

Chile-Yen Tours

Registration and Reservation Forms

Hola and welcome to Step One of your journey with Chile-Yen! Thanks to the “Powers That Be,” people who like to make sure everything is handled in a proper fashion, we are forced to speak of, gulp....financial matters in Legalese. If this form seems a bit TOO formal and has a different tone to it, this is due to the fact that most of the world is not the carefree, “fun” place it used to be. Every “i” must be dotted, every “t” must be crossed, or we are all gonna get our hands slapped. This multi-page Registration package includes this initial introduction and instruction sheet, a one page Credit Card and Payment Authorization Form, a four (4) page Terms and Conditions Policy and our three (3) page Reservation Form (see what we mean? We even have to spell out **AND** parenthesize the numbers for cripe’s sake!). Please read everything over very carefully and remember, as you fill out the requested information, this journey might turn out to be one of the most eventful and exciting vacations you have ever embarked upon! No more armchair traveling or daydreaming for you! You are beginning a fact-finding and real-life adventure in the beautiful, tucked-away from it all land we all know of as Chile!

You are required (sigh....) to initial **all** pages of the Policy of Terms & Conditions as well as signing where indicated. Upon completing all necessary information as requested, you can either fax these papers to us at **1-480-275-3770** or snail-mail your packet to the address listed below. Please make sure to keep a copy of your entire packet for your own records. Please note, if you choose to mail us your packet and/or your payment, we recommend that you use the U.S. Postal Service’s Two Day Priority Mail Service. We cannot be responsible for delays and your space cannot be reserved until we have received your deposit, your Registration Forms and your payment has cleared. For this reason, we highly recommend faxing in your information. You are welcome to call in your credit card information in order to reserve your space, however you will still be required to fax or mail your packet to us.

Those Powers That Be, require a **\$650.00 USD deposit** for each tour member in order to reserve your space(s). Please do NOT go on-line and attempt to pay for your deposit. The total amount due for the tour must be paid no later than sixty (60) days prior to the start of the tour. While we prefer that you use credit cards because they are a more secure method of payment for you, electronic checks are also acceptable (you provide your account information and we will process your check electronically). If you desire you may pay your deposit and/or final payment via a mailed-in Cashier’s Check. If you feel more comfortable mailing the forms and payment information, it is advised that you pre-notify us via email to let us know they are on the way. Okay, we hope we have satisfied any and all business-types! This Registration Form is protection for you as well, so in one respect, it IS a good idea to dot those “i’s” and cross those “t’s,” right?

Chile-Yen
457 Ralston Street
Reno, NV 89503, USA
Phone: (415) 226-1243
Fax: (480) 275-3770
www.Chile-Yen.com
Email: Info@chile-yen.com

NOTE: All checks are subject to a seven to ten day clearing period before your reservation can be confirmed.

Once all of the above has been completed and your payment has cleared, you will be sent an email Reservation Confirmation. Please print out this Confirmation for your records. Upon receipt and bank clearance of final payment we will send an additional Confirmation of Payment In Full. Please print out and bring your Confirmation of Payment In Full with you to Chile, for this is your **Tour Validation Certificate**.

Prepare yourself for a beautiful trip! Keep in mind that Chile IS and HAS so much more than meets the eye! We think that you will be more than a bit surprised as your plane sets down in this land of beauty, ancient secrets and endlessly beautiful horizons.

Buenos Dias! You are one step closer!

Payment Authorization

In order to secure your reservation for an up-coming **Chile-Yen Tour** using a credit card or an electronic personal check, please complete this form and **fax it to: 1-480-275-3770** (the preferred method,) or mail it to the address listed below. We accept MasterCard, Visa, American Express, Discover, or Electronic Personal Checks as payment for both your deposit and your final payment.

