



# PAYMENTS AND REFUNDS

## **Reservation Payment**

The reservation payment must be made once availability for the requested dates and number of people has been confirmed. If 24 hours have passed since your inquiry without confirming the reservation, you will need to make a new inquiry, as the reservation hold is only valid for that period of time.

Payment is made exclusively via bank transfer to the details provided at the time of reservation. Currently, we do not accept other payment methods, and no cash payments are accepted at the park entrance. The total amount of the reservation must be paid at the time of completing the payment.

## **Refund Policy**

At Parque Tagua Tagua, we do not offer refunds for cancellations. However, you have the option to reschedule your reservation, subject to availability, with a validity of up to one year from the original date.

Any additional expenses incurred due to circumstances beyond the control of Parque Tagua Tagua, such as changes to the program or the duration of your stay that differ from the originally contracted itinerary (e.g., weather conditions, road closures, storms, natural disasters, etc.), will be the sole responsibility of the passengers. In such cases, Parque Tagua Tagua is not obligated to provide any form of compensation or refund.

By making the deposit for your reservation, you acknowledge that you are informed and accept the terms outlined in this policy.