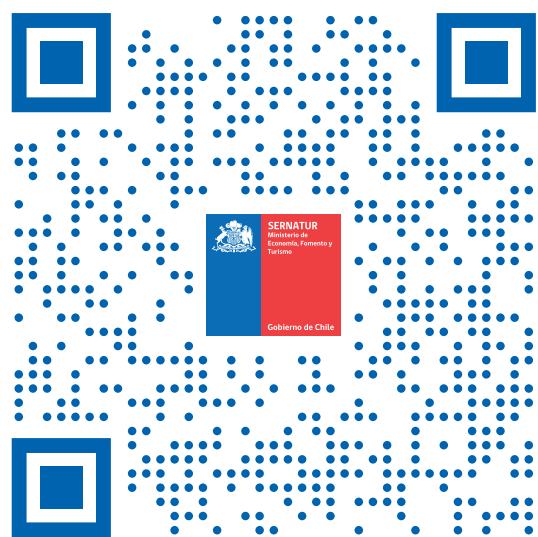


ADVENTURE TOURISM TOURIST DECALOGUE

Before purchasing an adventure tourism activity, keep the following in mind:

- 1.** Make sure the tour operator is registered at: **serviciosturisticos.sernatur.cl**
- 2.** Remember that guides must provide a **briefing** before the activity begins
- 3.** Every adventure tourism activity must have one or more guides to **accompany and supervise you.**
- 4.** **Risk Acceptance Form** at the start of the activity. For minors, this form must be signed by a parent or legal guardian.
- 5.** Check if the company provides **accident insurance** for participants.
- 6.** Demand that the company provide equipment in **good condition.**
- 7.** You have the right to check the **Activity Sheet**, the **Risk Management Plan**, and the **Emergency Plan** before starting the activity.
- 8.** Find out about **age limits** and **requirements** you must meet before participating in an activity.
- 9.** **If you have a disability or reduced mobility, check that you can access tourist information.** Inclusive companies offer blind participants objects or 3D replicas, audio guides, and/or QR codes compatible with screen readers. For deaf participants, they provide visual information about the activity or a sign language interpreter.
- 10.** If you have a **disability or reduced mobility**, make sure to receive **clear instructions** and ask the guide about the **warning signals** that will be used: these may include light alarms, sound alarms, flags, or signs, among others.



serviciosturisticos.sernatur.cl

As a consumer, you have the right to:

- Receive safe and quality service.
- Be informed of prices, which must be respected.
- Receive timely information about the characteristics of the service, what is included and what is not.
- Have promises fulfilled, whether in advertisements, contracts, or on websites.
- Hold companies accountable for breaches and possible damages.
- File a complaint with supporting documents at: www.sernac.cl

**As a consumer, you may file
a complaint with SERNAC at:**

**www.sernac.cl
or call 800 700 100.**

