

BordeMaipo Lodge Reservation Policies

Reservation Confirmation

- To confirm your reservation, a payment of 50% of the total amount is required within the next 24 hours (2 hours for bookings close to the check-in date).

BordeMaipo Lodge reserves the right to cancel reservations not confirmed within the specified time frame.

- Payments can be made via bank transfer or WebPay Payment Link. Once received, we will send an official confirmation via email or WhatsApp.

Cancellation Policy

- Cancellations made more than 3 days in advance will be refunded.
- Cancellations made less than 3 days in advance are non-refundable.

Reservation Changes

- Date changes must be requested at least 72 hours in advance. They are subject to availability and potential rate differences.

Check-In and Check-Out Times

- Check-In: From 3:00 PM to 11:00 PM.
- Check-Out: By 12:00 PM.

Capacity and Additional Guest Policy

- Each cabin has a specified maximum capacity. Additional guests beyond those agreed upon at the time of booking are not allowed.

Hot Tubs and Additional Services

- The hot tub is included in all cabins except "Canelo," where it has an additional cost of CLP \$25,000.
- The latest time to light the hot tubs is 10:00 PM.

Pets and Responsibility

- Pets are not allowed on the premises.
- Guests are responsible for taking care of the facilities and reporting any damages.

General Terms

- BordeMaipo Lodge is not responsible if guests are unable to attend their reservation or enjoy the services purchased due to circumstances beyond our control.