



SPIRIT  
OF THE WEST  
ADVENTURES

## ULTIMATE PATAGONIA – 12 DAYS

# TOUR INFORMATION PACKAGE

All the details you need to learn about and reserve your unique luxury mothership & sea kayak adventure! Join Spirit of the West Adventures for a trip to incredible coastal Patagonia in Chile. Please don't hesitate to contact us if there are any more questions. We are looking forward to hearing from you and helping plan your trip of a lifetime.



# PATAGONIAN CHILE – MOTHERSHIP KAYAKING

## AT A GLANCE

TYPE	Luxury & private chartered mothership & sea kayaking tour
LENGTH	<b>12 days, 11 nights</b>
GROUP SIZE	Maximum 8 guests and 2 guides
ACTIVITY LEVEL	Easy, suitable for beginners through experienced kayakers
HIGHLIGHTS	Abundant untouched wilderness, rich wildlife Comfort of sleeping and eating aboard a mothership Safety and the ability to cover great distances, always exploring somewhere new Paddling at San Rafael Glacier and amidst the icebergs Visiting a working sheep estancia (ranch) in remote Patagonia Hot springs, all to ourselves Chilean hospitality and wines Personalized attention and service from knowledgeable and experienced guides We take care of all the details from when you land until when you depart
WILDLIFE	Dolphins, porpoise, penguins, sea lions, seals and so much more
PRICE	\$7,495 USD (no tax on international tours)
INCLUDES	Everything that you should need to enjoy Chile is included. Accommodation from night one of the tour through to departure day, pick up and drop off at the airport if arriving during one of the Spirit of the West Adventures pickup times, domestic flights as included in itinerary, all food and non-alcoholic beverages (wine and beer will be provided while on the Mothership), all kayaking gear, bedding, dry bags, a paddling top (for use during the kayaking portion of the tour), guides, tours and admission fees during the Spirit of the West Adventures tour.
NOT INCLUDED	International airfare, costs associated with passports, gratuities, alcohol while not on the Mothership, personal purchases such as souvenirs, toiletries etc, your personal clothing and luggage, arrival and departure taxes, reciprocity fees and/or transport costs if arriving outside of our pick up times.
TOUR DATES	<b>February 24-March 6, 2020</b>

TO RESERVE YOUR  
TRIP **CALL**  
1 800 307 3982 Toll Free  
1 250 285 2121 Overseas

TO REGISTER  
ONLINE **VISIT**  
[kayakingtours.com/reservations](http://kayakingtours.com/reservations)

OR SEND US AN  
**EMAIL**  
[info@kayakingtours.com](mailto:info@kayakingtours.com)



# HOW & WHERE WE TRAVEL

## FROM CHILEAN WINERIES TO THE SAN RAFAEL GLACIER

Join Spirit of the West Adventures for a trip to incredible Coastal Patagonia! This tour allows you to experience Spirit of the West Adventures quality while exploring the beautiful outer islands of southern Chile. We will experience the best of what Chile has to offer in a mothership style sea kayaking tour: wine, wildlife and wilderness paired with sea kayaking in one of the most stunning places on earth, all from the comfort and convenience of our personal expedition ship.

The coast of Chile stretches for over 4300 kilometers, providing endless opportunities for kayakers. The region we have chosen for our tours is considered Northern Patagonia and is part of the Aysen Region. Most people think that the southernmost portion of Chile (Southern Patagonia) is the most rugged and wild, but think again. We will take you into difficult to access areas with stunning landscapes, abundant wildlife, hot springs and glaciers dropping into the sea, all while enjoying the Spirit of the West Adventures safety and service you have come to expect.

We've crafted this trip to take in most of the highlights that we've discovered over the past 8 years of traveling to the area, and feel that it is an excellent and in-depth introduction to the area. Some of the top selections include paddling in beautiful and pristine Traiguén and Goñi Islands finding traces of the original inhabitants of the area among small islands of the archipelago, viewing abundant wildlife, soaking in remote hot springs, basking in the immensity of the San Rafael Glacier and taking in a traditional asado (barbecue) at a remote estancia - all among the backdrop of volcanoes and mountains.

**This trip is suitable for all ages and ability levels.** Participate in our activities as much or as little as you

want while experiencing some of the most remote parts of Patagonia.

Everything is included in the tour cost from the time you arrive in Santiago until the last day of the tour. All you need is a sense of adventure and possibly a camera to catch the incredible beauty of area so that your friends will believe you when you try to describe this wild and wonderful place to them upon your return home.

