

# Commercial Policies Individuals



## Making a reservation

Bookings must be made at our email: [reservas@hotelesaustralis.com](mailto:reservas@hotelesaustralis.com)

The reservation must contain the following information:

1. Hotel id
2. Name of main guest
3. Number of guests
4. Room type, specifying whether the double rooms are twin or matrimonial.
5. Date in/out
6. Credit card number and expiration date
7. Special requirements

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.

## 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.

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](mailto: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.

### NO SHOW

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

### INDIVIDUALS PENALTIES

| DEADLINE                      |                                | FINE        |
|-------------------------------|--------------------------------|-------------|
| HIGH & MID SEASON             | LOW SEASON                     |             |
| 15 days prior to check in     | 48 hours prior to check in     | No Charge   |
| 14 - 0 days prior to check in | Less than 48 hours to check-in | 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.

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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 11:00 a.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.