



**¡ marcamos el camino**

Hielo Azul Turismo Alternativo - E.V.T. Leg. 12449

Av. de Mayo 1370 - Piso 10, Oficina 282 - Ciudad Autónoma de Buenos Aires - Te. 011 - 43. 83.29.58 - 43.84.86.74

Lunes a viernes 11 a 19 hs. - [agencias@hieloazulaventura.com](mailto:agencias@hieloazulaventura.com) - [www.hieloazulaventura.com](http://www.hieloazulaventura.com)

## **GENERAL CONDITIONS**

The operator, **Hielo Azul Turismo Alternativo**, commits itself to respecting the following sales conditions of the programmes it offers:

- All the programmes are to be carried out on the given dates and to be held with the minimum specified.
- All the published prices are nets.

## **RESERVATION CONDITIONS FOR NON-RESIDENTS**

The Tour operator adheres to the following reservation policy:

A **reservation request** to book the trip is to be solicited via e-mail or fax by giving: *the customer's first name, surname, passport number, nationality, the initial and final dates of the service to be rendered and the name and code of the programme.*

The operator is to issue a **reservation confirmation** by e-mail, after which it is to issue a reconfirmation once it receives the corresponding down payment. We would appreciate receiving a copy of the bank deposit slip of this payment via Tel/Fax 54 11 4384 8674. The reservation will lose validity if the down payment is not deposited within 48 hours. The down payment is equivalent to 30% of the price of the programme.

The complete final payment for the programme is to be deposited no later than 60 days before its date of commencement.

For purposes of organisation, reservations are to be made no later than 30 days before the date of commencement of the service. Any posterior reservation will be pending the availability of the programme.

The pertinent information is to be remitted by e-mail to: [agencias@hieloazulaventura.com](mailto:agencias@hieloazulaventura.com), or by telephone to Tel/Fax: 54 11 4384 8674. When the agency wishes to modify or cancel services, of which our office has been informed, we ask to be given notice of the matter immediately by means of any of the above mentioned means.

## **CHARGES FOR CANCELLATION**

If the cancellation occurs 60 days or more prior to the trip, the down payment for the reservation (30% of the programme's price) will be retained.

If the cancellation occurs between 30 and 59 days prior to the commencement of the programme, 40% of the entire price will be retained.

If the cancellation occurs between 29 and 15 days prior to the commencement of the programme, 60% of the entire price will be retained.

If the cancellation occurs less than 15 days prior to the commencement of the programme, 100% of the entire price will be retained.

### **EXCURSIONS WITH A MINIMUM NUMBER OF CUSTOMERS**

Those trips with a minimum required number of customers may be cancelled up till 15 days before the planned date for beginning the programme.

In the case of the programme being cancelled due to not having achieved the minimum number of customers, 100% of the amount received will be reimbursed.

### **DECLARATIONS**

#### **1. APPLICATIONS AND PAYMENTS:**

The price of the services of which comprise the programme are subject to modifications without prior notice, upon the alteration of the services, the modification of the costs or the kind of foreseeable changes not imputable to the parties.

Any and all the amounts paid before the definitive confirmation of the services are viewed as reservation payment. The definitive confirmation of the services is upon the emission of the reservation confirmation sent by the operator and the remittal of a copy of the bank deposit slip or money transfer slip by the agency. The agency is to carry out the payment of the amounts within the deadlines and according to the conditions established by this agreement.

#### **2. LIMITATIONS TO THE RIGHT OF PERMANENCE:**

The operator reserves the right to have abandon the programme at any moment any customer whose behaviour, manner of operating, state of health or other reasons serious in the judgement of the company in that he or she might prove to harass the other customers or cause danger, the miscarriage or the normal development of the excursion.

#### **3. CANCELLATIONS:**

In the case of lack of presence affecting the services established contractually by the agency, the refund for those services are to be subjected to those contractual conditions under which the respective companies offer their services. In all cases of reimbursement, the agency will be able to retain the amount of the combined expenses and 10% of the services contracted with third parties.

#### **4. ALTERATIONS OR MODIFICATIONS:**

The operator reserves the right, for technical or operative reasons, to alter totally or partially the daily order and/or the services comprising the programme before or during the execution of that programme.

The operator accepts no responsibilities for those events produced accidentally or by force majeure, meteorological phenomena or acts of nature which occur before or during the development of the programme

and which impede, delay or in any other way present an obstacle to either the total or the partial execution of services to which the operator has bound itself.

Once the excursion has begun, the suspension, modification or interruption of the services by the customer for personal reasons of any nature will not be ground for any claim, reimbursement or restitution.

#### **5. LIMITATION OF RESPONSIBILITIES:**

Our services don't include medical insurance nor life insurance. Our excursions or part of them are carried out in wild areas situated at a distance of more than two hours from urban centres. Medical and other types of services may be at a distance from where the customers are during the period of the excursion.

The operator commits itself to undertake all efforts to guarantee the safety and wellbeing of all the customers.

Upon making his or her reservation for an excursion, each customer acknowledges being aware of the potential risks associated with this type of tourism.

The operator will reject whichever claim of responsibility related to accidents, illnesses, negligence or physical or psychological harm.