The tour starts in Santiago and enjoy one day of touring and wine tastings in Chile's fantastic and plentiful wine producing regions. On our second day we travel to Patagonia via a short regional flight. We will then meet our floating home, the 57-foot motor vessel called **the Noctiluca**. From here the world is our oyster as we explore this incredible coastline.





## SAMPLE ITINERARY

This route will take us deep into the southern reaches of the Chonos Archipelago to the world famous San Rafael Glacier. We will take our time reaching the glacier kayaking amidst stunning scenery and enjoying all the region has to offer including a visit to an authentic estancia (ranch) and a trip to remote hot springs.

Please read this customized trip itinerary closely so that you are familiar with how the trip is planned to unfold.

### DEPARTURE DAY - DAY ZERO

Depart your home for Santiago, Chile. Most flights are overnight (apx 10 hours from Toronto) and arrive early to mid-morning the following day.

### DAY 1

Welcome to Santiago! Before you see your guides, you will clear customs and immigration. Next, pick up your bags and then out into the arrivals hall, where one or both of your guides will be there waiting for you at wearing their Spirit of the West t-shirts (more specific details on meeting at the airport will be sent to you just before your trip starts). If for some reason we can't meet you ourselves there will be someone holding a sign with your name on it. We will then all travel back to our hotel in Providencia (a region of Santiago). In case of any problems, please note the name, address and phone number of our hotel:

#### **Meridiano Sur Petit Hotel**

Sta. Beatriz #256, Providencia

Phone number 56-235-3659

(Reservations are all made in your individual names through [www.booking.com](http://www.booking.com))

The afternoon is yours to explore the neighbourhood and city. Depending on how you are feeling after checking into the hotel and freshening up, you may be interested in a walk through some of the local parks & around the general area. If you prefer, please enjoy a nap or a quiet afternoon at the hotel.

That evening we will all meet at the hotel and head out for a welcome dinner at one of our favorite Chilean establishments. (Please note, expenses on this day, other than the airport pickup, hotel and dinner, are not included in the tour cost). Then it's time for a good night's sleep.

### DAY 2

After a hearty breakfast we will head out of the city to the beautiful Casablanca Valley to visit some of the best wineries in Chile. The journey through the Valley begins our encounter with some of the many different types of landscapes that we are about to experience over the rest of our journey. Here we will visit some boutique wineries as well as some of the well-known establishments for tastings and tours of their wine production. Of course there will be time for you to purchase a bottle or two to take home. We will return to the city in time for dinner at one of our favourite restaurants and will dine under the stars while enjoying the nightlife of the Chilean streets.



### DAY 3

Morning will come early, but the excitement of the journey to come will help with our wake-up call. After a continental breakfast we will transfer to the Santiago airport for our flight to Balmaceda airport. A 3-hour flight later, we will arrive in Patagonia!



We will then drive an hour through beautiful rolling hills and past waterfalls to meet our mothership, the beautiful Noctiluca. The “Noctiluca” is a 57-foot motor yacht named after the luminous plankton that abounds in Patagonian waters (what we would call bioluminescence). Once all settled aboard, the captain will give us a safety briefing and we will enjoy dinner while watching the sun sink behind the islands as we motor out of the Aisen Fjord and Paso Casma. That night we will anchor in beautiful Chiva Cove (apx 60 nautical miles covered by boat).



## THE KAYAK ADVENTURE BEGINS

Please note that while this Patagonian coastline is absolutely stunning, it can be quite exposed to wind in certain areas so we have to split our paddling with motoring in order to get to some of the remote places to paddle. Both the paddling portion and the motoring portion of this trip are weather dependent, so the following itinerary is simply a guideline, but will likely need to be flexible to work with nature.

### DAY 4 & 5

There are so many places to explore in this region it is hard to say exactly where to begin our paddling, but the many small islets of Isla Traiguén and its bird colonies are a likely starting point.

Paddling in the area around Isla Goñi we'll get a sense of a Patagonian landscape that is more often found even further south: low scrub vegetation with only a few trees near the shoreline, evidence of the harsh climate of the region. Here there are also signs of the original inhabitants of the islands, the Chonos people, in the form of shell middens (mounds of shell material deposited over many years from harvesting and consuming mussels and clams).

### DAY 6

From Isla Goñi we head south again through Estero Elefantes to the entrance of San Rafael Lagoon. Here we will gather ancient ice for a toast to the imposing icebergs of the lagoon. That afternoon we will take an excursion by zodiac to the beaches and streams near the glacier.

