

ECOMAPU TRAVEL General Conditions 2026-2027

VALID FROM MAY 2, 2026, TO APRIL 30, 2027

RESERVATIONS

- Reservations must be requested via the official ECOMAPU TRAVEL website or email and will only be answered through this medium at reservas@ecomapu.com with a copy to felipe@ecomapu.com at least 72 hours in advance.
- For shorter notice, the request is subject to availability.
- To confirm a reservation, at least 50% of the total cost must be paid up to 20 days before the date of service, with the full payment due 48 hours before the service execution date.
- For December 25th, December 31st, January 1st, May 1st, and September 18th, you must inquire about availability beforehand. An extra charge of 70% to 100% may apply depending on the date.
- Reservation requests must specify the name of the passenger or group, number of passengers, guides and/or staff, nationality, chosen route, language for the route, pick-up and drop-off location, dates of stay, mobility and/or food restrictions if applicable, and all required services for the clients.
- A reservation confirmation is not recognized if the tour operator, travel agency, or passenger does not receive a written response. The same applies to modifications and/or cancellations.
- A reservation modification could result in a change in the final price.

- Reservations are not processed by phone, Instagram, or any other method except email or in person at the ECOMAPU TRAVEL offices.
- In the case of refunds, the client will be responsible for bank fees or other payment system commissions.
- Ecomapu provides passengers with information and recommendations on tours and services, including difficulty, general characteristics, and destination conditions. However, it is the responsibility of the passengers or the contracting agency to read the information and understand their limitations, as well as to bring the appropriate equipment specified for each activity for optimal itinerary development.

RESPONSIBILITIES

- ECOMAPU TRAVEL is not responsible for the loss of valuables, documents, or any other personal belongings of the passenger during their trip. The company can provide assistance with immediate procedures if required by the passenger, as long as it does not imply personal legal responsibilities for the guide or company representative.
- ECOMAPU TRAVEL will not be responsible for costs incurred due to modifications or cancellations of reservations, or expenses generated by losses or delays in related air, land, or sea transportation services for the passenger.
- ECOMAPU TRAVEL is not responsible for accidents, illnesses, allergies, or contagions that are not attributable to company negligence. Ecomapu is not responsible for contagions or other health incidents that may occur.
- By making a reservation, the passenger accepts the sanitary protocol associated with the prevention of COVID-19 or any other disease under official health alert, as informed in the reservation confirmation.

Passengers must always inform the agency, either through the guide or another means, about any pre-existing illnesses or limitations.

- ECOMAPU TRAVEL informs that it is also the responsibility of each person to undergo a preventive medical check-up before an excursion, trekking, or other nature or physically demanding destination, to ensure their health is compatible with the activity. It is the passenger's responsibility to inform the company of any physical and/or psychological limitations prior to the activity, as well as any dietary restrictions.
- Passengers with visible symptoms associated with COVID-19 or another contagious disease under official health alert will not be allowed to participate in the activity.

TOURIST SERVICES

- All programs specify the services that are included. If the requested services are not available for the indicated dates, the client will be informed in writing of the alternatives, and the client must expressly confirm if they wish to accept the modifications or cancel the alternative services offered.
- If any service not specified is required, it must be requested from ECOMAPU TRAVEL, and the corresponding value must be paid.
- Services generally not included are: Expenses, tips, and/or extras not mentioned in the quoted and/or confirmed programs and/or services.
- Walking Tours in the city could be modified or canceled due to weather, sanitary, or emergency conditions, or other situations in the city beyond our responsibility, such as strikes, protests, evacuation drills, tidal surges, or others.

PAYMENTS, CANCELLATIONS, AND REFUNDS

- All cancellations or modifications without charge must always be requested via email.
- The base price for a reservation is for 2 people; for an individual passenger, the base price is considered.
- ECOMAPU TRAVEL will send a cancellation or modification confirmation email, which will serve as your and our record.
- Regarding any refund for unused services or services voluntarily abandoned by the passenger, these will incur cancellation fees, the amount of which will depend on the cancellation policies of each service provider.
- ECOMAPU TRAVEL will not issue refunds if, once the trip has started, the passenger modifies their contracted itinerary without our authorization or knowledge. This change will be the sole responsibility of the client.
- Rates may vary based on market conditions and are subject to change without prior notice.
- Delays and no-shows at the meeting point, airport, or hotels will be considered a "No-show," and the payment made for the program will not be refunded, either in whole or in part.
 - ✓ Refunds for cancellations up to the deadline:
 - ✓ 100% of the total sale from the deadline up to 20 days before arrival.
 - ✓ 80% of the total sale from 10 to 19 days before arrival.
 - ✓ 50% of the total sale from 3 to 9 days before arrival.
 - ✓ 20% of the total sale up to 48 hours before arrival.
 - ✓ 0% of the total sale for a no-show 24 hours before or on the day of the reservation.
 - ✓ For the purposes of these conditions, a "group" will be considered to be 6 or more passengers.

BILLING AND PAYMENT INFORMATION ECOMAPU TRAVEL

BUSINESS NAME	TURISMO ECOMAPU LIMITADA
VAT ID (RUT)	76.557.158-8
BANK	BANCO ESTADO
BIC/SWIFT CODE	BECHCLRM XXX
CURRENT ACCOUNT	239-0-018709-2
ADDRESS	CALLE CAYOCOPIL N°80 CERRO SANTO DOMINGO VALPARAÍSO - CHILE
PHONE / WSP	+56 9 93556748
E-MAIL	felipe@ecomapu.com
LEGAL REPRESENTATIVES	1. FELIPE NARBONA MUÑOZ 2. CRISTIAN URIBE SEPÚLVEDA
VAT-AFFECTED LINE OF BUSINESS	ACTIVIDADES DE OPERADOR TURÍSTICO
VAT-EXEMPT LINE OF BUSINESS	TRANSPORTE DE TURISTAS
PAYPAL ACCOUNT	info@ecomapu.com
RESERVATIONS EMAIL	reservas@ecomapu.com