



## “Rates for our All Inclusive Program - Season 2017-2018” September 15th, 2017 until April 30th, 2018

### Programs Rack Rates USD - Rates per person.

Nights	View	Low Season Sep & Oct 2017 / Mar & Apr 2018				High Season Nov & Dec 2017 / Jan & Feb 2018			
		SGL	DBL	TPL	CHD	SGL	DBL	TPL	CHD
2	Mountain	\$ 1,850	\$ 1,360	\$ 1,180	\$ 540	\$ 2,020	\$ 1,480	\$ 1,300	\$ 590
	Garden	\$ 1,730	\$ 1,230	\$ 1,060	\$ 490	\$ 1,830	\$ 1,350	\$ 1,170	\$ 540
3	Mountain	\$ 2,520	\$ 1,850	\$ 1,610	\$ 740	\$ 2,750	\$ 2,070	\$ 1,830	\$ 830
	Garden	\$ 2,350	\$ 1,680	\$ 1,440	\$ 680	\$ 2,560	\$ 1,890	\$ 1,640	\$ 760
4	Mountain	\$ 3,070	\$ 2,250	\$ 1,830	\$ 900	\$ 3,350	\$ 2,530	\$ 2,090	\$ 1,010
	Garden	\$ 2,850	\$ 2,030	\$ 1,610	\$ 810	\$ 3,100	\$ 2,280	\$ 1,850	\$ 910
5	Mountain	\$ 3,830	\$ 2,810	\$ 2,280	\$ 1,120	\$ 4,190	\$ 3,160	\$ 2,620	\$ 1,270
	Garden	\$ 3,560	\$ 2,540	\$ 2,010	\$ 1,020	\$ 3,880	\$ 2,850	\$ 2,310	\$ 1,140
6	Mountain	\$ 4,370	\$ 3,210	\$ 2,600	\$ 1,290	\$ 4,770	\$ 3,600	\$ 2,990	\$ 1,440
	Garden	\$ 4,060	\$ 2,890	\$ 2,290	\$ 1,160	\$ 4,420	\$ 3,250	\$ 2,640	\$ 1,300
7	Mountain	\$ 5,100	\$ 3,740	\$ 3,040	\$ 1,490	\$ 5,570	\$ 4,200	\$ 3,490	\$ 1,680
	Garden	\$ 4,730	\$ 3,380	\$ 2,670	\$ 1,350	\$ 5,160	\$ 3,790	\$ 3,080	\$ 1,520

#### Program includes

- Transfers to and from Punta Arenas, Puerto Natales or Calafate.
- Visit to Cerro Negro Ranch en route from Punta Arenas.
- Entrance fee to Torres del Paine National Park.
- All meals.
- Open Bar
- All excursions inside the National Park (pre-booking required).
- Bilingual guides Spanish/English (ask for quote of other languages).
- WI-FI (only in common areas).
- Accommodation in superior room.
- A 20% discount in our spa.

“Full Paine” includes boat trips provided by external companies and requires prior reservation (fixed dates) due to limited availability. Policies for modification and cancellation of this service are the responsibility of “Lago Grey” (1A) and “Punta Alta” (1B). Find out more in our “Booking and Cancellation Policy”. We don’t charge “no shows” and cancellations but you will lose your original reservation and will be charged for making a new one.

- 1A. Full Paine + Glaciar Grey: requires a min. of 15 guests in Sep-Oct and Mar-Apr.
- 1B. Full Paine + Glaciar Serrano/Balmaceda: min. 6 guests/max. 32 guests; available between Oct-Apr; zodiac ride depends on river conditions.

All-inclusive programs between 2-4 nights: only include Full Paine 1A or 1B.  
All-inclusive programs from 5 nights: include Full Paine 1A and 1B.

#### Program does not include

- Premium wines, premium liquors & premium beer.
- Transfers outside our regularly scheduled times.
- Laundry service.
- Tips: will only be charged if you sign the respective line (“accept tips”) on each receipt.
- Phone calls.
- Unscheduled meals.
- Accommodation outside Torres del Paine National Park.
- Travel insurance.

#### Extra costs

- Upgrade to a suite.

Only all inclusive reservations are available from December 23rd to January 3rd.

With each reservation you support our NGO “AMA Torres del Paine” and help us to reduce the impact that tourism has on the Torres del Paine National Park.

At the time of check-in, you are required to present a credit card as a guarantee. We will hold USD \$ 150 per day of accommodation. At the time of check-out, the withholding will be removed and the final amount will be charged to your credit card. This allows us to charge to your room and you don’t need to have your credit card handy all the time.