### DAY 7

Today we will explore the San Rafael Lagoon. We will have lunch near the glacier, surrounded by icebergs. We will carefully navigate our way by kayak through the icebergs to visit the “regions” various beaches and islets. That evening we will anchor at Port Lepardo at the entrance of the lagoon. While we eat dinner we will listen for the tell-tale cracking sounds of the calving glacier in the distance.

### DAY 8

Today we motor to the estancia (ranch) owned by our Captain Robin Westcott. Estancia Quitralco is a private ranch which covers many square kilometers and offers us the chance to spend the afternoon exploring the river by kayak, fly fishing and/or trekking on the property. We will finish off our day with an authentic gaucho lamb asado (or BBQ). The taste of fresh lamb and vegetables slow-roasted over an open fire enjoyed under the vast Patagonian sky is second to none. This meal of course will be accompanied by a great selection of Chilean wine and beer and vegetables picked fresh from the garden on-site. Is this heaven on earth?



## DAY 9

Departing from Quintralco we will set sail for nearby hot springs. Discovered by our Captain's family decades ago, this secluded and private location offers some luxurious soaking while taking in a fabulous view down the fiord. We will spend the remainder of the day navigating through small channels, ideal for dolphins and encounters with other wildlife. That night we spend anchored in Puerto Lynch.

## Day 10

We will get an extra early start this morning in order to reach the sheltered waters of Gato Cove in plenty of time to enjoy kayaking in Cinco Hermanas (Five Sisters) National Park. The scenery here will not disappoint. After exploring these beautiful islands we will motor to our final anchorage of the trip. Dinner on board will once again leave our taste buds truly satisfied and our bellies full. Really could life get any better?

## DAY 11

Sadly, this will be our last day on our floating home. We will get an early start to ensure we arrive back to Puerto Aisen in time to transfer back to the Balmaceda Airport in time to catch a flight back to Santiago that evening. If you are pressed for time, it may be possible to catch an international flight this evening (check with the office for details). The rest of the group will enjoy one last farewell dinner together in Santiago. Hotel this last night is included in the tour cost.

## DAY 12

This is your last day in Santiago. After breakfast at the hotel you will say goodbye to your guides. You are welcome to explore the city on your own, perhaps heading to a local market for some souvenir shopping before flights that evening. Most international flights leave late in the day. Spirit of the West will arrange pickups and ensure you get to the airport safely.

## ADDITIONAL DAYS

Spirit of the West Adventures will ensure everyone gets safely to the airport for their journey home or help you get on your way if you are lucky enough to have more time to explore this incredible part of the world.



Please note any airport transfers outside of the scheduled arrival and departure days are at your own expense.

## SPECIAL NOTE

Please know that the above itinerary is meant to give you an idea of all the region has to offer. Weather, wildlife and our fellow kayakers will help to determine the specifics of our daily route. Please also bear in mind that this is a remote and expansive area – if we find another place we wish to explore, we can do so!



# MORE ABOUT OUR FLOATING HOME

## OUR COMFORTABLE VESSEL **THE NOCTILUCA**

While we schedule our tours to try to make the most of the Patagonian weather as well as good wildlife viewing times, you never know what kind of weather you will experience. For this reason we have found that mothership kayaking is the perfect way to experience this wild and rugged area. The mothership also allows us to cover much greater distances each day and to explore areas that would take weeks to reach by sea kayak alone.



### **INTERIOR OF MOTHERSHIP**

The Noctiluca was constructed using a unique Patagonian wood, cipres de las Guaitecas, used for centuries by the maritime Chiloe (a coastal region of Chile) seagoing culture. Blending the traditional artwork of experienced Chiloe boat builders with the latest technology in boat design, safety and interior finishing, the Noctiluca offers a cozy wooden interior and comfortable cabins as well as safety and reliability. The ship features two double guest cabins (lower double berth and upper single berth) and a front cabin with four single beds. All share two roomy heads (bathrooms) complete with hot water and showers. The yacht is handled by a skilled crew and captain with decades of experience in Patagonian waters.

### **THE CREW ON THE BOAT**

Our captain, Robin Westcott



Robin has over 30 years of experience in this area which he is proud to call home. He has spent years of exploring this region by sailboat, motor vessels, by horseback and by foot and is the perfect guide for our adventures. A highly experienced boat captain, he is able to share the subtle nuances of every nook and cranny with us.