Date of Tour: _____

Today's Date _____

Payment Type: MasterCard Visa American Express Discover Electronic Personal Check

Credit Card Number: _____ **Expiration Date:** _____

V Code: _____

Authorized Amount to Charge: \$ _____

(The three-digit number found on the back of your credit card)

Electronic Check #: _____ **Account #:** _____ **Routing #:** _____

Full Name: _____

(As it appears on your Credit Card or Check)

Billing Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____ **Email:** _____

(In case we have a question or need more information)

When sending us this Payment Authorization sheet, for your safety and ours, you must include a copy of either your Driver's License or Passport (the page with your picture on it) as the person who is authorizing this charge.

Payment in Full: Check Here . If you would like us to automatically charge, via this same method for the final amount due for your vacation, sixty (60) days prior to the start of your trip. **NOTE:** Should you prefer NOT to authorize this additional charge at this time or via this method, you will be required to re-submit another copy of this form for each payment you make. If you have any questions, please call us at **(415) 226-1243** seven days a week and we will be happy to help you answer any possible questions.

By signing below I acknowledge that I have read and understand the Tour Cancellation Charges as stated in Chile-Yen's Policy of Terms & Conditions and I hereby authorize Chile-Yen to charge the above credit card or personal check, in accordance with my instructions as set forth above to register, reserve and confirm the selected tour with Chile-Yen.

Signature: _____

(As It Appears On Your Credit Card or Bank Account)

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Policy of Terms and Conditions

Before we get started with all the “Legalities” involved with any organized or “group tour,” we would like you to know that along with the joys of meeting new people and seeing new places, Chile-Yen strives to give each member the ultimate in personalized service. That being said, let’s get on with the Legalese, once again. Please read the following **Policy of Terms and Conditions** (“Terms”), VERY carefully and initial, and sign your name as required. The Terms set forth below will govern your trip with Chile-Yen. The individual whose signature appears below will be referred to as “Client” throughout the Terms. Any individual booking a tour offered through Chile-Yen will be required to sign and initial these Terms.

The Terms set forth below constitute the entire, complete and exclusive agreement between the Client and Chile-Yen and no waiver, modification, alteration or termination thereof shall be permitted unless set forth in writing and signed by both parties.

Reservation Form and Deposit

In addition to signing the Terms below, each Client will be required to complete and sign a Reservation Form and remit to Chile-Yen a deposit of **\$650.00 USD each** towards the cost of the journey. Once the Client has completed the reservation form and paid the deposit, Chile-Yen will provide written Confirmation of Client's reservation. The remaining balance for the trip will be due no less than sixty (60) days before the trip departure date. If the outstanding balance is not paid by this time, Chile-Yen reserves the right to cancel the Client's reservation. If a reservation is made under sixty (60) days prior to the tour's departure date, the full amount of the tour will be due at that time.

Cancellation Charges

Any cancellations by the Client must be made in writing. The date on which Chile-Yen receives the Client's written cancellation will determine the charges applicable. The Schedule of Cancellation Charges is as follows:

- If the Client cancels more than sixty (60) days prior to departure, the Client forfeits \$250.00 USD of each guest's deposit.
- If the Client cancels sixty (60) to fourteen (14) days prior to departure, the Client forfeits seventy-five percent (75%) of the total cost of the trip.
- If the Client cancels less than fourteen (14) days prior to departure, the Client will forfeit the entire cost of the trip.
- If the Client uses a credit card to make payments, then cancels, Chile-Yen reserves the right to keep three percent (3%) of the amount to be returned to Client.

Signature: _____

Chile-Yen requires all Clients to provide evidence of **Travel Insurance**, including **Trip Cancellation Insurance**, within fourteen (14) days of submitting a Reservation Form. In the event evidence of insurance is not provided, Chile-Yen reserves the right to cancel the Client's reservation.

In the event the Client is prevented from traveling due to serious illness, injury, death in the immediate family or a similar catastrophe, Chile-Yen will consider permitting the Client to change to another trip or allow another individual to take Client's reserved space under the same terms agreed upon by Client. If there are additional costs incurred as a result of this change, the Client will be responsible for paying them. Any alterations in the originally scheduled trip will be made at the sole discretion of Chile-Yen.

