

# RECOMMENDATIONS FOR HIRING TRAVEL AGENCIES

## Sernatur recommends you:

- 1.** Book formal and official tourism services. Choose companies listed in the National Registry of Tourism Service Providers: [serviciosturisticos.sernatur.cl](http://serviciosturisticos.sernatur.cl).
- 2.** Before hiring, get detailed information about the **service conditions** and **restrictions**, and check what is and is not included.
- 3.** Request clear information on service prices—this means the **total price, including VAT**.
- 4.** Make sure the company is **legally established before paying in advance** for a tourism service.
- 5.** Always confirm that the service includes **travel insurance** and request full details about its coverage.
- 6.** Do not hire services from agencies operating on the street or in public spaces. Always do so at the **official offices of the company**.
- 7.** If you attend meetings where memberships or timeshares are offered, make sure you fully understand the details before signing up for a tourism package. If you do, you have the right to withdraw **within 10 days of signing**.
- 8.** **Do not provide your personal information or credit card details.** Do not trust calls or messages claiming you have won a complimentary trip.
- 9.** If the tour includes an adventure **tourism service**, first check that it has been inspected at: [serviciosturisticos.sernatur.cl](http://serviciosturisticos.sernatur.cl)
- 10.** **Sernatur does not endorse specific tourism services.** Responsibility for service delivery always lies with the contracted company.



## SERNAC reminds you of your rights as a consumer:

- You have the right to know exactly what you are hiring, to know the final cost, and to have companies respect and fulfill everything they informed or offered through ads, brochures, posters, promotions, press notices, or websites.
- Travel agencies must answer directly to consumers, even if they acted as intermediaries for other companies.
- Clauses in contracts stating that the company is not liable for breaches are not valid.
- If the company causes any harm through poor service, consumers have the right to be compensated for all damages caused.

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

[www.sernac.cl](http://www.sernac.cl)  
or cal 800 700 100.

touristic services