Our chef, Jorge Barros



Mate, Nico Subercaseaux





## TESTIMONIALS FROM OUR PAST GUESTS

“Highly professional, competent, humourous and great hosts. Awesome scenery, huge diversity of animal and plant life. No development, no people, just you and nature”

Lorraine and Richard

“Loved it all! The ranch was a super day and being able to hang on the bridge, and walking and beach combing and EVERYTHING! This trip was a once-in-a-lifetime dream holiday. I’d tell everyone with a sense of adventure that they HAVE to try it, but a well-kept secret makes it that much more enjoyable for years to come. Unforgettable.”

Jennie

“Awesome trip. Boat and crew were great! Food was excellent. B & R, your advance research served us all well. You created a truly outstanding trip.”

Richard

“The glacier was spectacular! We have been to Chile several times, and this trip exposed us to many new and interesting places. We would definitely recommend this trip.”

John and Lani

“It was an excellent trip, made even better by the great guides. I was not sure I would enjoy this trip, but it was very well organized and the location was spectacular. Initially I thought it was expensive, but on reflection it was worth every penny. Everyone should do it.”

Catherine

“My highlights were kayaking near the shore – small islands – calm water was more enjoyable. Loved seeing the whales, dolphins, etc. The hot springs are a must! Enjoyed seeing small local villages – loved the small hikes on the beach – gives people a break from the boats. An experience to be treasured forever, ‘wine, water and whales’

Blair

“All info and logistics were bang on. An absolute thrill to travel with SoW. Guide knowledge wide and varied. Ultra friendly. Don’t want to leave! Highlights were chances for extra paddling, crab feast on aft deck, thermal beach, lamb on beach, and Isla Kent. An incredible blending of wild Patagonia and the warm comforts of home. SoW manages to capture them all. An incredible experience!”

Darrel

“Adding the Chile experience to my Johnstone Strait experience has just made me want to come back again! Thanks for a fantastic time!”

Bob





## FREQUENTLY ASKED QUESTIONS

**Below is a list of commonly asked questions. If you have any further questions or concerns please do not hesitate to call us.**

### **HOW MUCH KAYAKING EXPERIENCE IS REQUIRED TO JOIN THE TOURS IN PATAGONIA?**

No experience is required for our kayak tours! Our adventures are for everyone. Patagonia is a rugged and wild place with unpredictable weather, but we have the luxury of being based on a Mothership, which allows for you and the guides to choose when paddling is appropriate.

### **DO I NEED TO BE IN GREAT SHAPE FOR THIS TRIP?**

No. Our adventures are not considered to be strenuous or physically demanding, and we do not require a high level of fitness. We just ask that you are capable of a few hours of moderate exercise each day. Keep in mind that good general health will go a long way if we happen to encounter some strong winds or time restrictions. Most important is an adventurous spirit.

### **IS IT DIFFICULT TO GET TO CHILE? DO I NEED ANY SPECIAL VISA & PAPERWORK TO ENTER?**

Chile is well worth the effort to get there. There are direct flights to Santiago (the capital city of Chile) from many cities around the world. Direct flights depart from Toronto, Canada almost daily and take approximately 10.5 hours. There are many flight options for getting to Chile and we would be happy to help you determine which route is best for you.

Tourists from most countries do not need a visa for stays of up to 90 days, however they do need valid passports. You will need to hold an onward/return plane ticket or a credit card and/or sufficient funds to cover the intended period of stay.

### **DO I NEED ANY SPECIAL INOCULATIONS OR MEDICATIONS FOR SAFE TRAVEL TO CHILE?**

No, there are no required inoculations for entry into Chile. We do however recommend a current tetanus shot, as well as protecting yourself further by receiving hepatitis A & B and typhoid fever shots.

### **DO I NEED TO SPEAK SPANISH TO JOIN THE TOUR?**

No, Chile is a fantastic place to explore no matter what language you speak. Your guides and boat crew are able to

help with translation, and all of the finer details of your tour are taken care of by Spirit of the West staff. The tours of the wineries are also in English. This being said, it is never a bad idea to brush up on a few common phrases and greetings.

### **HOW MUCH PADDLING IS GENERALLY DONE IN A DAY?**

Paddling time will vary depending on our destination, the group's abilities, and desires, but is generally between 3-5 hours a day. Patagonia is ripe for exploring. We enjoy the process of travelling to each and every location for kayaking, spending approximately 50% of our time cruising through the islands and fjords on the mothership and approximately 50% of our time in the kayaks. This allows us to cover great distances and see highlights such as Glacier San Rafael (Ultimate Tour) and the Golfo de Corcovado (Ultimate Tour Extended) in our time together, while also allowing for great kayaking. If time and location permits, we also like to incorporate some walking, fishing, beach-combing etc.