Chile-Yen reserves the right to cancel any scheduled trip for any reason, but will not cancel a scheduled trip less than sixty (60) days before departure except in cases of unusual or unforeseen circumstances outside of Chile-Yen's control. If a trip is cancelled by Chile-Yen, Client may choose between a full refund of all monies paid and any alternative Chile-Yen tour which has open reservation space. If the full price for the alternative tour is lower than the originally scheduled trip, Client will be refunded the difference. **Payment for any services listed that are paid for but not used by the Client will not be refunded by Chile-Yen.**

Please Initial Here: _____

Policy of Terms and Conditions

Services Not Covered

Additional activities may be offered by Chile-Yen during a trip. Client, however, will be responsible for all extra expenses incurred as a result of Client's participation in these activities. Only those activities described in the Reservation Form or other tour description are included in the total cost of the trip. Client will be responsible for charges issued by any airline used while on tour for any or all of the following: Excess baggage, overweight, oversize, golf or other sports equipment or other such extra charges. Chile-Yen's tours include all breakfasts and some other meals as specified on the Itinerary Page to be found on our web site. When meals are not included, Client will be responsible for any meal expenses. No drinks are included, with the exception of bottled drinking water, in any of Chile-Yen's travel packages.

Price Adjustments

Chile-Yen reserves the right to adjust (increase or decrease) the price of a tour for up to sixty (60) days before departure due to changes in exchange rates, increases in air fares or other transportation costs, taxes, or if government action should require Chile-Yen to do so. In the event the price adjustment is an increase, Chile-Yen will be responsible for the first 2% of the increase and Client will be responsible for the balance. If any price increase is greater than 10% of the cost of the trip, excluding insurance premiums, Client may cancel the reservation and receive a full refund within fourteen (14) days of notification of the price increase.

Assumption of Risk

Client acknowledges that the nature of trips offered by Chile-Yen may require some moderately physically demanding challenges and may involve some significant personal risk. In addition, political and cultural differences may exist in areas in which Client will be travelling that may expose Client to certain risks. By signing these Terms, Client assumes and accepts any and all risks and dangers associated with the trip and the possibility of personal injury, death, property damage or other loss as a result. Client willingly accepts these risks and releases Chile-Yen from all liability even in the event Chile-Yen or any of its personnel are found to be negligent or in breach of any duty of care under the law.

Changes to Itinerary

Client acknowledges that the nature of this type of travel requires considerable flexibility and changes to the itinerary may occur. Therefore, the agreed-upon itinerary does not serve as a contractual obligation on the part of Chile-Yen. Client understands that the route, schedules, itinerary, amenities and mode of transportation may be changed without prior notice due to local circumstances or events, which may include sickness or mechanical breakdown, flight cancellation, strikes, events occurring due to political disputes, entry or border difficulties, climate and other unpredictable or unforeseeable circumstances.

In addition, Chile-Yen reserves the right to change any of the facilities, services or prices described on the web site before a reservation is made. In the event a change is made, Client will be contacted and provided information notifying Client of any changes prior to making the reservation. While Chile-Yen will make its best effort to provide its services as advertised, reasonable changes in the itinerary may be made where deemed appropriate, advisable or necessary. If Chile-Yen makes a major change in the trip, the Client will be informed prior to departure when possible. The definition of a major change is deemed to be a change affecting at least one complete day of the itinerary. When a major change is made prior to departure the Client has the option of accepting the change of itinerary, booking a reservation in another trip of equal value, or obtaining a full refund of all monies paid for the trip. If the major change is made due to unforeseen circumstances no compensation is payable.

Client may transfer their reservation from one trip to another as long as the transfer is requested at least sixty (60) days prior to departure. If a transfer request is made and accepted by Chile-Yen, then Chile-Yen reserves the right to charge an Administration Fee of ten percent (10%) of the of the price of the originally-booked reservation plus any difference in the price of the tours.

