Terms and Conditions

Pioneros Compañía de Guías

76.711.264-5

Founded in the year 2017, we count with register on Sernatur for outdoor activities and also contract with national park rangers (CONAF) that allows us to work on the national's parks, all the trip leaders working on our programs are guides certified for the national association of mountain guides (ANGM)

1. Reservations

Reservations can be made through our website, via email, or directly at our authorized offices.

To confirm a reservation, a 50% deposit of the total program cost is required. The remaining balance must be paid at least 15 days prior to the start of the activity.

Reservations are subject to availability and are confirmed in the order in which payments are received.

2. Payments

We accept bank transfers, and cash payments.

All prices are listed in Chilean Pesos (CLP) or US Dollars (USD), as indicated.

International payments may be subject to bank fees, which are the responsibility of the client.

3. Cancellations and Refunds

Client cancellations:

- More than 20 days before departure: 90% refund.

- Between 10 and 20 days: 50% refund.

- Less than 10 days: no refund.

Company cancellations (due to weather, safety, or other reasons):

- The activity may be rescheduled or a full refund will be provided.

- Personal expenses such as travel tickets, accommodation, or other services booked independently will not be reimbursed.

4. Participation Conditions

Activities require good physical condition and health compatible with mountain sports. A medical certificate may be requested.

Participants must inform us of any pre-existing medical conditions, allergies, medications, or other relevant health issues.

The company reserves the right to refuse participants who do not meet the minimum safety or physical condition requirements.

5. Insurance and Liability

All participants must have personal health or accident insurance that covers mountain activities.

The company it is not responsible for accidents caused by recklessness, extreme natural conditions, or factors beyond its control.

The client acknowledges and voluntarily accepts the inherent risks of mountain activities.

6. Equipment and Gear

The company will provide the necessary technical equipment for the activity, as specified in each program.

Participants are responsible for the proper use of equipment. Damage or loss due to misuse will be charged.

7. Program Modifications

The company reserves the right to modify the itinerary for safety, weather, or other force majeure reasons.

In case of significant changes, participants will be informed in advance and offered rescheduling or a partial refund.

8. Personal Data Protection / Protección de Datos Personales

Personal information provided by the client will be used solely for operational and commercial purposes and will not be shared with third parties without consent.