### **HOW STABLE ARE THE KAYAKS? WHAT IS THE LIKELIHOOD OF FLIPPING OVER?**

The kayaks we use on our tours are stable and designed for comfort. The likelihood of capsizing is minimal, and generally only occurs in an uncommon situation. On our Patagonian tours we use all double kayaks (with the exception of one single kayak, which guests can rotate through), which are very stable.

### **WHAT HAPPENS IF MY KAYAK FLIPS OVER?**

If for some reason your kayak flips over, all of our guides have ample practice time on the water with rescue procedures in order to quickly and efficiently get you back in your boat. At this point we will take you to the nearest shore to change into some warm cozy clothing and then carry on with our journey or call the Mothership for a pick up. While we are out on the water, it is of the utmost importance that the group sticks together in the event of capsizing or change of route plan.

### **WHAT IF THE WEATHER TURNS BAD? WILL I BE COMFORTABLE AND WARM?**

Oh the Mothership, a paddler's paradise! The Mothership allows us to kayak only when we feel like it and in the best locations for kayaking. This being said it can be quite beautiful



to paddle in the rain, often the winds are lowest during light rains and Spirit of the West provides you with a good-quality paddling jacket and pants. If anyone was to get cool, we can take breaks to warm up, or can always contact the boat for a pickup. The weather in Patagonia in January and February is quite pleasant, similar to conditions in British Columbia in September. The temperature where we kayak in the south is significantly cooler than Santiago, but perfect for exercising without overheating. It is always best to come prepared for any type of weather and you will stay comfortable.

### **WHAT SORT OF WILDLIFE MIGHT WE SEE ON THE TOUR?**

The diversity and abundance of wildlife in Patagonia is fantastic. With river run off from the mountains, ocean currents, tiderips, eddies and upwellings these waters are full of life. From the rich marine life of colorful plants and invertebrates, seabirds including penguins, shorebirds, waterfowl, mink, otter, seals, sea lions, dolphins, and whales, we keep a constant eye to the ocean and enjoy each unique experience and encounter with wildlife. For those with an eye for whales, and in particular Blue Whales, the Ultimate Extended Tour will have a much better chance for viewing these majestic beauties. What we always try and remind our guests is that wildlife is just that, 'wild', and we will do our best to provide for viewing opportunities, but do not guarantee sightings.

### **WHAT ARE THE LIVING ARRANGEMENTS ON THE MOTHERSHIP LIKE?**

The Noctiluca (our Mothership) is a fantastic wooden vessel made in the traditional local boat building style of the Chiloe people, but with modern touches for safety and comfort. There is plenty of space on the boat to find moments of solitude either on the rear covered deck, in the comfortable salon complete with comfortable couches and a woodstove, in your bunk below deck, in the wheel house enjoying a cup of coffee with the Captain while enjoying the view or on the outer decks watching the world pass by. The boat has 3 guest cabins, one with 4 single bunks and two double rooms for couples or two people who are very friendly with each other! Remember that we take a maximum of 8 guests on this tour, which allows for plenty of space and individualized attention.

### **WHAT ABOUT SHOWERS AND TOILETS?**

The boat provides all the comforts of home, just in a compact form. Guests share two heads (bathrooms) which are each complete with a toilet and a hot shower. We are able

to store plenty of fresh water on board for cooking, drinking and bathing (showers of moderate proportion, no 20-minute showers please). While out in the kayaks your guides will generally designate an area or system that works for ensuring your privacy and the health of the ecosystem.

### **WHAT IS INCLUDED IN THE COST OF THE TOUR?**

Everything that you should need to enjoy Chile is included. Accommodation from night one of the tour through to day 18, pick up and drop off at the airport if arriving during one of the Spirit of the West pickup times, domestic flight from Santiago to Patagonia, all food and non-alcoholic beverages (wine and beer will be provided while on the Mothership), all kayaking gear, bedding, dry bags, a paddling top and pants, pogies (for use during the kayaking portion of the tour), guides, tours and admission fees during the Spirit of the West Tour. What is not included: international airfare, costs associated with passports, gratuities, alcohol while not on the Mothership, personal purchases such as souvenirs, toiletries etc, your personal clothing and luggage, transport costs if arriving or departing outside of our pick up times.

