

Commercial Policies Tour Operator



Making a reservation

Bookings must be made at our email: reservas@hotelesaustralis.com

The reservation must contain the following information:

1. Hotel id
2. Name of main guest or group
3. Number of guests
4. Type of room
5. Date in/out
6. Special requirements

To expedite service and provide the best attention at the time of group Check-In, we request that you send us your rooming list and your guest's nationalities and passports in advance.

Once receiving your request, the Reservations Department will send within 24 hrs your confirmation code via email.

Confirmation

All reservations must be guaranteed through some form of payment to be considered as confirmed.

Otherwise, if the reservation is not guaranteed, is considered tentative and automatically will be removed from the system once the cancellation deadline has passed, which is indicated in the point "Cancellations, Modifications and No Show" of this document.

In the event of a date overlap between a new group booking request and an existing one, priority will be given to the guaranteed one. The initial agency will have priority in contacting its client to guarantee their booking within a maximum period of 5 days, otherwise the second requested booking will be processed.

Tax exemption for foreign passengers

We request that you inform your passengers that, according to Chile law, to be eligible for tax exemption (i.e., be exempt from value added tax), you must meet the following requirements:

1. Pay in U.S. dollars
2. Be a non-resident foreigner in Chile
3. Carry a valid passport and the proof of entering the country presented to you by International Police.

The service vouchers issued to foreign guests should clearly indicate this condition.

Guests should be informed that tax exemption shall only apply to the guest's own food/drink within the hotel.

Payments

Guarantees and payments are received through our national and international checking accounts as well as credit cards Visa, Master Card, American Express and Diners.

Transfer cost is responsibility of the issuer.

Bank accounts for deposits

ID: Hoteles Australis Ltda.

Rut: 78.447.910-2

Address: Plaza Muñoz Gamero 1039, Punta Arenas, Chile

Send copy of receipts or transfers to mail:

reservas@hotelesaustralis.com

■ Banco de Chile

SWIFT: BCHICLRM

US Bank checking account:
052900824205

CLP Bank checking account:
2900824200

■ USA Correspondent Bank

Citibank New York
SWIFT: CITIUS33

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Cancellation, modification & no show policies

Cancellations or modifications must be informed in the same way as the reservation, prior to the deadline date.

After this period, the penalties indicated in the following chart will begin to apply.

The charge of these penalties will be made in a whole way of the reservation or in a part of it, according to the number of rooms involved in the change after the deadline.

Reservations made after its date of deadline, our Reservations Department will establish a special deadline of confirmation and payment.

Reservations of series and fixed departures bigger than 100 Room Nights total per season require sending pre-rooming 90 days before the check in.

NO SHOW

In case of No Show, will be charged 100% of the reservation.

GROUPS PENALTIES:

4 OR MORE
PAID ROOMS

DEADLINE		FINE
HIGH SEASON	MEDIUM & LOW SEASON	
60 days prior to check in	10 days prior to check in	No Charge
59-45 days prior to check in	-	50% Charge
44 - 0 days prior to check in	9 - 0 days prior to check in	100% Charge
No Show	No Show	100% Charge

INDIVIDUALS PENALTIES:

3 OR LESS
PAID ROOMS

DEADLINE		FINE
HIGH SEASON	MEDIUM & LOW SEASON	
15 days prior to check in	48 hrs prior to check in	No Charge
14 - 0 days prior to check in	Less than 48 hrs	100% Charge
No Show	No Show	100% Charge

Child policy

Accommodation and breakfast is complimentary for one child under 5 years, sharing room and bed with his parents.

Group complementary policies

COMPLEMENTARY ROOMS

A room is fully complimentary for every 15 paying rooms.

COMPLEMENTARY TC

TC is complementary in housing and /or food services reserved for the group based on a single room.

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Day use

The use of a room between 09:00 am and 6:00 pm has a value of 50% of the night.

Early check in

Our check in time is from 3:00 p.m. In case the guest requires to enter to his room prior to this time, he can do it with an additional charge of 50% of the value of the night, for stayings between 9:00 am and 2:59 pm.

If the guest wishes to enter to his room at a time before 9:00 a.m. we recommend book the night before.

Service subject to availability.

Late check out

Our check out time is until 12:00 p.m. In case the guest requires to leave his room after this time, he can do it with an additional charge of 50% of the value of the night until 6:00 pm and later the charge will be an additional night.

Service subject to availability.

Room rates include

1. Breakfast Buffet
2. Wifi
3. Digital concierge
4. Desk
5. LED screen TV with cable TV
6. Telephone
7. Fully equipped bathroom
8. Room Amenities
9. Safety box
10. Heating with individual control
11. Smoke detectors
12. Luggage storage
13. Parking
14. Sprinkler (only in HCH)
15. Wellness Center (only in HCH)

Safe-box

The hotels are equipped with a complimentary safe-box in each room. For this reason, hotels are not responsible for the loss of money or valuables inside our facilities.