



LAS TORRES
Hotel Estancia



PUMA ENCOUNTER

Program for foreign guests / Season 2020-2021





RATES FOR PUMA ENCOUNTER PROGRAM - SEASON 2020-2021


Torres del Paine National Park is a spectacular, unique natural area, famous for its granite peaks that give the park its name and awesome mountain backdrop. Apart from scenic beauty, the park is an authentic wildlife sanctuary for pumas, guanacos, foxes, huemuls, condors and a wide range of other animals. We invite you to join our experts in an unforgettable adventure to encounter pumas, the second largest feline in the Americas and the indisputable king of Patagonia.

	Scheduled Departures	Check-In dates	Season*
	10 to 15 November 2020	10 and 11 November 2020	High
	12 to 17 December 2020	12 and 13 December 2020	High
	4 to 9 January 2021	4 and 5 January 2021	High
	22 to 27 February 2021	22 and 23 February 2021	High
	12 to 17 March 2021	12 and 13 March 2021	High
	7 to 12 April 2021	7 and 8 April 2021	Low


* **LOW:** April 2021 / **HIGH:** 1 November to 21 December 2020 / 4 January to 31 March 2021

PROGRAM RACK RATES USD IN SINGLE AND DOUBLE ROOM - RATES PER PERSON

	5 Days / 4 Nights		6 Days / 5 Nights	
	Double	Single	Double	Single
LOW	\$3,500	\$4,500	\$4,300	\$5,500
HIGH	\$3,800	\$4,800	\$4,700	\$5,900

UPGRADE TO A SUITE  

Price:
 Low Season: US \$150 per person, per night
 High Season: US \$160 per person, per night

 This program requires a **minimum of 2 people**. In the case of only having 1 person booked, they will be contacted 29 days before check-in to ask if they are willing to pay a single **supplement of US \$3,300** or prefer to cancel the booking with a 100% refund.

ITINERARY PUMA ENCOUNTER PROGRAM 2020-2021

PUNTA ARENAS - CERRO NEGRO RANCH - TORRES DEL PAINE

Day 1

- Transfer from Punta Arenas.
- Visit to the Cerro Negro Ranch, a typical Patagonian ranch where our guests will enjoy an authentic sheepdog and sheep shearing show organized by the ranch workers and the family owners. Lunch at the ranch.
- Arrival to Hotel Las Torres Patagonia.
- Dinner and accommodation at Hotel Las Torres.

HOTEL LAS TORRES PATAGONIA - PUMA ENCOUNTER EXCURSION - HOTEL LAS TORRES PATAGONIA

Day 2, 3 & 4

- We will depart at sunrise to begin the Puma Encounter Excursion. The search will begin on foot or in a vehicle and will take us through Cerro Paine Reserve and Torres del Paine National Park. During the excursion we will see guanacos, birds and other Patagonian animals.
- We will return to the hotel for lunch and continue our search for pumas during the afternoon.

HOTEL LAS TORRES PATAGONIA - EXCURSION - HOTEL LAS TORRES PATAGONIA

Day 5

- Depending on the guest's interest, we can either continue with the search for the puma or hike one of Torres del Paine's spectacular trails to enjoy flora and mystical landscapes.

Check out for guests who signed up for the four night program.

TORRES DEL PAINE - AIRPORT PUERTO NATALES, PUNTA ARENAS OR CALAFATE

Day 6

- Transport to Puerto Natales, Punta Arenas or Calafate.
- **End of our services.**

The itinerary can vary depending on climatic conditions. This is an all-inclusive program and guests may participate in other tours offered by the hotel besides the Puma excursion.



PROGRAM INCLUDES



Accommodation in superior room



Bilingual guides Spanish / English (ask for a quote for other languages)



All meals



A 20% discount in our spa



Open Bar



Wi-Fi



All excursions inside the National Park



Entrance fee to Torres del Paine National Park⁽¹⁾



Regular transfers to and from Punta Arenas, Puerto Natales or Calafate

PROGRAM DOES NOT INCLUDE



Premium wines, premium liquors & premium beer



Accommodation outside Torres del Paine National Park



Transfers outside our regular scheduled times



If you would like to leave tips, you can either sign in the "accept tip" section on each receipt or leave the tip at reception at the moment of your check-out



Phone calls



Unscheduled meals



Navigations



Laundry service



Travel insurance



Visit to Cerro Negro Ranch includes:

Grilled Patagonian lamb or Patagonian high tea, demonstration of sheep shearing and shepherd dogs, visit to the "Colonial House" (Museum), wine, pisco sour and soft drinks.
Only for transfers from Punta Arenas.

(1) Guests entering via external transport services (different from those of Hotel Las Torres) must collect their entry tickets to the park from Hotel Las Torres's offices in Punta Arenas or Puerto Natales. Hotel Las Torres does not make any kind of ticket refund.

EXCURSIONS

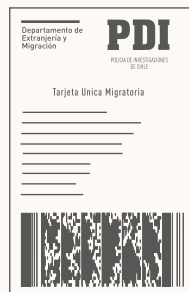


Hotel Las Torres offers our All Inclusive guests an exciting variety of adventure excursions within Torres del Paine National Park, including walking, trekking, horse riding and other sightseeing tours to enjoy the best panoramic views of the Park. Our highly qualified guides will provide you with great information and an unforgettable experience. We offer full-day and half-day excursions. All details and excursion availability can be confirmed at the Hotel.

