



FARES AND **BOOKING POLICIES**

- Foreigners guests are exempt from tax payment, as long as they can prove their status (passport and stamped entry voucher) and pay in American Dollars.
- National guests must consider the fee tax included.
- Booking consults will be answered within 24 business hours following the requirement.
- When confirming bookings, all passenger information will be required (full name, ID number, phone number and email).
- Huella Patagónica does not prerequisite payment. We understand entry difficulties, especially during the pandemic. We trust that passengers will give notice immediately if any variations are presented that affect their booking dates, or lead to its cancellation.
- The Hostel, due to force majeure causes, reserves the right to cancel a pre-reservation. An email will be sent with the cancelation or you will be contacted by the communication line used for your initial booking.
- The Hostel Administration reserves the right to cancel any booking if the information provided is false or mistaken. Payment must be done at the check-in.
- It is possible that for reasons beyond our control, we will not be able to place you in your chosen room, but will have to move you to another room. The amount paid at the entrance may vary for this reason.
- The Administration and working team at Huella Patagónica Hostel reserves the right to accommodate any person and/or end the stay of any guest who violates the code of conduct or disrupts the stay of other guests. In these scenarios, no refund will take place.
- **No-Show**
If not arrived by 20:00 on your booked day, and not having informed ahead, your booking will be canceled. No charge will be done.
- **Modifications**
Booking modifications will depend on the Hostel availability and must be done as far in advance as possible.
- **Underage Policy**
 - Minors under age 3 do not pay. Minors over 3 will be considered to pay adult fee. Only one minor under age 3 will be allowed fee-free. In the case there are more children, adult fee will be charged, starting from the second minor under age 3.
 - Underage guests must check-in with an adult companion, informing it at this point, especially when their adult companion is not their parent.
 - School groups must be accompanied by a sufficient number of adults, which ensures correct behaviour during their stay. Huella Patagónica Hostel reserves the right to not accept a group which does not meet these characteristics. No refund required from the Hostel.
 - Underages are not allowed in shared rooms, unless in companionship of their parents or a school group with adults responsible on their behalf.
 - In the event of any damage in the Hostel dependencies, the Hostel management reserves the right to charge the total amount for the repair of the damage.
- **Anticipated end of stay (whatever the case)**
Passengers must inform 24hrs ahead of their leave. This does not necessarily imply a refund will take place. It will depend on the case, taking into consideration flexibility policy of Huella Patagónica Hostel.
- **Booking Cancellations**
Ideally, give notice as far in advance as possible of booking cancellations. We ask you to be aware of any messages we will be sending with your booking confirmations.
- Provided the flexibility in bookings, no charges will be done at the moment of cancellations. No show policy will be applied in the case no communication takes place between the passengers and the Hostel.