Tour Guides—Laws

In order to ensure the safety and welfare of Clients while travelling with Chile-Yen, the Tour Guide's decisions will be the final word on all matters. The Client will at all times comply with the laws of all countries visited. If the Client fails to comply with any law, or refuses to comply with the decisions of the Tour Guide, then the Tour Guide may dismiss the Client from the tour, and Client will have no right to any refund. Furthermore, given the nature of the tours, Chile-Yen requires that Client acknowledge that they are in reasonably good health and shape at a level appropriate for this type of tour.

Please Initial Here: _____

Policy of Terms and Conditions

Claims and Complaints

If Client has a complaint against Chile-Yen, Client must first inform the Tour Guide of the complaint while on the tour so that the Tour Guide has a chance to rectify the situation. Any further claim or complaint against Chile-Yen must be received within thirty (30) days of the end of the trip.

Signature: _____

Liability

All services and and arrangements made by Chile-Yen on behalf' of Client are made on the sole condition that the individual organizers and Chile-Yen shall not be held responsible for any injury, death, accident, delay, loss, damage or irregularity which may be occasioned through acts of any company and/or persons engaged in carrying out the arrangements for services described in the Reservation Form, web site, itinerary and or brochure, or otherwise in connection herewith.

Chile-Yen acts as an Agent for transport companies, hotels, and other contractors, and shall not be held liable for any injury, damage, loss, delay or irregularity that may occur, including, but not limited to any defect in a vehicle or any other means of transport, acts of God, detention, delays or expenses arising from quarantine, strike, theft, civil disturbance, government restriction or regulation, accident by aircraft, boat, bicycle, any motorized vehicle or any other form of transportation, activity or sport or in any hotel or other form of accommodation.

Travel Documents

Client agrees to have a valid Passport and all necessary visas, permits, certificates of vaccination and any other documents needed for travelling to the destinations of the tour. Chile-Yen does not assume any responsibility for securing those travel documents necessary for the trip. Said responsibility will be that of the Client. Any advice or information provided by Chile-Yen with respect to Visas, Vaccinations, Passports, clothing, climate, baggage, special equipment, etc., is given in good faith but without responsibility of Chile-Yen.

Insurance

All persons wishing to travel with Chile-Yen are responsible for securing Personal Travel Insurance. By signing these Terms, Client is willing to accept full responsibility for insurance of the limits required by Chile-Yen. Specifically, Chile-Yen requires that each and every Client has insurance that covers personal accident, medical expenses, air ambulance, loss of effects, repatriation costs, Trip Cancellation Insurance and all other expenses which might arise as a result of loss, damage, injury, delay or inconvenience occurring to the Client. Chile Yen, is not liable for disputes between Client's insurance company and the Client. Client must provide written proof of insurance fourteen (14) days after making the initial reservation with Chile-Yen and be sure to advise the insurer of the type of travel and/or side adventure excursions the Client may be interested in taking while in Chile.

Airlines

The responsibility of the airline is limited to the carriage of passengers and baggage in accordance to the conditions of carriage. When the Client has arranged for airfare through Chile-Yen, Chile-Yen is not responsible for the carriage of the Client. The Client acknowledges that it is the responsibility of the Clients to arrive on-time for departure and Client acknowledges that such arrangements are made in good faith but are in no way legally binding to Chile-Yen.

Photographic Release

I hereby agree to permit Chile-Yen employees and other guests to take photographs and make film and digital records of the trip without further recourse. I understand and agree that such photographs and/or film records may be used for commercial and/or promotional purposes.

Please Initial Here: _____

Policy of Terms and Conditions

I have read this document and. I understand that it is a release of all claims which is binding on behalf of myself, my heirs, members of my family, personal representatives and assigns. I understand that I am assuming all the risks inherent in International Travel and any activities I may undertake. I voluntarily sign my name as evidence of my acceptance of the above provisions..

Signature: _____

Print Name: _____

Date: _____

Passport Number: _____ Passport Expiration Date: _____

Second Guest

I have read this document. I understand that it is a release of all claims which is binding on myself, my heirs, members of my family, personal representatives, and assigns. I understand that I am assuming all the risks inherent in International Travel and any activities I may undertake. I voluntarily sign my name as evidence of my acceptance of the above provisions..

