

U S H U A I A B Y LOS CAUQUENES

Rates & Recommendations

Children's Rates: Children between 3-12 years old will be charged 70% of the full fee. Children under 3 are free; however, not all activities are advisable for that age.

Recommendations for Land Activities: Warm, waterproof clothing; gloves; hat; hiking boots/shoes; backpack; a pair of extra socks; UV sunglasses; sunblock.

Recommendations for Activities Aboard the Akawaia: Warm, waterproof clothing; gloves; hat; non-skid footwear; a pair of extra socks; UV sunglasses; sunblock.

IMPORTANT: All of the activities are provided in Spanish and English. If you require another language, please submit your request in advance.

DIETARY RESTRICTIONS: In the event of any special dietary needs or requirements, please let us know at least 72 hours in advance.

Terms & Conditions

- Activities are unsuitable for guests with reduced mobility. Please consult for adapted or tailor-made experiences.
- Outings are subject to weather conditions. In the event of a cancellation, another activity of equal value will be offered as compensation.
- We may cancel any activity due to force majeure: delays, strikes, climate phenomena such as earthquakes or floods, quarantine, etc. that occur before or during the activity that impede, delay, or obstruct in any way either the full or partial completion of the services rendered by the company.
- We reserve the right to modify or alter daily activities either before or during their execution. Activities will be carried out when the minimum number of guests required to participate are present.
- For certain activities, a maximum number of guests is permitted; availability for the activity will be capped once this number is reached.

Rate & Payment Policy

- Rates are quoted per person and are expressed in U.S. dollars.
- Per Law No. 19640, Los Cauquenes Ushuaia S.A. and Austral Experience E.V.T. LEG No. 15522 are exempt from invoicing the Value Added Tax (VAT), in addition to the additional five percent (5%) on the Value Added Tax, according to General Resolution No. 3337.
- Rates are subject to possible modification without prior notice.
- Payments are to be made in U.S. dollars cash or the Argentine peso equivalent, pursuant to the previous day's exchange rate published by Argentina's National Bank.

Cancellation Policy

- Cancellations are considered confirmed only when the request is made in writing and has been received and accepted by our staff.
- Cancellations made up to 48 hours beforehand will not incur a penalty fee. In the case of a reservation that has been guaranteed via advance payment in full, guests will receive a credit to use on other hotel services.
- Cancellations made within 48 hours will be charged a penalty fee equal to 100% of the activity's value.
- Once the activity is underway, the modification, suspension, or interruption on behalf of the guest due to personal reasons will not be eligible for refund or reimbursement.

Required ID & Documentation

- It is each passenger's responsibility to provide any necessary personal identification requested by local authorities. For Argentine tourists: DNI, for foreign visitors: valid passport.
- We are not responsible for any personal documentation that might be required of guests, for its validity at the time of the trip/activity, nor for any potential damages or loss incurred by expired or missing documents or identification.

Behavior Policy & Right of Admission

We reserve the right to request the removal of any guest whose behavior, health condition, or any other serious issue that results in a dangerous situation, negatively affects the other guests, or jeopardizes the overall outcome of the activity.