take advantage of the early hours around sunrise, when the silence makes it possible to hear the salt crack and the subtle morning light allows us to walk along empty trails – getting to know this magnificent place and observing its impressive formations in detail.

We continue our way towards the Ayllus, the name given to old social units of the Likan Antai or Atacamenian culture where several families lived together in agro-pastoral communities created by lineage and descendants. Today, this kind of territorial organization represents rather a geographic delimitation, but the narrow and mazy labyrinth-like alleyways live on, surrounded by cultivatable lands with gardens, big native trees, irrigation canals and old adobe houses largely still inhabited by descendants of the Likan Antai culture, which now belong to the Atacamenian communities. We will savor some typical flavors of the desert and highlands with a tasting prepared by an Atacamenian family, using fresh, organic ingredients from their vegetable garden. After this, head back to your hotel and you can enjoy some free time.

In the evening you will be picked up at your hotel, experience the night in the Atacama Desert, its infinite sky, the fire and the stories gives life to a unique and unrepeatable sensory experience with a balanced level of knowledge of the Andean cosmovision of the sky and the scientific and formal language of the stars. Sip on a hot drink or some cocktails as you stargaze.

Your guide will combine the traditional scientific astronomy with the ancient Andean vision the first astronomers had in this place, long before the first telescope was used. We observe the beauty and solemnity of celestial bodies in a unique environment: in the middle of the driest desert of the world.

The Atacama Desert has one of the most star-spangled skies in the world which can be observed thanks to the extraordinary diaphanousness of the desert air. In the Andean culture, astronomy is essential in the daily life of their agropastoral societies, and it integrates and influences their architecture, art, music, and dances. To get even closer to the ancient experience, we will sit around the fire to share the stories, myths and legends related to heaven, in the way that the locals did. This activity offers gazing the night sky with the naked eye, recognizing constellations, or admiring the moon to interpret and share modern and ancient knowledge. As a complement, we will also have the possibility of observing the stars and the moon through the modern telescope.

The worldview of the habitants of the Andes is closely related to the firmament, which reflects the

life on earth and the transcendent life of the spirits. To this day, the Yatiris and Amautas (wise men of the Andean cultures) follow their traditions in accordance with the movements in the sky, and especially in relation to the movement of the Milky Way. There they find representations of most of the most important animals of their cosmovision and the daily life of the habitants of the Andes, such as the llama, tinamou, toad, snake, and sheep. This way, the movement of the constellations has shown for thousands of years – and to this day – the right moment to seed, harvest, celebrate, entreat, thank, and pay homage to the defunct. Like this, the sky provides the Andean man the necessary knowledge to live in this difficult desartic environment, as much regarding the agricultural activity as the spiritual rituality, both of which are always closely related to each.

The observation of the stars has momentousness so much bigger than mere observation.

Note that this tour can be cancelled in case of a very cloudy day and you can rearrange your tour or get refunded, except from the booking fee.

It is especially important to consider that during moonlit nights the possibility of gazing planets and stars decreases considerably. Especially on full moon nights very few stellar objects can be gazed, nonetheless you can experience the incomparable brightness of the moon in the desert.

After observing the night's sky, you will be dropped off at your hotel.

Overnight at Altiplanico Atacama (B)



Day 4

SAN PEDRO DE ATACAMA

Today you will be picked up from your hotel early in the morning. You will be provided with breakfast. Witness the sunrise as we head towards one of the entries to the Andean highlands, passing through important altitude ecosystems of extremely rich biodiversity such as the wetlands of Machuca and Putana. We make a stop at Machuca, a little farmer's village, to then continue towards an overwhelming spectacle of nature: the geyser field El Tatio. Before returning to San Pedro we explore yet another mighty gift of the earth, known as the Geyser Blanco (White Geyser), where the ones who have the heart can get into the thermal waters in the middle of the river trough.

While most of the visitors go very early to see the sunrise at the geysers, we leave San Pedro de Atacama with the rise of the sun in order to make the whole tour an unforgettable experience: seeing the beautiful landscapes on the way up; getting to know Machuca in an authentic and quiet way – before the arrival of hundreds of tourists; enjoying the geothermal fields in all their solemnity and tranquility while observing the fauna that walks between the geysers, being able to observe attentively and without freezing temperatures the overwhelming natural phenomena.

Machuca is a small village at 4,000 masl whose few inhabitants still maintain the tradition of cattle breeding. For this reason, during a few hours every day we can see herds of llamas and sheep grazing in the wetlands around Machuca, amongst wild Vicuñas and a rich avifauna. Machuca's constructions of stone, adobe, and straw transport us back to past times, when the village was inhabited by a considerably larger community. Towering over the village, the church and bell tower hold ready for us yet another universe full of symbolism, which can be better understood each 25th of July. That day most of the machuqueños come back to their village to gather and celebrate their patron Saint Santiago.

