

# Reservations Policies

Valle Corralco Hotel & Spa





All persons staying at Corralco must present an Identity Card or passport (adults and children). Any reservation, modification and/or cancellation must be requested by e-mail to be answered by the same means. The reservations email is [reservas@corralco.com](mailto:reservas@corralco.com)

Reservations must specify the name of the passenger or group, night(s) of stay, type of plan needed and detail all extra services required for customers.

The reservations confirmed by the Corralco reservations department are confirmed based on current rates and promotions on the confirmation date. Any change of the reservation could generate a change on rates and/or conditions.

All confirmed reservations must be prepaid prior to the passenger arrival according to dates or deadlines indicated in the confirmation by Corralco reservations department. In cases of reservations that are applying pre-sale rates or some promotion, it is necessary to respect the payment date indicated in the promotion, otherwise a new rate will be applied on the corresponding reservation. Reservations requested the same day of passengers check-in date must be guaranteed by a credit card granted by the agency, which will be a guarantee until the reservation payment is received, which cannot be later than 48 hours after receiving the reservation request. In case of non-payment, Corralco reserves the right to charge passengers or charging the credit card that has been under guarantee by the agency.



## Payment and Balances



### **PREPAYMENT INFORMATION AND RESERVATION BALANCES**

- Current account Banco de Chile: Dollars : 00-016-40116-46

- Current account Banco de Chile: Pesos : 00.173.07.666-01

Company Name:  
Sociedad de desarrollos de Montaña S.A

Taxpayer Number: 96.978.530-7

Line of Business : Desarrollo Turístico Hotel

Credit card, please go the following link WebPay of Transbank,

<https://www.webpay.cl/portapagodirecto/pages/institucion.jsf?idEstablecimiento=4651524>

Cancellation Policies

Any cancellation request must be in writing to Corralco reservation email and the reservation will be considered as canceled once the Corralco reservation department sends by email, an official confirmation of the cancellation.

## Reservation Cancellation Dates

Below are detailed the cancellation deadlines and the respective fees applied in each case.

### HIGH SEASON

- Between 90 to 60 days before Check in date, 10% of the total reservation value will be applied as a fee.
- Between 59 to 30 days before Check in date, 30% of the total reservation value will be applied as a fee.
- Between 29 to 15 days before Check in date, 50% of the total reservation value will be applied as a fee.
- Between 14 days before to Check in date, 100% of the reservation value will be applied as a fee.

### SHOULDER SEASON

- Between 90 to 60 days before Check in date, 10% of the total reservation value will be applied as a fee.
- Between 59 to 30 days before Check in date, 30% of the total reservation value will be applied as a fee.
- Between 29 to 15 days before Check in date, 50% of the total reservation value will be applied as a fee.
- Between 14 days before to Check in date, 100% of the reservation value will be applied as a fee.

### LOW SEASON

- Between 60 to 30 days before Check in date, 10% of the total reservation value will be applied as a fee.
- Between 29 to 10 days before Check in date, a 30% of the total reservation value will be applied as a fee.
- Between 09 days before and until the Check in date, 100% of the total reservation value will be applied as a fee.



## Letter of Credit and No Show



In case of not being able to travel, it will be offered to the passengers:

1. Change of date where the corresponding fee will apply to the new reservation date.

2. In case of not being able to travel on another date, you will be offered a letter of credit to use within 1

1 year, leaving the amount paid as a balance in favor.

In both cases, the fine may be deducted as appropriate.

**\*\* This policy applies only in extreme and properly justified cases, and with prior authorization of Commercial Management \*\*.**

Check in refers to the passenger arrival date according to the confirmed reservation.

Any cancellation during the stay of the passenger does not entitle to refunds for the unused days.

For groups there could be special cancellation policies which shall be informed with the reservation confirmation of the group concerned.

### **NO SHOW POLICY**

*No Show refers to a failure to appear by the passenger(s) at the check-in date, indicated on a specified reservation.*

No show fee refers to the charge made by the hotel of total stay confirmed and paid by the passenger. This charge will be made if the passenger does not show until 15:00 pm on the day following the date of Check-in. The company reserves the right to dispose of the reserved room in case of No Show.

# Others

## TRANSPORTATION

In case transportation from Temuco airport to Corralco is required, the cost is CLP\$ 80,000 (USD 120.00) per person in regular roundtrip service. (Ground transportation, included in the programs that explicitly specify it, between Temuco airport (ZCO) and Valle Corralco Hotel is performed by third parties. In such cases Corralco only acts as an intermediary and therefore has no contractual or extra-contractual liability for any damages that the passenger may suffer.

## AGE OF CHILDREN

0-3 years and 11 months infants are free of charge, just pay their consumption on food and extras. Child rate is considered from 4 years to 11 years and 11 months. Adult rate is considered from 12 years and above.

## CHECK IN / CHECK OUT

Check in: 03:00 pm.

Check out: 12:00 (noon)

## WEATHER CONDITIONS

If the season is delayed and the ski resort does not start its official season, the options are in the following order:

1. A change of date where the corresponding fee will be applied to the new reservation date.

2. In case of not being able to travel on another date you will be offered a letter of credit to use within 1 year, leaving the amount paid as a balance in favor.

