



TANGO

PATAGONIA TOURS

General Terms and Conditions for the Hiring of Tourist Services

The requests for services will be regulated by the general conditions detailed below:

The Travel Agency expressly declares that it acts solely as an intermediary regarding the services and the entities or individuals providing services, carrying out operations on behalf and at the service provider's request and each passenger's exclusive request.

We ask you to read carefully and consult us before any concerns that may arise. We are at your disposal to advise you and provide the necessary information.

SERVICE AND RATE INFORMATION: In all cases, they are indicative and do not constitute confirmation. The requests for services will be governed by the conditions detailed below:

REQUESTS AND PAYMENTS:

- 1) Payments before the definitive confirmation of the services by the Agency are in the **concept of reservation** against a larger amount. The **definitive confirmation of the services and respective final prices** will occur with the **total cancellation of the payment for the trip**, the issuance of tickets and/or vouchers, and the issuance of the corresponding billing.
- 2) **Payments must be made within 48 business hours after completing the registration form** with all the information required therein.
- 3) **The price and/or reservation of the services that make up the tour or the individual services** requested are subject to changes without prior notice when there is an alteration in the services, modifications in costs, or the expected exchange rates due to causes not attributable to the parties.
- 4) **Credit operations must meet the specific requirements set for them.** The interested party must complete the payment of the price and balances within the deadlines and conditions established in the contract with the banking entities that finance them. The Agency takes responsibility for the professional information of all the products and services it markets, as well as the details of the trip and requirements related to the personal documentation of passengers to enter or transit in the chosen destination outside Argentina and the requirements related to visas and other immigration procedures.
- 5) **Passengers who pay in cash** are subject to current government regulations. Passengers paying for services from abroad acknowledge the foreign exchange restrictions imposed by government measures beyond this company's control.

PRICES INCLUDE:

The services that are specified in the itinerary. Round trip transportation, when this service is expressly included in the detail of services, with the type, characteristics, and category that is stated in said detail, according to whether the service is a regular, charter, or with a block-off system (blocking) and according to the destinations with or without stops and/or connections; traveler assistance according to the conditions of the service if applicable and/or its modality is expressly indicated in the respective voucher; accommodation in the hotels; meal plan, as indicated on each occasion; visits and excursions that are mentioned. Transfers to and from airports, terminals, and/or hotels, when indicated. The number of days of accommodation provided in the service voucher, considering that the hotel accommodation day is counted from three PM and ends at noon the following day, regardless of the time of arrival and departure and/or the complete or fractional use of the hotel service. Given that hotel legislation is local, if for reasons



TANGO

PATAGONIA TOURS

inherent to it the end time of the accommodation is earlier than noon, the rooms may be occupied until the departure time indicated by the hotel upon check-in, and this company cannot make any modifications regarding this circumstance, nor attend to special situations. The duration of the tour will be indicated in each case taking as the first day the one established in the travel documentation, and as the last, the day of departure from the destination, regardless of the departure or arrival times, from origin and to destination, respectively.

SERVICES OR ITEMS NOT INCLUDED:

- 1) Personal expenses, telephone calls, or any other service that is not expressly indicated in the service order issued by this company.
- 2) Meals on the road, except those that are expressly included in the programs.
- 3) Costs for visas and/or entry authorizations to the chosen destination when required.
- 4) Any other service, or excursions not indicated in the itinerary.

DOCUMENTATION:

- 1) To travel abroad, the agency informs and the passenger must pay special attention to the current legislation in each case regarding the destination. **This company has informed you clearly and reliably and with sufficient advance notice about the requirements demanded by the immigration, customs, and/or health authorities of the destinations included in the tour, being the exclusive responsibility of the passenger to have the personal documentation required by the authorities.**
- 2) The **passenger must obtain and present the documentation** at the moments when it is required by the migratory, police, and/or health authority and/or whoever corresponds according to the type of trip chosen. **The passengers are responsible for adequately informing** themselves about the necessary documentation, visas, and vaccines, as well as the migratory requirements of foreign countries. Due to having been informed and the duty to inform themselves, **no responsibility is assumed for deficiencies of any nature in the documentation, processing and/or lack of visas, errors in the issuance of personal documents, the validity of passports, and/or other travel documents, permits for travel with minors, etc.**
- 3) If the passenger has a nationality other than Argentine, they **must inform** the travel agency properly and correctly of all their data and **request the required documentation to travel, according to the nationality they possess.** In case of traveling with minors under 18 years old and/or minors traveling alone with authorization from their parents, guardians, and/or representatives, **the passengers must carry all the documentation** required by the migratory authority. Passports and/or other documentation required for travel must be updated and inadequate, legible, and in good condition.
- 4) The passenger must inform the travel agency in writing about any special needs they may require. According to the chosen travel destination, there may be sites, excursions, and/or places with difficulty or impossibility of access for people with reduced mobility, which is why it may occur that some excursion(s) cannot be provided by the local tour operator due to factual impossibility. In such cases, by the provisions of law 25.643, information will be provided on which tours or excursions may be impeded from being carried out and/or affected in their development. Services not provided due to this circumstance are non-refundable.
- 5) **This company will not be responsible for the processing and validity of the traveler's documentation,** nor for the inconveniences that may arise from such cause. All expenses corresponding to delays and/or abandonment of the trip caused by lack or deficiency of the necessary documentation for its realization **will be the responsibility of the passenger.**
- 6) To travel abroad from the Republic of Argentina, minors under 18 years of age must have express authorization, by Law 26.994 and provisions of the DNM, granted by both parents before a National Public Notary with the legalization of the corresponding Public College, Argentine and foreign consuls. **It must be legalized before the Ministry of Foreign Affairs and Worship or Apostilled.**



