

You can board the vehicle by showing the ticket in your smartphone.



Before boarding the bus, you must pay at the El Calafate Bus Terminal a municipal boarding tax of \$3.000.- ARS (cash only), it is not included in the ticket. Before traveling to Chile, it is mandatory to complete the SAG/Customs Affidavit at www.ingresoachile.cl which will be digitally controlled at the border crossing.

Summary of purchased tickets



EL CALAFATE

**DEPARTURE DATE: THURSDAY,
12/04/2025**

DEPARTURE TIME: 16:30 PM
BOARDING: TERMINAL EL CALAFATE



PUERTO NATALES

Arrival: Thursday, 12/04/2025
Stop: Terminal Rodoviario Puerto Natales

Seat	Receipt Number	Seat class	Passenger	Country	RUT / Passport	Price
12	RCL-137377	Semi Cama	Andrew Hollbach	CA	P990979ED (Pasaporte/DNI)	\$ 34.000
11	RCL-137378	Semi Cama	Danielle Mortimer	CA	AA674363 (Pasaporte/DNI)	\$ 34.000

Type	Buyer	Method	Installments	Date	Authorization code	Card number	Amount
	Danielle Mortimer	PayPal					USD\$ 79,56



Customer Service

Any other question please write us to help@recorrido.cl or contact us via phone at +56 2 2666 5505 (Spanish only, Monday to Sunday, 09:00am - 01:00am)



Cancellations

The cancellation of the trip can only be requested online at recorrido.cl (NOT at the ticket office), up to 4 hours before the travel time for domestic destinations and 72 hours before the travel time for international destinations. For each cancellation 15% of the value of your ticket will be retained (Art. 67 D.S 212).

Make the cancellation at <https://recorrido.cl/es/ayuda/anular-pasajes>. Indicate your purchase number **e1c9f16f** and email danielle.mortimer@hey.com.

This purchase includes Recorrido fee. The Service Fee allows us to cover the operational costs of our platform and to offer services such as our customer service. The service fee includes Taxes and will not be refunded in case of ticket cancellation.



Departure tracks and presentation schedule

Please confirm the platform to board the bus at the company's ticket counter. Recorrido.cl does not have this information. **It is mandatory to arrive 30 min. in advance for domestic trips and 45 min. in advance for international trips to check your documents and get on the bus.**

IMPORTANT! The pick up and departure times inside the Torres del Paine National Park may vary as they are subject to other connections that the bus makes with navigations and/or transfers; be patient with the arrival or departure of your bus. All arrival times are estimates, they depend on external conditions such as weather/road conditions/border crossings. Bus-Sur does not assure a fixed arrival time. Please take precautions in case of connections.



Schedule changes (in person at Bus-Sur offices, with printed ticket)

Domestic trips: you can change the date and time of your tickets up to 1 hour in advance (except departures between 06:45 am and 07:15 am, they must be processed the day before during working hours).

International trips: you can change the date and time of your tickets up to 72 hours in advance. Changes can be made directly at Bus-Sur offices by bringing your printed ticket or via sac@bussur.com (**attaching the ticket and requesting the new schedule**).

After the change of date/time, it is not possible to request the return of the ticket, but you can leave it open or change the date again in the Bus-Sur customer service channels.

The duration of an open ticket is 90 days. At the time of confirmation, seats are subject to availability. Tickets allow up to 3 date/time changes.



Notices

It is the responsibility of each user to carry the necessary documentation for international travel, such as: valid identity

document, permits for minors, Tourist Visas and Electronic Travel Authorizations. The company does not refund tickets, re-accommodations or compensations to passengers rejected at PDI/Migrations. More information at **www.bussur.com/documentacion-viajes-internacionales**.

Seats 1, 2, 3 and 4 by law are preferential. In justified cases, it is mandatory to give up your seat.

The company reserves the right to change the seat for reasons of force majeure.

Take care of your belongings. The company is not responsible for losses inside the bus.

You have the right to carry up to 30 kilos of luggage, as long as its volume does not exceed 180 cubic decimeters.

Pets (small size) are allowed only in the last row of the bus, buying the seat next to you. Pets can only be transported inside a kennel. More information at **www.bussur.com/mascotas**.

Bicycles are special baggage, cancel surcharge and are subject to cargo capacity.

If the value of the luggage exceeds 5 UTM, it is your obligation to declare it previously at the office of origin (Art. 70 D.S. 212).

Recorrido.cl is only an intermediary in the sale of tickets, the bus company is responsible for the execution of the service.

Copia Auxiliar

Origen: El Calafate (Terminal El Calafate); Salida: 04.12.2025, 16:30 Destino: Puerto Natales (Terminal Rodoviario Puerto Natales)

Pasajero 1: Andrew Hollbach; Pasaporte P990979ED; País: CA; Boleto: RCL-137377 ; Asiento: 12; Precio: \$ 34.000

Pasajero 2: Danielle Mortimer; Pasaporte AA674363; País: CA; Boleto: RCL-137378 ; Asiento: 11; Precio: \$ 34.000