Signature: _____

Print Name: _____

Date: _____

Passport Number: _____ Passport Expiration Date: _____

If Client is under the age of eighteen (18) years of age Chile-Yen requires the Signature of the Client's Parent or Legal Guardian:

Please check whether you are: Parent OR Legal Guardian

Signature: _____

Print Name: _____

Date: _____

Passport Number: _____ Passport Expiration Date: _____

Please check whether you are: Parent OR Legal Guardian

Signature: _____

Print Name: _____

Date: _____

Passport Number: _____ Passport Expiration Date: _____

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Please Initial Here: _____

Chile-Yen Registration Form

Deposit Requirements

To provide you with quick and efficient booking service for your Chile-Yen tour, please fill out the Reservation Form in order for us to reserve your space. It is mandatory that you fill out **one** Registration Form for **EACH** guest traveling with us! A Mandatory Deposit of **\$650.00** is required in order to secure your space and the total balance of your Tour is due in full no less than sixty (60) days prior to the start of your tour.

Payment Options

1. We accept MasterCard, Visa, American Express, Discover or Electronic Personal Checks. We can take your payment over the phone, via fax or mail using the Credit Authorization Form included in your Reservation sheets. Once we receive your payment we will email your confirmation number.

2. Domestic Checks (USA) ONLY. We accept Cashier's Checks from Banks within the USA. Checks are to be payable to Chile-Yen and mailed to **Chile-Yen Tours, Attn: Accounts Receivable, 457 Ralston Street, Reno, NV, 89503, USA**. You will receive confirmation of your reservation once we have received your deposit and the funds have cleared the bank.

Tour Date Requested: _____ Number of Guests: _____

Guest Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Telephone: _____

Email: _____

Emergency Contact: _____

Street Address: _____

City: _____

State: _____ Zip: _____ Relationship: _____

Telephone: _____

Do You Smoke? Yes No (Circle One). Do you or any members of your family traveling with us have any physical illnesses or allergies that we should be informed about, such as: Diabetes Allergies Asthma Epilepsy Heart Condition, etc. **IF YES**, please explain below:

Date of Birth: _____ Nationality: _____

Chile-Yen Registration Form

What types of activities do you enjoy? Please check all that apply:

- Hiking Biking Swimming Golfing Sight-seeing Rafting Running
 Walking Photography Horseback Riding Kayaking Tennis Sailing
 Other: _____

How would you describe your Fitness Level: _____

Have you traveled to Chile and/or Argentina before? Yes No

Do you speak Spanish? (Um.... keep in mind, Chile's version of Spanish IS a bit different)

Yes No

Are you a Vegetarian? Yes No

Please describe any food allergies you may have: _____

Please describe any foods you especially like or dislike: _____

How did you hear about Chile-Yen? Please check the appropriate box and fill in information:

- Internet Search Engine. Which one? _____
 Keyword(s) used for Search? _____
 A Link on another web site. Which web site? _____
 Word-of-mouth.

Thank you for taking the time to fill out our Reservation and Registration forms. We hope we have made all of these legal guys happy too, knowing that we have attempted to meet their stringent requirements without causing you to get heartburn in the process! We will do our darndest to make all of your Chilean dreams come true as we show you a portion of clean, pure and undeniably beautiful Chile, as well as some of the properties available for sale if you are so inclined. We want to help you experience the Chile WE love and have come to call home, the Chile filled with so MANY kind and cheerful people. We think that you most probably will see Chile through eyes similar to ours. The Chile we will be sharing with you is one of many panoramic landscapes as well as fabulous properties and homesites that can be yours for very low prices.... for the moment! We believe that these properties are going to be selling and increasing in value at a quite rapid rate, so the time to take advantage of these offerings is NOW, while they still are for sale at incredibly low prices. This is not always going to be the case. We sincerely hope you will be just as amazed as we still are, every, single day when we wake up in this land of songbirds, wonder and waterfalls.

Bienvenidos!