

Terms of Service

You, as a consumer, have the right to be informed about the documentation that could be needed to carry out your trip according to plan. Verify ahead of time if a passport, visa, vaccines, permission for minors, or other documentation is required, whether it be to enter Chile or any other country you pass through in your travels. If one of these is required and you do not possess it, complete the necessary steps to obtain it with anticipation.

1) GENERAL INFORMATION: Outdoor Index is an excursion company that creates, manages, and promotes outdoor activity programs throughout Chile. Through our platform, we provide detailed information about each product, including its specific features and conditions, manage reservation and purchase requests, and process payments. We are committed to offering high-quality customer service, answering all questions and concerns, and finding solutions whenever an issue arises. Our programs are designed in collaboration with a variety of expert local providers, with the goal of always offering the best market prices through our platform: www.outdoorindex.cl.

2) PAYMENT & RESERVATION: When you contract service through our platform, you must pay the equivalent of the sum of the price or fee of the tour service, plus relevant taxes on the use of a credit card (as applied). The payment can be made in two ways: paying 100% of the product's value or paying 30% of the product to generate the reservation. We will request the remaining 70% of the payment within a variable timeframe, depending on the proximity of the requested date. It can range from 48 hours after confirmation of availability to 70 days in advance. It is important that prior to accepting the transaction, you pay close attention and carefully read the information regarding the valid pricing, cancellation and policies described in each excursion on Outdoor Index website, prior to instructing us to proceed with your purchase.

3) PAYMENT METHODS: Outdoor Index uses two payment options validated internationally PayPal and WebPay. These will appear before your purchase request. When the consumer fills in data for their account or card and accepts the operation, then he/she authorizes the charge in the amount of the price and/or fee, the payment of the charge for our service, and the charge for the use of the credit or debit card. If you make a payment in quotes, keep in mind: that the charge for our service and the related tax on the use of the credit card is applied in the first quote; the interests, taxes, commissions, or other charges that may generate purchases in quotes through credit cards will depend on the conditions that the consumer has agreed upon with each bank or credit broker. We recommend that the consumer becomes informed of the conditions of use and of the interest associated with his/her credit card before making a payment in quotes.

The quotes related to the use of the credit card will vary according to the type: If you use WebPay will be charged, 2,95% (Chilean pesos) for the transaction, and 5.4% + \$ 0.30 USD if you purchase via PayPal.

4) PURCHASE / RESERVATION PROCESS: The process begins with the purchase made by the user through our website. Once the payment is validated through our system, the user will receive a confirmation email along with a PDF file containing their voucher. Subsequently, the itinerary will be sent, including all the necessary information about the program.

4.1) PAYMENT: The 30% of the total program cost will be requested to start the reservation process. The remaining 70% must be paid no later than 70 days before the program's start date*, which is also the deadline for making changes to the reservation.

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Reservations made less than 70 days before the program's start date must be paid in full (100%) within the next 5 business days after confirmation by the executive. Once payment is received, no changes or cancellations can be made*.

* This applies to programs within Torres del Paine, such as the W Circuit or O Circuit.

5) CANCELLATION, TERMINATION, OR CHANGES:

For W circuit and O circuit programs:

- Up to 70 calendar days before the start of the program, 95% of the amount paid will be refunded. The remaining 5% will be retained as an operational fee.
- No refunds will be made for cancellations within 70 calendar days of the program start date.
- No refunds will be issued in the case of a No Show.
- Regarding entrance tickets to Torres del Paine National Park, since they are purchased from an external entity that does not allow changes to dates, names, or cancellations, their cost is non-refundable under any circumstances.

For other Patagonia and Chile programs:

- Up to 30 calendar days before the start of the program, 95% of the amount paid will be refunded. The remaining 5% will be retained as an operational fee.
- No refunds will be made for cancellations within 30 calendar days of the program start date.
- No refunds will be issued in the case of a No Show.
- Regarding entrance tickets to National Parks, since they are purchased from an external entity that does not allow changes to dates, names, or cancellations, their cost is non-refundable under any circumstances.

Reservations are non-transferable and nominative.

* The previous statement applies to all products and activities as long as the contrary is not stated in the description of the products in the "policy" item.

All cancellation requests and any potential refund requests must be submitted in writing to the email address info@outdoorindex.cl. Outdoor Index will mediate between the customer and the various service providers with the goal of processing the cancellation in accordance with the applicable terms and policies.

5.1) CANCELLATIONS BY COVID-19: In the event of a resurgence due to COVID-19, which implies the closure of borders; closure of the Torres del Paine National Park, national quarantine, or the client is infected with COVID-19 (presenting the proper medical certificate that accredits it), outside the established cancellation deadlines, Outdoor Index offers to reschedule the date of the reservation at no cost to a stay until April of the same season.

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5.2) BOOKING CHANGES:

It can be rescheduled at no cost with the option to change the date of stay until April of the same season or cancel a reservation up to 90 days before the check-in date, Individuals and Groups. All changes to reservations, outside the cancellation and payment deadlines, that generate a value lower than the original price, will not be refundable. If the reservation change was higher than the original price, this price difference must be paid.

5.3) NO SHOW: Check-in is at 3:00 p.m. and check-out is at 9:30 a.m. Guests must present themselves at the accommodations before 9:00 p.m. on the date indicated in the reservation. If you do not show up at the indicated time, Outdoor Index reserves the right to charge 100% of the value of the reservation, due to No-Show, in addition, the reservation can be made available for sale again.

6) CLAIMS: Consumers may submit a claim by writing to info@outdoorindex.cl. We recommend including any relevant supporting documentation, along with a clear and concise explanation of the issue and the desired resolution. This will help us review your case quickly and efficiently. Outdoor Index will analyze the claim and respond to the same email address within 7 business days, confirming receipt of the claim and the attached documentation. If additional time is needed to gather further information or documents, the consumer will be informed accordingly, along with an estimate of the extended timeframe.

7) MIGRATORY CARD: Attention foreign passengers: Please remember that you must present your passport and migratory card (the white paper issued by the police upon entering Chile) during check-in at the camps/refuges. Failure to do so will result in tax charges.

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