



## Purchase Policy

To visit Estancia Bahía Esperanza payment of the total value of the Estancia ticket will be required in advance.

The reservation through the website, email, in person or by any other means, is valid only and exclusively for the service contracted on the contracted date.

Cancellations or modifications must be requested by email and sent to [reservas@estanciabahiaesperanza.com](mailto:reservas@estanciabahiaesperanza.com)

In the event of a complete cancellation, Estancia Bahía Esperanza will retain the following percentages of the advance depending to the time of the cancellation notice, hence there will be no right to refund:

- 48 hours or less before the scheduled departure time of the activity, or no-show: 100%
- 2-30 days before the activity: 50%

## **Cancellations and modifications by the company**

Estancia Bahía Esperanza reserves the right to justifiably cancel the trip or modify its schedules, in the following circumstances: Reasons beyond our control (force majeure), weather conditions, in the event that the trip requires a minimum number of participants and that number has not been reached in the reserves. The excursion schedule may be modified due to weather or unforeseen events.

## **Cancellations and modifications due to COVID - 19 and / or other reasons of force majeure**

Unforeseen events of force majeure that do not depend on the passenger and may cause cancellations and modifications will be treated flexibly. Estancia Bahía Esperanza may request supporting documentation to certify said eventuality.