### **IF I WOULD LIKE TO TIP THE GUIDES AND BOAT CREW, WHAT IS THE INDUSTRY STANDARD?**

If you would like to express your appreciation to the guides and/or boat crew through a gratuity, please know that such recognition is greatly appreciated. There are no rules for tipping amounts or styles as it is an expression of thanks from you. A suggested amount is approximately 10 percent of the trip cost divided amongst guides and crew. You are welcome to adjust this as you see fit.

### **I WOULD LIKE TO STAY AND EXPLORE SOUTH AMERICA AFTER THE TOUR. WHERE SHOULD I GO AND WHAT SHOULD I DO?**

The options are endless. Breanne, Rick and Graham have been fortunate to spent time in Chile, Argentina, Peru, Ecuador, Bolivia, Paraguay and Columbia over the years and would be happy to share some of our experience with you. We have also developed relationships with several other business and tour companies in Chile who are able to help you enjoy activities and experiences.



## BASIC TRAVEL INFORMATION FOR CHILE

### RELAXED AND COMFORTABLE AS POSSIBLE

International travel can be daunting if you haven't been overseas much before, but the rewards are well worth the preparation and long flights. We aim to make your travel experience as relaxed and comfortable as possible. After booking your trip you will get a detailed tour reservation package with detailed info on tips and tricks we've learned over the years as well as the basic information to help you plan your journey and get the most out of your stay in Chile. You can also find all information on our website under:

<https://www.kayakingtours.com/kayak-trips/chile/kayak-patagonia/>

### HOW TO GET TO CHILE

Flights to South America have come down significantly in price in the last few years and destinations such as Santiago and Buenos Aires are now serviced by direct flights with several different airlines all over the world.

When flying into Chile you will land in Santiago at Arturo Merino Benitez Airport (SCL) which is located approximately 20 minutes (21 km) from the city center. Spirit of the West Adventures will arrange transport for you from the airport to our hotel if arriving/departing on our scheduled days.

Your reservation package will include more possible travel options and airlines to fly to Santiago, Chile.

### BEFORE YOU GO

It is important to take a few easy precautions that will help to make your trip run smoothly and help you get over any obstacles you may face.

- Ensure your passport is current and will remain valid for 6 months after your return date.
- Purchase travel and medical insurance. This will cover you in the event of needing medical help while abroad and will cover any expenses incurred from

unexpected changes in travel plans or circumstances out of your control (i.e. missed flights because of weather, lost baggage, theft, family illness). Trip cancellation, interruption and medical coverage is mandatory to participate in Spirit of the West Adventures' international tours.

- Make sure your inoculations are current. While there are no required vaccinations for traveling to Chile it is suggested you have the hepatitis A & B and typhoid fever vaccinations. Please also ensure your tetanus/ polio/diphtheria shot is current (you need a booster ever 10 years).
- Set up a pin code that can work internationally on both your debit and credit cards. Take your card into any branch with your current pin and you can reset it to something easy to remember.
- Invest in some good rain gear and warm clothes for Patagonia - it will help make your trip much more enjoyable. Please see our packing list for a complete list of what to bring.
- Send yourself an email with a scanned copy of your passport, immunization record, flight details, and important numbers including travel insurance policy numbers, credit card numbers as well as contact details for the company in case of loss or theft. This way if you happened to lose your bags you can go to the Internet and have all the information handy. It is also a good idea to leave all of the above with a trusted friend or relative at home who could help you out in a pinch.
- Have fun learning about the country, read some Chilean literature, watch some soccer (football), take Spanish lessons, drink Chilean wines etc. This will all help you to get the most out of your experience.



# TOUR TERMS & CONDITIONS

## RESERVING YOUR TRIP

Reserving your adventure with Spirit of the West Adventures is simple. Just call 1-800-307-3982 or 250-285-2121 to speak with one of our friendly and helpful office crew, e-mail your request to [info@kayakingtours.com](mailto:info@kayakingtours.com) or reserve your trip on the web through our [online reservation request system](#).

If you're not sure if a particular trip is right for you or you're looking for more information, let us know and we would be happy to answer your questions or put you in touch with a past guest who has experienced the trip before.

To reserve space on our tours we ask for a deposit as well as a completed reservation form submitted online, over the phone or by fax. We require a deposit of 25% per person.

## PAYMENT SCHEDULE

A deposit to reserve your space on a tour is due at time of booking. The balance of your trip cost is due 90 days prior to departure. For your convenience, with your authorization, we automatically charge your credit card when the balance is due unless otherwise arranged. Payment can be made by cheque, money order, Visa or MasterCard; any processing charges or fees are your responsibility.