Grey Lake and Serrano River boat trips are not included in the program - it is important to make the reservation with anticipation due to limited spaces.

IMPORTANT

Foreign guests are not charged the 19% tax for lodging services if they show their passport and immigration card (original) at the time of check-in.



Check-In 3 pm
Check-Out 11 am



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.






HOTEL LAS TORRES PATAGONIA, SHUTTLE SERVICE

1 November 2020 to 30 April 2021





Punta Arenas (city or airport) to Hotel Las Torres (Torres del Paine National Park)

 Punta Arenas Departure	 Meeting at the Airport (PUQ)	 Cerro Negro Ranch	 Hotel Arrival	 Frequency
9:00am	9:30am	11:30am - 1:00pm	4:00pm	Daily
3:00pm	3:30pm	5:30pm - 6:30pm	9:30pm	Daily
12:00 pm (Cruises)		2:30pm - 4:00pm	7:00pm	Special Departure

Hotel Las Torres (Torres del Paine National Park) to Punta Arenas (city or airport)


 Departure from Hotel	 Puerto Natales Arrival	 Airport (PUQ) Arrival	 Punta Arenas Arrival	 Frequency
7:30am	9:30am	12:00pm	12:30pm	Daily
1:00pm	3:00pm	5:30pm	6:00pm	Daily

Puerto Natales (city or airport) to Hotel Las Torres (Torres del Paine National Park)





 Puerto Natales Departure	 Meeting at the Airport (PNT)	 Hotel Arrival	 Frequency
2:00pm	2:30pm	4:30pm	Daily

Hotel Las Torres (Torres del Paine National Park) to Puerto Natales (city or airport)

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

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





El Calafate (Argentina) to Hotel Las Torres (Torres del Paine National Park)

 From El Calafate	 Arrival at Cerro Castillo	 Arrival at hotel	 Frequency
7:00am	11:00am - 11:15am	12:30pm	Daily





Direct transfer with van connection at Cerro Castillo (border).

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

Hotel Las Torres (Torres del Paine National Park) to El Calafate (Argentina) Low Season: April 2021

 Departures from Hotel	 Arrival at Cerro Castillo	 El Calafate	 Frequency
9:00am	10:00am - 10:15am	2:30pm	Daily

Hotel Las Torres (Torres del Paine National Park) to El Calafate (Argentina) High Season: Nov & Dec 2020 / Jan, Feb & Mar 2021

 Departures from Hotel	 Arrival at Cerro Castillo	 El Calafate	 Frequency
7:00am	8:00am - 08:15am	12:30pm	Daily
2:00pm	3:00pm - 3:15pm	7:30pm	Daily

Direct transfer with van connection at Cancha Carrera.

- If you are departing from Calafate, we recommend scheduling flights after 4:30pm due to possible delays at the Chilean and Argentinian borders.

Direct transfer with van connection at Cancha Carrera.

- If you are departing from Calafate, we recommend scheduling flights after 2:30pm / 9:30pm due to possible delays at the Chilean and Argentinian borders.
- Shuttles leaving at 2pm to Calafate can be combined with a half day tour and lunch.

HOTEL LAS TORRES PATAGONIA - BOOKING AND CANCELLATION POLICIES

PAYMENT



Credit Card:

Credit Card payments can be made through Paypal.

Bank Deposit: On behalf of Las Torres de la Patagonia S. A.
Hotel ID Number: 99.575.520-3



Wire transfer:

Bank in Chile:

- Chilean Peso: Banco Santander 0-000-6137115-0
- US Dollar: Banco Santander 0-051-0014068-5



US 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



- For the reservation to be valid, the payment must be made in accordance with the deadlines agreed with the sales executive. Once the deposit of 15%, of the reservation value, has been made, please send a copy of the deposit receipt, our reservation code and the full name of the guest to the emails indicated below. It is important to always quote the Hotel Las Torres reservation code as we do not work with tour operator or travel agency reservation codes.
- If the reservation payment is made via bank transfer, all commissions and transfer costs must be covered by the guest. In the payment order, you need to select the option "our".
- The hotel uses an electronic billing system and all documents are issued to the guest at the time of check-out. If you require a digital copy of any of these documents please request them through the sales executive, with a copy to the following email:

ejecutivacobranzas@lastorres.com or
ejecutivacobranzas2@lastorres.com



IMPORTANT

Foreign guests are not charged the 19% tax for lodging services if they show their passport and immigration card (original) at the time of check-in.



2020 - 2021 BOOKING POLICY

All reservations are considered tentative until the client sends the confirmation of the payment of the 15% deposit. The balance must be paid 45 days before the guest's check-in date.

In the case of reservations made less than 45 days before the guest's check-in date, the full value of the reservation must be paid within 48hrs of the booking being made.

HIGH SEASON CANCELLATION POLICY

If a high season reservation is cancelled, the following charges will be made to the value of the reservation:

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

LOW SEASON CANCELLATION POLICY

The following cancellation charges apply:

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

INFANTS AND CHILDREN POLICY

Infant Rate (0 - 3 years old).

- Free of Charge.
- Minimum 1 guest paying adult fare as Single.

Infant Rate (4 - 12 years old).

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



IMPORTANT

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

To secure against such cases we recommend that our guests contract travel insurance before starting their trip, which should offer coverage related to the mentioned incidents.