

TERMS AND CONDITIONS (T&CS)



THE ESTABLISHMENT RESERVES THE RIGHT OF ADMISSION AND CONTINUED STAY. THIS RIGHT WILL BE EXERCISED TO ENSURE SAFETY AND MAINTAIN THE ENVIRONMENT. ACCESS WILL NOT BE PERMITTED TO INDIVIDUALS WHO MAY CAUSE DISTURBANCES, DAMAGE THE SURROUNDINGS, BOTHER OTHER VISITORS, OR WHO ARE INTOXICATED OR IN A SIMILAR CONDITION.

-  ENTRY AND EXIT REGISTRATION IS MANDATORY AT THE VISITOR CENTER. (During the hours when the reserve is open to the public: 9:00 AM to 6:00 PM.). HIKING OUTSIDE OF OPEN HOURS IS NOT PERMITTED.
-  THE ONLY PERMITTED ACTIVITY ON THE TRAIL NETWORK IS HIKING. STAY ON DESIGNATED TRAILS. WALKING OUTSIDE THE TRAIL NETWORK IS PROHIBITED.
-  SMOKING, MAKING FIRES, AND USING GAS STOVES (COOKING) ARE PROHIBITED. Fireworks and pyrotechnics are also prohibited.
-  BATHING OR SUBMERGING IN WATER BODIES (RIVERS OR LAGOONS) IS PROHIBITED. THE WATER FROM RIVERS AND LAGOONS IS SAFE TO DRINK. TO KEEP IT CLEAN, RELIEVE YOURSELF AS FAR AWAY FROM WATER SOURCES AS POSSIBLE AND BURY YOUR WASTE. DO NOT LEAVE TOILET PAPER OR OTHER ITEMS IN THE NATURAL AREA—CARRY THEM OUT WITH YOU.
-  DO NOT DAMAGE THE NATURAL ENVIRONMENT. DO NOT DISTURB WILDLIFE OR REMOVE NATURAL MATERIALS. HUNTING, CAPTURING, OR HARASSING WILDLIFE IS PROHIBITED. DO NOT FEED THE WILDLIFE. EXTRACTING SAMPLES OR NATURAL MATERIALS AND DAMAGING VEGETATION IS NOT PERMITTED.
-  PETS ARE NOT ALLOWED.
-  ALL WASTE—ORGANIC OR INORGANIC—GENERATED DURING YOUR VISIT MUST BE TAKEN BACK TO YOUR LODGING. DO NOT DISPOSE OF WASTE OUTSIDE DESIGNATED AREAS. KEEP BOTH ORGANIC WASTE (TEA, FRUIT SCRAPS, FOOD, ETC.) AND INORGANIC WASTE (PAPER, PLASTICS, CONTAINERS, ETC.) DURING YOUR HIKE, AND DEPOSIT THEM IN THE APPROPRIATE PLACE LATER.
-  MINORS MUST ALWAYS BE ACCOMPANIED BY AN ADULT.
-  AVOID MAKING DISTURBING NOISES. Making loud noises or disturbing the peace is prohibited.
-  DO NOT DAMAGE SIGNS OR INFRASTRUCTURE. Vandalizing or damaging signage and facilities is prohibited.
-  DRONES ARE NOT PERMITTED.
-  NO CAMPING ZONE
-  FISHING OF ANY KIND IS CURRENTLY NOT PERMITTED.



REPORT ANY WILDLIFE SIGHTINGS. HELP US TO PROTECT NATURE
REPORT VIOLATIONS OF THE ABOVE RULES.



CANCELLATION POLICY

You may request a refund for your paid ticket via email by canceling your visit and sending an email up to 24 hours before your reservation. The refund can be processed within 10 days after your purchase.

Send an email to cvloshuemules@gmail.com

SUBJECT: RESERVATION CANCELLATION/REFUND

Include: RESERVATION ID, Full name, date, and time of your reservation.

If you do not cancel at least 24 hours in advance, we will not be able to consider a refund for your ticket.

100% Refund

If there is a particular situation where the ELH Nature Reserve cannot open to the public, with or without prior notice, a new date and time will be offered to the visitor depending on both parties' availability. If the visitor is unable to reschedule, the total amount of the paid ticket will be refunded. The refund can be processed within 7 to 10 days after purchase.

Ticket Refund.

To receive a full refund of your ticket, you must cancel at least 24 hours before your visit. If you cancel your visit less than 24 hours before, it will not be possible to refund the amount paid.

Important: No changes will be accepted if made less than 24 hours before your visit.

The deadline is based on the local time of the Reserva Natural Ea. Los Huemules location.

If you have any questions please contact to the Visitor Center

Administration Office.

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El Chaltén.