## PRICING

All pricing for Canadian-based tours is listed and charged in Canadian dollars. All tours that take place outside of Canada are listed and charged in US dollars. Any foreign currency pricing is only approximate. Spirit of the West Adventures Ltd. charges in the listed currency and it is your credit card company or bank who determines your exchange rate on the day your transaction takes place. Pricing is subject to change.

For all Canadian tours there is an additional 5% tax called the GST (Goods and Services Tax). Non-residents of Canada purchasing their tour from outside of Canada are eligible for a 50% tax refund. We will send you the necessary paperwork upon registration. Tours that take place outside of Canada are not taxed. Non-tour add-ons such as equipment rentals or merchandise must be charged both 5% GST and 7% PST (Provincial Sales Tax).

## CANCELLATION POLICY

If you find it necessary to cancel your tour, please let us know as soon as possible. No refunds are given once tours have departed. Spirit of the West Adventures Ltd. is not responsible for any additional costs that may arise in the event of a trip alteration or delay caused by circumstances beyond our control. To avoid confusion we require written notice of cancellation, by email, fax or standard mail. The following fees will apply to cancellations and are calculated as of the date we receive your written cancellation notice.

## CANADIAN TOURS

If you must cancel your tour, your refund is as follows:

- Earlier than 90 days before trip – If we have not had to turn customers away, full amount is refunded less a \$100 administration fee. If we have

had to turn customers away, the deposit is retained.

- 89-30 days before trip – 50% of total tour price is refunded.
- Later than 30 days before trip – No refund will be given, unless we can find someone to fill your space. In this case, only the deposit is retained.

## INTERNATIONAL TOURS

If you must cancel your tour, your refund is as follows:

- Earlier than 90 days before trip – deposit is refunded less a \$250 administration fee and the guest is responsible for any costs incurred for cancelling any additional tours or travel arrangements. If we have had to turn customers away, the entire deposit is retained.
- 90-60 days before trip – 50% of total tour price is refunded.
- Less than 60 days before trip – No refund will be given, unless we can find someone to fill your space. If we can fill your space, only the deposit is retained.

We highly recommend that all guests purchase trip cancellation and interruption insurance. Trip cancellation and interruption insurance is mandatory for all international tours. Spirit of the West Adventures Ltd. is not responsible for ensuring the appropriate level or amount of coverage is purchased. Please contact your travel insurance provider to ensure you have appropriate coverage for your entire trip.

Spirit of the West Adventures Ltd. reserves the right to cancel any trip prior to departure for any reason whatsoever, including insufficient bookings, safety threats including natural disasters, political instability, terrorism or logistical problems that may impede trip operations.

If we have to cancel a tour due to insufficient bookings you may choose between an alternate trip or a full refund. We will inform participants of cancellations due to insufficient bookings no later than 60 days prior to the tour. If the alternate trip chosen is of a lower value than the originally booked then you are entitled to a refund of the difference. If the alternate tour chosen is of a higher value then you will pay the difference in price.

If a tour has to be cancelled due to circumstances beyond our control, e.g. political instability, natural disasters, labour strikes etc, there will be no refund from Spirit of the West Adventures Ltd. Please contact your travel insurance provider for details on how to start a claim.

Spirit of the West Adventures Ltd. is not responsible for expenses incurred by trip participants in preparing for a cancelled trip (for example non-refundable advance purchase plane tickets, visa fees, inoculations, equipment etc. or for any additional arrangements for other travel plans associated with this tour.) Spirit of the West will make every reasonable effort to contact you as soon as it appears that a trip may be cancelled.

## TRIP PREPARATION

Once you've made your choice and sent in your deposit, we will send you a link to a detailed document that includes everything that you will need to prepare.

for your tour including an itinerary, packing list, transportation options, directions, meeting times and frequently asked questions. For international tour destinations, we include information about issues such as passports, visas, immunizations and currency exchange. All you need to bring is your passport, a sense of adventure, your clothing and personal items.

Let us know if you're planning a birthday or anniversary trip. We'll pack a surprise! If you have special dietary considerations, please let us know in advance and we'll make all the accommodations necessary if you're vegetarian, vegan or have food allergies. Please note we are not a peanut or nut free facility. On international tours the availability of ingredients or restaurant kitchens outside of our control may limit the type of dietary accommodation we are able to offer.