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# Hotel Las Torres Patagonia Shuttle Service

Valid from September 15, 2017 to April 30, 2018.

## Punta Arenas (City or Airport) - Las Torres Patagonia (Torres del Paine National Park)

Punta Arenas departures	Meeting at the Airport	Frequency	Cerro Negro Ranch	Hotel arrival	<b>Cerro Negro Ranch includes:</b> <ul style="list-style-type: none"> <li>· Grilled Patagonian lamb or Patagonian high tea.</li> <li>· Demonstration of sheep shearing and sheperd dogs.</li> <li>· Visit of the "Colonial House" (Museum).</li> <li>· Wine, Pisco Sour and Soft Drinks.</li> </ul>
9:00am	9:30am	Daily	11:30 - 1:00pm	4:00pm	
3:00pm	3:30pm	Daily	5:30 - 6:30pm	9:30pm	
12:00pm (Cruises)	N/A	Daily	2:30 - 4:00pm	7:00pm	



### IMPORTANT

- Departures from Punta Arenas (city or airport) are scheduled at the time mentioned, therefore passengers arriving in earlier flights must wait for the next transfer at 9:30am or 3:30pm.
- We can arrange private transfers for guests at an extra charge.
- Departures for Australis Cruise passengers are subject to changes depending on the arrival time of the cruise. For other cruise schedules please contact your Hotel Las Torres sales executive.

## Hotel Las Torres Patagonia (Torres del Paine National Park) - Punta Arenas (City or Airport)

Departures From Hotel	Frequency	Puerto Natales Arrival	Punta Arenas Arrival
7:30am	Daily	9:30am	12:30pm
1:00pm	Daily	3:00pm	6:00pm

- Every transfer includes a snack.
- The 1:00pm transfer can be combined with a half day tour.
- We offer direct transfers to hotels/the airport in Punta Arenas. For guests whose final destination is Puerto Natales, we can stop there on the way to Punta Arenas.

## Puerto Natales (city or airport) – Hotel Las Torres Patagonia (Torres del Paine National Park)

Departures from Puerto Natales	Meeting at the Airport	Departures from Aeropuerto	Frequency	Arrival Hotel
2:00pm	2:30pm	3:00pm	Daily	5:00pm

- Confirm pick-up with your sales executives closer to your travel date.

## Hotel Las Torres Patagonia (Torres del Paine National Park) - Puerto Natales (city or airport)

Departures from Hotel	Frequency	Puerto Natales Arrival
11:30am	Daily	1:30pm

- Confirm pick-up with your sales executives closer to your travel date.

## El Calafate (Argentina) - Hotel Las Torres Patagonia (Torres del Paine National Park)

Departures from El Calafate	Frequency	Arrival at Cerro Castillo	Arrival Hotel	Direct transfer with van connection at Cerro Castillo (border).
7:00am	Daily	11:00 - 11:15am	12:30pm	

- Passengers will arrive at Hotel Las Torres Patagonia at lunch time. A half-day excursion can be planned for the afternoon.
- We pick up the guests from their hotel; for hotels located outside El Calafate an additional fee of US\$40 will be charged.

## Hotel Las Torres Patagonia (Torres del Paine National Park) - El Calafate (Argentina)

From 09/15/2017 to 10/19/2017   From 04/02/2018 to 04/30/2018				From 10/20/2017 to 04/01/2018			
Dep from Hotel	Frequency	Cerro Castillo	El Calafate	Dep from Hotel	Frequency	Cerro Castillo	El Calafate
9:00am	Daily	11:00 - 11:15am	2:30pm	7:00am	Diaria	9:00 - 9:15am	12:30pm
--	--	--	--	2:40pm	Diaria	4:40 - 4:55pm	8:10pm

If you are departing from Calafate, we recommend scheduling flights after 3:30pm due to possible delays at the Chilean and Argentinian borders.

If you are departing from Calafate, we recommend scheduling flights after 2:30/10:10pm due to possible delays at the Chilean and Argentinian borders.

Direct transfer with van connection at Cancha Carrera

# Booking and Cancellation Policy

## Hotel Las Torres Patagonia

### Payment

**Credit Card:** You must send us your credit card number and its expiration date. A deposit of 15% of the total amount of your booking is necessary for us to confirm your space. We will send an email verifying that payment has been received.

