



HOTEL PUKU VAI LTDA
Rut: 76.113.286-5
Av. Hotu Matua s/n, Isla de Pascua, Chile
Tel.: +56 (32) 255 1838
administracion@pukuvaihotel.com
reservas@pukuvaihotel.com
www.pukuvaihotel.com

GENERAL HOTEL POLICIES – HOTEL PUKU VAI

1. RESERVATIONS

A reservation request should be sent via email reservas@pukuvaihotel.com indicating information as follows:

- Passenger Name (or *Rooming List* in case of groups)
- Room Type
 - o SINGLE
 - o *DOUBLE*
 - *Matrimonial or Twin*
 - o TRIPLE
 - *Triple (3 beds) or Matrimonial with an Extra Bed*
- Check-IN and Check-OUT dates
- Flight numbers (IN and OUT).

The reservation can be considered as confirmed only when a confirmation email including a *Reservation Code* has been received.

In case the passenger presents a *Travel Voucher* at the hotel, the information of the voucher should match with the information of the confirmation email.

1.1. Reservation Guarantee

To guarantee a reservation, prepayment is required before given deadline (see chapter 4.2 for individual reservations and 5.2 for group reservations).

Unguaranteed reservation will be **cancelled without a prior notice**.

2. AVAILABILITY

Availability information given by phone or email is preliminary and, thus, availability is not guaranteed at the time when the written reservation request is received.

3. ADMINISTRATION

The hotel administration can be consulted via email:

administracion@pukuvaihotel.com



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4. POLICIES FOR INDIVIDUAL RESERVATIONS (1 OR 2 ROOMS)

4.1. Conditions of the Individual Reservation

Reservation request without a *Passenger Name* will be ignored.

Total cost of the reservation (100%) should be deposited/transferred **15 days before the Check-IN Date** and a *Copy of the Deposit Slip/Wire Transfer Notice* is required (see chapter 8).

Standard rates are applied in case of reservations for 1 night independent if the reservation includes Early Check-IN and/or Late Check-OUT.

4.2. Cancellation of the Individual Reservation

Cancellation with no charges *until 15 days* before the Check-IN Date.

Total cost of the reservation (100%) will be charged in case of a cancellation after the given deadline. There is no refund.

5. POLICIES FOR GROUP RESERVATIONS (3 OR MORE ROOMS)

5.1. Conditions of the Group Reservation

Reservation request without a *Rooming List* will be ignored.

45 days before the Check-IN Date a **full payment (100%)** and a *Copy of the Deposit Slip/Wire Transfer Notice* is required (see chapter 8). In case the payment notification is not received, the reservation will be **cancelled without a prior notice**.

In case the reservation request has been received less than 45 days before the Check-IN date, a deadline of 30 or 15 days is applied.

Standard rates are applied in case of reservations for 1 night independent if the reservation includes Early Check-IN and/or Late Check-OUT.



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5.2. Cancellation or Decrease of the Group Reservation

Cancellation with no charges *until 45 days* before the Check-IN Date.

Total cost of the reservation (100%) will be charged in case of a cancellation after the given deadline. There is no refund.

6. POLICIES FOR THE MINORITIES

Infants (0-2 years) are free of charge when sharing a bed with their parent(s). Additionally, a cradle can be reserved without cost.

Cost of an adult will be charged for an additional bed independent of the age of a child.

Children younger than 14 years should be accompanied by an adult.

7. NO SHOW

7.1. Individuals

Total cost (100%) of the reservation will be charged.

There is no refund.

7.2. Groups

Total cost (100%) of the reservation will be charged.

There is no refund.



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8. PAYMENT

The payment should be deposited (using obligatory SWIFT) as follows:

Beneficiary:	Hotel Puku Vai Limitada
RUT (Beneficiary ID):	76.113.286-5
Destination Bank:	Banco Santander
SWIFT:	BSCHCLRM
Address of the Destination Bank:	Policarpo Toro s/n Isla de Pascua
Country of the Destination Bank:	Chile
Account Number (USD, Dollar):	05100156140
Account Number (CLP, Pesos):	69133584

The copy of a receipt should be sent via email reservas@pukuvaihotel.com including information as follows:

- Reservation Code
- Passenger or Group Name
- Check-IN and Check-OUT dates.

9. VALIDITY

These policies are valid starting from 01st of July 2015 and replace in entirety any previous policies.

19th June 2015, Hanga Roa, Easter Island, CHILE

Mercedes Giralde
GENERAL MANAGER

Jarkko Sikiö
HOTEL MANAGER