#### MEDICAL AND RISK ACKNOWLEDGEMENT/ LIABILITY RELEASE FORMS

Each participant is required to fully fill out the medical form and liability release form. Spirit of the West Adventures Ltd. must receive medical forms at least 30 days prior to tour departure. Please read and understand the liability waiver upon registration. You will be asked to sign the liability waiver on your arrival and before tour departure. Minors not travelling with their parents or guardian will need to have the parental consent forms signed before arrival.

#### GUEST RESPONSIBILITY

Although no previous kayaking experience is required on our tours, as with any adventure there is always an element of risk. While most of our trips are not considered to be overly strenuous or physically demanding, and we do not require a high level of fitness, good general physical condition is necessary. If you have any physical limitations or concerns please let us know. As we are not qualified to evaluate your level of fitness we ask that you (possibly along with your doctor) determine whether or not you are able to join one of our adventures. If you have any special medical conditions, we encourage you to check with your doctor before you reserve your trip. Please also note that all of our tours take place in remote areas and evacuations can take a great deal of time and can be expensive. Persons with various disabilities are welcome on Spirit of the West tours, pending a discussion of any special needs and requirements.

You must also acknowledge that travel with Spirit of the West Adventures Ltd. requires a degree of flexibility and understanding that the trip's route, itinerary, accommodation and modes of transport are subject to change without prior notice due to local circumstances. While traveling with Spirit of the West Adventures Ltd. you agree to accept the authority of the leader at all times. You need to be aware that group travel may involve compromise to accommodate the diverse desires and abilities of group members. We ask that you welcome your adventure with an open mind and be able to laugh and have fun when encountering the unexpected. Spirit of the West Adventures Ltd. is dedicated to providing safe, environmentally sensitive, well-organized, fun-filled adventures.

#### PASSPORTS AND VISAS

You must carry a valid passport and/or necessary documentation and have obtained the appropriate visas when travelling with Spirit of the West Adventures Ltd. Please ensure your passport is valid for 6 months beyond the

duration of your trip. It is your responsibility to ensure that you are in possession of the correct visas for your travels. Spirit of the West Adventures Ltd. does not accept responsibility if you are refused entry to a country because you lack the correct documentation or the authorities deem you unsuitable for entry.

#### ACCOMMODATIONS ON TOUR

Spirit of the West Adventures Ltd. will do our best to make you comfortable and feel at home on your tour.

Canadian Tours: Keep in mind that our sea kayaking tours are a true wilderness experience that can involve camping in established and non-established sites with minimal facilities and rustic surroundings. This is all part of what we call an adventure! Tenting and lodging is generally based on double occupancy, however if you are traveling alone we do our best to provide you with your own tent or a suitable tent partner.

International Tours: Hotels in the Bahamas are NOT included in tour costs. Hotels in Chile are included in the tour price and are based on double occupancy. There is a \$200 single supplement for Chile tours if you require your own hotel room. Single accommodation on the Mothership in Chile is NOT possible. All tenting is also based on double occupancy, however if you are travelling alone we do our best to provide you with your own tent or a suitable tent partner.

#### TIPPING

Gratuities are always appreciated. If you feel the guides & crew have done an exceptional job, tipping is a great way to show your appreciation. We also appreciate other expressions of thanks including cards, letters etc.

#### STORAGE OF PERSONAL AND FINANCIAL INFORMATION

Due to the nature of our services, it is necessary to collect and store a certain amount of personal and financial information. By providing us with your address, personal and financial information, you consent to the storage of this information for a period of time deemed appropriate by Spirit of the West Adventures Ltd. Personal information includes, but is not limited to, your first name, last name, phone number, email address and billing address. Financial information includes, but is not limited to, your card account number, card expiration date and cardholder name.

#### PRIVACY POLICY

Spirit of the West Adventures Ltd. occasionally sends out an e-newsletter and updates that we think you'll want to hear about. We will NEVER to sell or share your email address with any third party company (unless it is for the purpose of coordinating trip logistics, for example booking airline tickets). You can unsubscribe at any time by emailing or clicking on the links in newsletters. For more information please feel free to call us at 1-800-307-3982 or email us at [info@kayakingtours.com](mailto:info@kayakingtours.com).

#### PHOTOGRAPHIC RELEASE

Spirit of the West Adventures Ltd, reserves the right to take photographic or film records of any of its tours. Trip members should be aware that Spirit of the West Adventures Ltd. may use these photos or film for promotional and or commercial purposes without remuneration to the trip participants.

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## SPIRIT OF THE WEST ADVENTURES LTD

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