



Booking Conditions

The fares published on the website are final and include VAT and boarding/port taxes. They are valid for payments in cash, debit or credit card according to the current fare schedule. Services must be booked in advance, and the booking is confirmed upon payment of 100% of the indicated amount.

General Conditions

- Excursions are not cancelled due to rain.
- Weather-related cancellations: sailings and itineraries depend on adverse weather conditions (for example: low water levels, fog or strong winds).
- The company is not responsible for the total or partial loss of the service due to the passenger's failure to appear at the agreed time and place.
- Passengers are requested to arrive at the corresponding pier at least 15 minutes before the boarding time.
- All navigation services and suggested itineraries are subject to changes in route, schedule, or cancellations due to weather conditions or other unforeseen circumstances.
- Images used in emails, the website and quotations are for illustrative purposes only. The assigned vessel may vary according to the type of trip and the number of passengers, at Sturla Viajes' discretion.

Changes

- Changes can be made without penalty up to 72 hours before the excursion date.
- If the change results in a fare difference, the passenger must pay the corresponding difference.
- Fewer passengers than booked: if the booking is not modified at least 72 hours in advance and fewer passengers show up, the total amount originally booked will be charged.
- More passengers than booked: if more passengers than previously informed show up without prior notice, the company does not guarantee availability.

Cancellation Policy – By the Client

Refunds are subject to the deduction of banking and/or administrative fees, where applicable.

- Up to 72 hours before the excursion: refund of 100% of the amount paid, excluding banking and/or administrative fees.
 - Up to 48 hours before the excursion: refund of 70% of the amount paid, excluding banking and/or administrative fees.
 - Up to 24 hours before the excursion: refund of 50% of the amount paid, excluding banking and/or administrative fees.
 - Within 24 hours prior to the trip: no refund applies.
- NO SHOW (failure to appear for the service at the agreed date, time, and place, without prior notice): no refund applies.

Cancellation Policy – By the Company

In the event of cancellation of the service by the company, the passenger may choose between rescheduling the trip or receiving a full refund of the amount paid, with no penalty.

Isla Martín García

- As required by the Argentine Coast Guard (Prefectura Naval Argentina), the FULL NAMES – ID (DNI) – DATE OF BIRTH and NATIONALITY of all passengers traveling to this destination are required.
- Pregnant passengers up to the 30th week of pregnancy may board without restrictions. From the 30th week of pregnancy onward, sailing to Isla Martín García is not recommended. (If the passenger still wishes to make the trip, she must present a medical authorization, including the estimated due date and any special requirements.)

By completing the purchase, the customer fully accepts these conditions.
Sturla Viajes SRL / Sturla y Cía. SA / Catamaranes Tigre SA



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Sturla boat ride on the Delta

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