

## Deposits, Cancellations And Bills

- We require a **deposit of 30% of the total value of your stay** when the reservation is confirmed. The remaining balance should be paid 30 days before the date of arrival. **Reservations that do not fulfill these requirements will be canceled.**
- All cancellations must be in writing.
- If the reservation is canceled before 60 days prior to the reserved date of arrival the deposit will be returned in full less a service charge equivalent to 15% of the value of the deposit.
- If the reservation is canceled more than 30 days but less than 60 days before the reserved date of arrival, the deposit will be returned less 50% of the value of the deposit.
- If the reservation is canceled or postponed less than 30 days prior to the reserved date of arrival, no refund will apply.
- Prices in dollars are informative. Bills for consumption at the hotel are presented in Chilean pesos at the official exchange rate. Prices may be subject to change. Our rates do not include the 19% Value Added Tax (known as IVA), however, guests who are not residents of Chile do not pay IVA if they pay their hotel account in dollars or with a dollar credit card.

## Guest Responsibilities

It is the responsibility of guests to maintain contact with Portillo in order to keep informed about conditions in the Ski Area including weather, slope conditions, road conditions and resort operation status before commencing their trip to Ski Portillo. Should Portillo be forced to modify the opening or closing date of the ski season, or if roads are closed to the ski area, Portillo is not responsible for costs incurred due to changes in travel arrangements including additional airline fees.

## Miscellaneous Hotel Information

- Tours of the hotel and its facilities are given every Saturday night. We recommend these tours to first-time visitors so that they learn of the many things there are to do in Portillo.
- Tap water in Portillo is completely potable.

- Portillo's rooms do not have television; however television may be watched at certain hours in the cinema or the disco. This is intended to encourage guests to enjoy the many services, entertainment and activities available, and to get to know the other guests.
- Portillo asks that all guests wear nice clothing and shoes to the dining room for the evening meal. Ski clothes are fine at breakfast and lunch. Bathing suits are never acceptable in any of the dining areas. Guests who enjoy getting dressed more elegantly for dinner are welcomed and encouraged to do so.

## Getting to Portillo

Guests fly into Santiago International Airport (SCL). The drive to Portillo takes a little over 2 hours and offers magnificent scenic views. Transportation is not included in the price, but can be arranged by contacting Portillo Tours & Travel; e-mail: ptours@skiportillo.com, Tel.: (56-2) 2263 0606, or through other transportation companies in Santiago. We recommend arranging transportation as guests do not need a car while at Portillo.

## Road Closed Policy

The road to Portillo is also the International Highway that links Santiago, Chile, with Mendoza, Argentina. The highway is maintained by the Chilean Ministry of Interior, who is responsible for road maintenance and cleaning following snowstorms or other events. Portillo Ski Resort is not responsible for the condition of the road.

### **IMPORTANT:**

Guests who are unable to reach Portillo while the road is closed will be responsible for their accommodations and other expenses in Santiago or elsewhere. The nights that are not used at Portillo will not be charged and the amount will be credited to their accounts. The guest can use their credit for a future reservation during the same ski season or request a refund through the travel agency used to book the reservation.

Guests who are unable to leave Portillo because the road is closed and must spend an additional night in the resort will be charged the full rate for the first night's accommodation. If there should be a second night a 50% discount is applied to the normal rate.

Portillo operates with natural and man-made snow,  
which allows for the consistent operation of the ski area once it is open.