



RESERVATIONS &
MODIFICATIONS
POLICIES
2025-2026
SEASON



GENERAL NOTES

- We welcome children from 10 years old. For safety reasons and to safeguard the experience offered by Patagonia Camp, children under 10 years of age are not allowed to enter our facilities, which are located in a natural environment with elevated walkways, uneven trails and close to bodies of water, and are not suitable for young children. This policy seeks to protect their well-being and that of all our visitors, and is based on objective safety criteria.
- We love animals, but to protect the local wildlife, we are unable to accommodate pets.
- Child rate apply from 10 to 12 years old in additional bed sharing Yurt with their parents.
- All rates are expressed in USD (american dollars).
- Rates in USD are tax exempt for foreign guests not residents in Chile. To apply for a tax exemption guests must pay in USD and show their valid passport and tourist card upon the check-in.
- Rates are subject to changes without prior notice.
- Rates are valid from October 1, 2025 to April 26, 2026. Check our opening / closing dates with our reservations team.
- Maximum 1 additional bed per Yurt.
- Any extra expenses for delay in flight arrivals or cruises is out of the responsibility of Patagonia Camp.
- Excursions are subject to changes according to weather conditions and availability.

- Shared excursions will be organized in groups at guest arrival. Departures in groups of 2 Yurts minimum per excursion. Excursions with 2 guests are consider as private.
- For groups we require a preliminary rooming list to be sent 90 days before the group arrival. The final rooming list must be sent 40 days before the check in date.
- Transfer schedules are subject to changes without prior notice according to national flights.
- During High Season (December 21 to February 20) reservations for series (series including small groups and large groups) will not be available.
- Check IN: 3 pm – Check OUT: 10 am.
- Capacity and rooms distribution:
 - 10 Deluxe Yurts (Single or Double Mat/Twin)
 - 5 Deluxe Jacuzzi Yurts (Single or Double Mat/Twin)
 - 5 Lakefront Yurts (Single or Double Mat/Twin)
 - 3 Suite / Family Yurts (Single or Double Mat/Twin) / (Triple or Quadruple).

CONTACT US

Bookings: +56 9 9862 8652

Hotel: +56 9 9978 8437

www.patagoniacamp.com

@patagoniacamp

Reservations & Modifications Policies



RESERVATIONS

Reservations must be requested via email to: **bookings@patagoniacamp.com**, for every booking made the customer will receive a confirmation number as back up for both sides. A booking is understood as confirmed only after receiving a written confirmation.

Individual (1 to 4 persons / up to 2 yurts)

To guarantee a reservation we require a deposit of 30% of the total reservation cost within 5 working days after the confirmation has been received. The remaining balance must be paid 45 days before the check in. When booking within 45 days previous to the check in, the reservation must be paid immediately in full. For reservations during High Season the remaining balance must be paid 60 days before to check in.

Small groups (5 to 14 persons / between 3-7 yurts)

To guarantee a reservation we require a deposit of 30% of the total reservation cost within 5 working days after the confirmation has been received. The remaining balance must be paid 75 days before the check in. When booking within 75 days previous to check in, the reservation must be paid immediately in full. For reservations within High Season the balance must be paid 105 days prior to check in.

Large groups (15 or more people / 8 or more yurts)

To guarantee a reservation we require a deposit of 30% of the total reservation cost within 5 working days after the confirmation has been received. The remaining balance must be paid 105 days before the check in. When booking within 105 days previous to check in, the reservation must be paid immediately in full.

It is understood that any individual or group reservations without the corresponding payment is a non-guarantee reservation by the operator, in which case it may be cancelled according to Patagonia Camp's needs, with prior notice to the operator, who will have 5 days to change the reservation from tentative to guarantee status. If the operator does not confirm within 5 days Patagonia Camp will cancel the reservation without notice with the corresponding penalty according to our Cancellation and Modifications policies table.

Tentative reservation

Reservations without the 30% deposit, are considered as "tentative" until the payment is done. In case Patagonia Camp receives enquiries for the same dates of the "tentative" reservation, we will get in contact with the client to ask for the deposit, and the client will have 5 working days to do the payment, otherwise Patagonia Camp can cancel the reservation without prior notice.

For all reservations staying during High Season from December 21 to February 20, special booking conditions, payment and cancellation policies apply. Please check the Cancellation and Modifications policies table at the end of this document.



Reservations & Modifications Policies

MODIFICATIONS

Modifications are subject to Patagonia Camp availability. Modifications must be requested via e-mail to: **bookings@patagoniacamp.com**. It is understood the reservation is modified only after receiving the confirmation change written by email.

Modifications after the deadline

Patagonia Camp will make every effort to assist you if you wish to alter your arrangements, but it may not always be possible.

Please note that if your request for an amendment is made within the Cancellations and Modifications periods detailed under our published Cancellation Policy, such an amendment may be treated as a cancellation and re-booking and the normal cancellation charges detailed will apply.

Apply for amendments that involves a reduction in the number of persons, room nights and/or Yurts (modifications affecting a decrease in the total amount of the reservation).

For all booking we require the following information for each guest:

- **Complete name**
- **Date of birth**
- **Citizenship**
- **Passport number**
- **Transfer IN/OUT**
- **Contact place**
- **Allergies or dietary restrictions**

Availability enquiry

The confirmation of availability is given in written by email. This means that a Yurt is not consider booked or as a tentative reservation when availability is asked over the phone or WhatsApp. When Tour Operators ask for availability by phone, they must send a formal request via email to hold the Yurt as a tentative reservation or as a confirmed booking. Once the formal code is received via email, Tour Operators can confirm the availability to their clients; this is defined likes this, due to bookings are very dynamic.