**Bank Deposit:** On behalf of Las Torres de la Patagonia S. A.

**Hotel ID Number:** 99.575.520-3

Bank in Chile (CorpBanca):

- **Chilean Pesos:** Banco CorpBanca 04-942120
- **USD:** Banco CorpBanca 5397834

Bank in Chile (Santander):

- **Chilean Pesos:** Banco Santander 0-000-6137115-0
- **USD:** Banco Santander 0-051-0014068-5

U.S. Bank (New York).

- **Bank Name:** CorpBanca New York Branch
- **ABA Routing Nr:** 026014627
- **Swift Code:** CONBUS33
- **Beneficiary Name:** Las Torres de la Patagonia S.A.
- **Account Number:** 3002191
- **Address:** 885 Third Avenue, 33 rd floor  
New York 10022, USA

\* All passengers must present their passport and immigration card (original) at the time of check in; Otherwise you will be charged the difference of the VAT (19% tax) in reception.

\*\* Payments must indicate the reservation code provided in the booking confirmation by the sales department of Hotel Las Torres, otherwise we will not be able to register it. After paying the 15% deposit of the booking, you must send us a copy of the deposit via e-mail to: [ejecutivacobranzas2@lastorres.com](mailto:ejecutivacobranzas2@lastorres.com) y [ejecutivacobranzas@lastorres.com](mailto:ejecutivacobranzas@lastorres.com)

\*\*\* If you make your payment by bank transfer, the guest will have to pay for the total costs and commissions of this banking process (including those of the intermediary bank), for which in the Payment Shipping Order you must select the option "Our".

\*\*\*\* Remember that the billing is now electronic and the documents are issued at the check-out of the guests. Please send the contact mail for receiving this document to your Hotel Las Torres sales executive and to [ejecutivacobranzas@lastorres.com](mailto:ejecutivacobranzas@lastorres.com); [ejecutivacobranzas2@lastorres.com](mailto:ejecutivacobranzas2@lastorres.com)

### 2017 - 2018 Bookings Policy

Bookings are considered tentative until the client confirms it by paying the 15% of the total. The balance must be paid 45 days before the guest's arrival to the hotel.

For bookings made 44 days or less before the arrival of the guest, the booking fee must be paid within 48 hrs.

### High Season Cancellation Policy

Charges apply to the total amount of the reservation.

- 61 or more days before arrival ..... there are no charges.
- 46-60 days before arrival ..... 15% charges.
- 30-45 days before arrival ..... 50% charges.
- 29 (or less) days before the arrival ..... 100% charges.

### Low Season Cancellation Policy

Charges apply to the total amount of the reservation.

- 31 or more days before arrival ..... there are no charges.
- 26 to 30 days before arrival ..... 15% charges.
- 20 to 25 days before arrival ..... 50% charges.
- 19 (or less) days before the arrival ..... 100% charges.

### Infants and Children Policy

#### Infant Rate (0 - 3 years old)

- Free of charge.
- Minimum 1 guest paying adult fare as SGL.

#### Infant Rate (4 - 12 years old)

- Minimum 1 passenger paying adult fare as DBL.
- Maximum 2 children per room, paying CHD fee.

### Modification and Cancellation Policy for the Grey Glacier boat trip

Policies for modification and cancellation of this service are the responsibility of "Lago Grey" (1A).

We don't charge "no shows" and cancellations but you will lose your original reservation and will be charged for making a new one. The following cancellation fees apply for your new reservation:

#### Individuals (reservations of 1 to 6 people)

- From 0 to 6 days: 100%.
- From 7 days: 0%.

#### For groups (from 7 people)

- From 0 to 14 days: 100%.
- From 15 days: 0%.

### Modification and Cancellation Policy for the Río Serrano boat trip

Policies for modification and cancellation of this service are the responsibility of "Punta Alta" (1B).

We don't charge "no shows" and cancellations but you will lose your original reservation and will be charged for making a new one. Also, if you cancel your new reservation prior to 24hrs of the excursion, there will be no cancellation fee.



### IMPORTANT

Hotel Las Torres will not make refunds due to weather problems, road cuts, natural phenomena problems with flight connections, social or political demonstrations or other problems arising from these, which would avoid the arrival and access to Torres del Paine and Hotel Las Torres, being all of these beyond the control and the will of the Hotel.

### EXCURSIONS

Hotel Las Torres has a large menu of excursions that are available daily, including hiking, horseback riding and boat navigations. Excursions have to be booked in advance and once you arrive at Hotel Las Torres, our Guest Service, will be available throughout the day to provide all information needed for your excursions and make your journey and unforgettable experience.