3. The cases that need refund will be analyzed especially in the case of foreign passengers to see the possibility of refunding prior authorization of accounting and commercial management which will be reviewed on a case-by-case basis or in case of health problems or death.

## WINTER PROGRAMS

Low Season:

25 August to 15 September

22 September to 20 October.

Shoulder Season:

23 June to 7 July

28 July to 25 August

High Season:

7 to 28 July

15 to 22 September

## Autumn / Winter Programs

### HALF BOARD PROGRAM

Including:

- Breakfast and Dinner.  
(wine and beverages not included in meals)
- Daily Ski Ticket during your stay, valid until the day of departure.
- Entertainment activities and excursions for adults and children
- Access to a heated pool, sauna and outdoor jacuzzi overlooking Lonquimay Volcano o Game room for 2 to 6 year-olds at set schedules.
- Après-ski in Hotel Bar 05:30 pm and 06:30 pm during the week and weekends at Ski Center Bar (hot chocolate, among many other activities)
- Access to Fitness Center with Sauna, Machine area and Jacuzzi
- Movie theatre and game room for adults and children.
- Ski lockers (subject to availability)
- Free WiFi in rooms and common areas of the hotel
- Check in 15:00 – Check out 12:00 (noon)

### FULL BOARD PROGRAM

Including:

- Breakfast, Lunch (at the Hotel Restaurant or Ski Center Restaurant 'Zorro con Botas') & Dinner (wine and beverages not included)
- Daily Ski Ticket during your stay, valid until the day of departure.

- Entertainment activities and excursions for adults and children
- Access to a heated pool, sauna and outdoor jacuzzi overlooking Lonquimay Volcano.
- Game room for 2 to 6 year-olds at set schedules.
- Après-ski in Hotel Bar 05:30 pm and 06:30 pm during the week and weekends at Ski Center Bar (live music, DJ, hot chocolate, among many other activities)
- Access to Fitness Center with Sauna, Machine area and Jacuzzi
- Movie theatre and game room for adults and children
- Ski lockers (subject to availability)
- Free WiFi in rooms and common areas of the hotel
- Check in 15:00 – Check out 12:00 (noon)

### LEARN & ENJOY PROGRAM

Including:

- Breakfast, Lunch (at the Hotel Restaurant or Ski Center Restaurant 'Zorro con Botas') & Dinner (wine and beverages not included)
- Daily Ski Ticket during your stay, valid until the day of departure.
- Complete equipment (boots, poles and skis)
- Snowboard equipment (snowboards, boots, bindings)
- 2 private lessons: 2 hours each class, total of 4 hours during the stay, either assisting 4 or 7 nights (2 continuous hours per class to be held between 10:00 am to 12:00 pm. or 02:00 pm to 04:00 pm)



- Entertainment activities and excursions for adults and children
- Access to a heated pool, sauna and outdoor jacuzzi overlooking Lonquimay Volcano
- Game room for 2 to 6 year-olds at set schedules.
- Après-ski in Hotel Bar 05:30 pm and 06:30 pm during the week and weekends at Ski Center Bar (live music, DJ, hot chocolate, among many other activities)
- Access to Fitness Center with Sauna, Machine area and Jacuzzi
- Movie theatre and game room for adults and children
- Ski lockers (subject to availability) or free Wi-Fi in rooms and common areas of the hotel



## Spring & Summer Programs

Current Season:

Stay with departure until June 22, 2018

And from October 15 to December 31, 2018.

### **ONLY BREAKFAST PROGRAM**

(This program does not apply on Holidays or Easter) Includes:

- Breakfast
- Entertainment activities and excursions for adults and children
- Access to a heated pool, sauna and outdoor jacuzzi overlooking Lonquimay Volcano
- Game room for 2 to 6 year-olds at set schedules.
- Access to Fitness Center with Sauna, Machine area and Jacuzzi
- Movie theatre and game room for adults and children
- Free WiFi in rooms and common areas of the hotel
- Check in 15:00 – Check out 12:00 (noon)

### **HALF BOARD PROGRAM**

Program includes:

- Breakfast and dinner (wine and beverages not included)
- Entertainment activities and excursions for adults and children
- Access to a heated pool, sauna and outdoor jacuzzi overlooking Lonquimay Volcano
- Game room for 2 to 6 year-olds at set schedules.
- Access to Fitness Center with Sauna, Machine area and Jacuzzi
- Movie theatre and game room for adults and children
- Free WiFi in rooms and common areas of the hotel
- Check in 15:00 – Check out 12:00 (noon)

### **FULL PROGRAM (FULL BOARD)**

Including:

- Breakfast, Lunch & Dinner (wine and beverages not included)
- Entertainment activities and excursions for adults and children
- Access to a heated pool, sauna and outdoor jacuzzi overlooking Lonquimay Volcano
- Game room for 2 to 6 year-olds at set schedules.
- Access to Fitness Center with Sauna, Machine area and Jacuzzi
- Movie theatre and game room for adults and children
- Free WiFi in rooms and common areas of the hotel
- Check in 15:00 – Check out 12:00 (noon)

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[corralco.com](http://corralco.com)