TANGO

PATAGONIA TOURS

CANCELLATIONS AND REFUNDS

All cancellations must be made individually by email with the *"name of the trip/traveler + CANCELLED TRIP"* in the subject line, and are effective upon receipt in our email inbox administracion@tangopatagonia.com.

Refunds for the trip payment **may take up to 2 weeks to process** and transfer fees and/or banking and tax expenses will apply. Administrative expenses generated by these will be deducted. Depending on the number of days in advance that the trip cancellation is requested, the **retention** will correspond to the following amounts indicated:

Cancellation fees:

- Up to **45 days before departure, 25%** of the trip price
- From **15 to 45 days, 50%** of the trip price
- **Less than 14 days, 0%** of the trip price

The passenger who has paid for their trip and **does not show up at the time of boarding will lose the right to any claim**, being able to continue the tour if they arrive at the destination by their means.

100% (one hundred percent) of the amount paid will be refunded to the passenger who cannot undertake the trip for medical reasons or in the event of the death of a direct relative (up to the second degree of kinship). In these cases, the passenger **must send a medical certificate issued by a public entity**.

Once the trip has begun, the suspension, modification, or interruption of services by the passenger for personal reasons of **any kind will not give rise to any claim, refund, or return**. The interruption of services due to reasons attributable to the passenger incurs costs. In all cases, the travel agency commits to providing technical assistance so that the passenger can continue their trip under the best possible conditions according to their scope. The passenger must assume the costs for early return, according to the penalties charged by the airlines.

RESPONSIBILITY

- 1) This company is not responsible for fortuitous events or force majeure, weather phenomena, natural events, pandemics, epidemics, or situations of armed conflict that occur before or during the development of the tour and that prevent, delay, or in any way hinder the total or partial execution of the services committed by this company. The Agency will inform the passenger in case of conflict situations that may arise at the destination, and the passenger, is duly informed. He will personally decide whether or not to carry out the trip. It is made clear that every trip is subject to the health and/or immigration regulations of the country of origin and destination of each trip at the precise moment it must begin or end. It is expressly stated that this company does not form any economic group nor has any association with shipping companies, airlines, hotels, or organizers of excursions, contests, promotions, resorts, or other tour organizers, either in the country or abroad, or with the retail travel agency that markets its services and/or products.
- 2) The personal data contained in the travel reservations contracted through this company will be kept for the shortest time necessary. Only those data essential to finalizing the reservations of the chosen services will be disclosed. The National Directorate for Personal Data Protection has the authority to address complaints and claims related to non-compliance with the regulations on personal data protection. The holder may at any time request the removal or blocking of their name from the



TANGO

PATAGONIA TOURS

databases in which their data is found. In all communications for advertising purposes made by mail, telephone, email, internet, or other remote means, the possibility for the data holder to request the total or partial removal or blocking of their name from the database must be expressly and prominently indicated. Upon request from the interested party, the name of the person responsible or the user of the database that provided the information must be disclosed.

ALTERATIONS OR MODIFICATIONS:

- 1) The tour will take place and the services will be provided only if the minimum number of passengers is reached.
- 2) Requirement: Minimum of 35 confirmed and paid passengers, or whatever is established for each tour.
- 3) The providers reserve the right, for technical, operational, and/or force majeure reasons, including epidemic or pandemic causes and health and immigration measures of the different countries where the tourist service is provided, to alter total or partially the daily arrangement and/or services that make up the tour, before or during its execution.
- 4) Unless expressly stated otherwise, the stipulated hotels may be changed for another of equal or higher category within the same urban area at no charge to the passenger. Regarding these variations, as long as they are made for reasons of better comfort, service, and/or force majeure, the passenger will not have the right to any compensation.
- 5) The travel agency reserves the right to cancel any tour if the basic conditions for its provision cannot be guaranteed.

NON-COMPLIANCE:

In the event of a discrepancy between the services offered and the services contracted, the passenger may contact the consumer protection agency with jurisdiction over their place of residence.