Putana Wetlands lies around 4,300 masl, right at the entrance to the altiplano and with an active volcano of the same name that completes the panorama, the Putana river widens – thus giving life to one of the most important ecosystems of these high lands: “bofedales” (highland wetlands). Formed by several interweaved micro canals of water and a dense vegetation dominated by “Paja brava” (Peruvian feathergrass), the wetlands are the source of life in the cordillera. Even pumas and other species with vulnerable conservation status foregather here to find food and water. The Putana wetland stretches across kilometers also

receiving a great number of birds. Its waters continue downstream until, together with other contributors, giving life to the San Pedro River. Very few places offer such an ample and outstanding view of the highlands like this one.

Seventy-seven kms northeast of San Pedro, the intense volcanic activity of the region becomes evident in the form of vigorous thermal manifestations known as geysers. It was the indigenous people of these lands who named this geothermal field “Tatio”, a Kunza word that breaks down into tata-iu, the crying grandfather.

The phenomenon is caused by the contact of water, penetrating the cordillera, with a subterranean complex of hot rocks that are a product of the magmatic activity of this sector. The matutinal cold (around -10°C) generates high condensation which produces fumaroles that can rise to 10 meters with fascinating colors between the nebulas.

The ground is soft and often brittle due to the water



Day 5

that flows beneath. Because of that one must be careful when walking over the fields. There is a thermal pool suitable for bathing (54°C) from where it is possible to observe and admire the spectacle of the geysers.

The geysers at El Tatio at 4,300 masl are some of the highest in the world and are administered by the indigenous communities of Caspana and Toconce.

Embedded at the bottom of a canyon only minutes away from the Tatio geysers, the White Geyser is a sector where water from springs, creeks, and the subsoil confluence. All of them have different temperatures, from the coldest to some that are at boiling point but mixed they form a thermal river where having a bath is highly recommendable. The whitish colors of the formation are due to a strong mineralization at the surface, deposited by numerous springs of boiling water.

Before entering the water, it is necessary to check the water temperature, since it can vary depending on the time of the year.

After your tour, you will be dropped off at your hotel.

Overnight at Altiplanico Atacama (B)



SAN PEDRO DE ATACAMA - SANTIAGO

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

Today, upon arrival to Santiago'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.

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 a Singular Santiago (B)



Day 6

SANTIAGO - VILLARRICA

Following breakfast at your hotel in Santiago, our private vehicle and driver will take you to the local airport for your 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

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.



Day 8

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.

Overnight at Villa Lafquenko (B – L – D)



VILLARRICA

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 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)



Day 9

VILLARRICA

This morning your driver and guide will pick you up at your hotel.

Today you will have the opportunity to meet the most important ethnic group in the country: the Mapuche community. Combine water (traí traí co means "water falls" in the Mapudungun language) as one of the representative elements of the area, with the Mapuche ethnic culture. A full day of abundant culture and a visit to a beautiful waterfall awaits us.

Respecting the unique traditions and natural environment, we head towards the Argentine border to enjoy a spectacular view of Villarrica Lake and Volcano and Caburgua Lake, in our first stop at the "Los Nevados" viewpoint.

Departing "los Nevados", our next stop is the El Leon waterfall of 92 meters, in the Palguín sector. After this refreshing visit with several rainbow sighting, we will continue our journey towards the intercultural village, Curarrehue, a border community, full of natural wonders and Mapuche cultural heritage.

Here we will visit the Mapuche Cultural Center "Trawu-peyüm" (which in Mapudungun means "where we meet"), to discover more about the history and culture of this ethnic group. This small autodidact museum tells us Mapuche legends and we can see their ethnic artifacts. Afterwards, a delicious lunch awaits us with authentic Araucana food. The famous sopaipillas are accompanied by special homemade dips.

We will taste Mapuche specialties and have exotic main dishes, prepared by an internationally recognized chef. We'll have some "mate" tea or try their wheat based coffee before continuing our journey.

Next we visit an organic bee farm, to discover how a young Mapuche entrepreneur maintains her hives in a beautiful but climatically unfavorable setting. We can also learn about the process in which the honey, pollen and resin are harvested and how sustainable cosmetics are made. These products are processed and packaged in their place of origin, by the same Mapuche family we will visit. After this cultural tour, you will return to Villa Lafquenco for Dinner.

Day 10

SANTIAGO

Today marks the final day of your tour as you are met following breakfast and transferred back to the Temuco 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:

4 nights at Altiplanico Atacama, Superior Room for every 2 pax (plus one Single room for groups of 3, 5, 7, and 9 pax)

Includes: Breakfast buffet, Tea & Coffee all day, FREE WI-FI access, Pool, Big Gardens, Amphitheatre, Bonfire area, Parking, check in 14:00 / check out 11:00

1 night 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 San Pedro de Atacama and Santiago, all program activities and transfers are provided on a private basis unless otherwise specified. Andean Astronomy tour is 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.