Important Note: All payments to Patagonia Camp by wire transfer must include all bank charges and/or other fees, and it is the responsibility of the person, tour operator, or agency making the payment to assume these charges. Applies to single and group reservations.

Cancelations & Modifications After the deadline policies

Cancelations and modifications During Low and Shoulder Season.

INDIVIDUALS

1 to 4 persons
Up to 2 yurts

76 or more days
before the check in

75 - 45 before
the check in day

44 - 35 before
the check in day

34 - 0 before the
check in day

No show

SMALL GROUPS

5 to 14 persons
Up to 3 - 7 yurts

106 or more days
before the check in

105 - 75 before
the check in day

74 - 55 before
the check in day

54 - 0 días before
the check in day

No show

LARGE GROUPS

15 or more people
8 or more yurts

121 or more days
before the check in

120 - 105 before
the check in day

104 - 75 before
the check in day

74 - 0 días before
the check in day

No show

FEE TO BE APPLIED

Free of charge

30% of the total cost
of the reservation

50% of the total cost
of the reservation

100% of the total cost
of the reservation

100% of the total cost
of the reservation

Important Note: All extra expenses that can occur in the event a programed tour should be cut short or extended, as compared to the originally paid-for tour, for reasons not imputable to Patagonia Camp such as weather conditions, bridge blocks, border crossing, natural disasters, pandemics, riots, etcetera; are to be borne by the travelers. In this case Patagonia Camp will not be held liable to pay compensations or refunds of any sort, and therefore is suggested to visitors purchase travel insurance covering this type of events.



Cancelations & Modifications After the deadline policies

Cancelations and modifications during High Season (between 21 December and 20 February)

INDIVIDUALS

1 to 4 persons
Up to 2 yurts

106 or more days
before the check in

105 - 75 days before
the check in

74 - 55 days
before the check in

54 - 0 days before
the check in

No show

SMALL GROUPS

5 to 14 persons
Up to 3 - 7 yurts

121 or more days
before the check in

120 - 105 days
before the check in

104 - 75 days
before the check in

74 - 0 days
before the check in

No show

FEE TO BE APPLIED


Free of charge

30% of the total cost
of the reservation

50% of the total cost
of the reservation

100% of the total cost
of the reservation

100% of the total cost
of the reservation

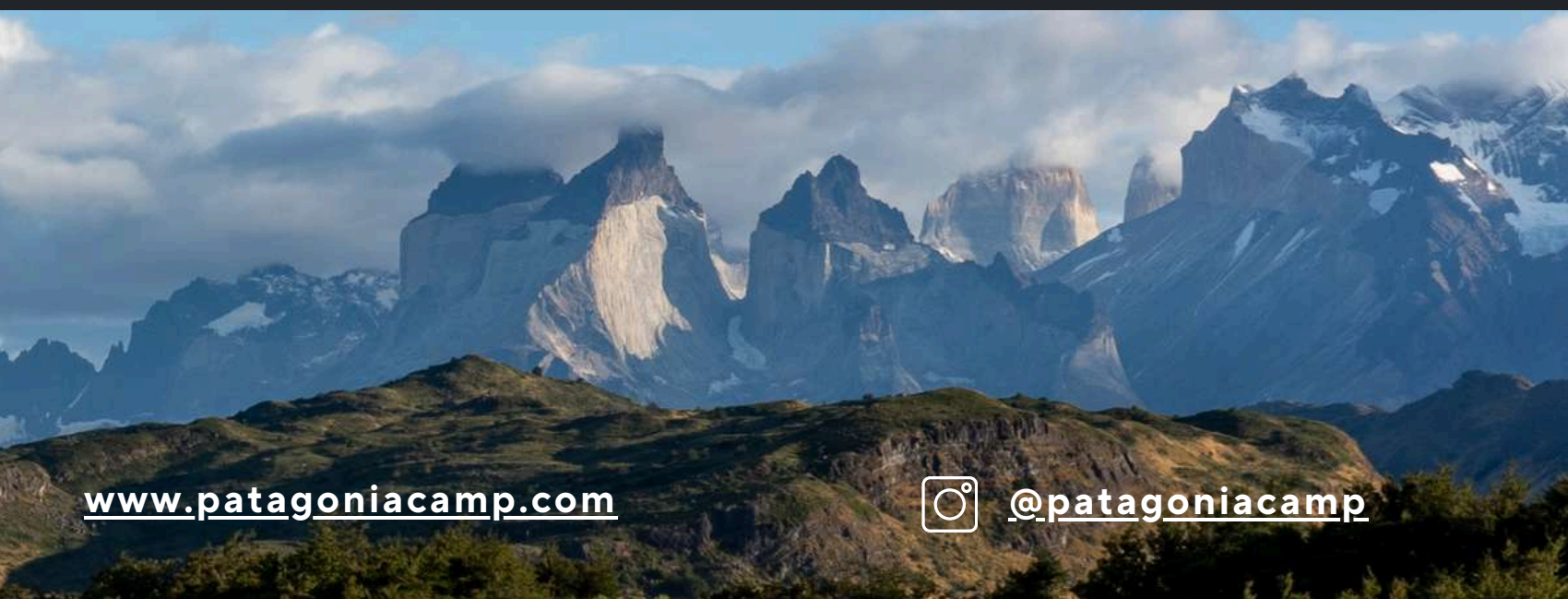


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PATAGONIA
CAMP

unique
nature
experience



www.patagoniacamp.com

 [@patagoniacamp](https://www.instagram.com/patagoniacamp)