

Reservation Policies Hotel Lago Grey

Rates

The published rates are per room and per night. A welcome drink is included. Accommodation is free for children under 4 years old sharing room with their parents. (Max 2 per room.) All children from 5 to 12 years old must pay 50% of the rack rate sharing room with their parents (Max 2 per room) as well as all meals and drinks.

In/Out

Check In from 14:00 hrs.

Check out time: 11:00 hrs.

Taxes

Foreigners without residence in Chile are exempt from VAT. To [do](#) this, must present their passport and migration card.

Bookings and payment terms

When a payment is required, this must be made within a maximum of 7 days. If the reservation has not been paid, this may be canceled without notice and deposits that would have been paid will not be refunded. Additionally, Lago Grey reserves the right to require a payment in advance of the 50% of the total booking. All payments and / or deposits must be informed by email to the reservations department with the appropriated detail.

Cancellation Policy

FOR INDIVIDUAL (1-6 PASSENGERS) ACCOMMODATION

From 0 to 29 days: 100% penalty

From 30 to 45 days: 50% penalty

From 45 days onwards: 0% penalty

NAVIGATION AND EXCURSIONS

From 0-6 days: 100% penalty

From 7 days onwards: 0% penalty

Payment methods

Paypal

Credit Card: For this option is also required a passport copy of the cardholder.

International bank transfer: The payment will be made when the funds are released by the issuing bank. All international commissions must be paid by the guest.