

KAYAK

FULL DAY

# LLANQUIHUE LAKE KAYAKING



Come sail on the second largest lake in Chile, with its 860 square kilometers/332 square miles. We will be able to enjoy the beautiful panoramic views of the Osorno, Calbuco and Tronador volcanoes as well as the shores of Lake Llanquihue. During the trip it is also possible to get a spectacular view of the city of Puerto Varas.

Minimum of passengers: 2 people.

## Schedule

- 08:30 hrs. to 13:00 hrs.
- 14:00 hrs. to 18:00 hrs.

## Includes

- Technical equipment, professional guide and transportation from your hotel if required.

## Requirements

- Minimum age 14 years old, or between 4 and 14 years old, accompanied by a parent or guardian.

## Not Included

- Swimsuit, towel, dry clothes to change, hat and sunglasses, sunscreen, small backpack.

## 1. TECHNICAL SHEET OF THE ACTIVITY

### Region where the activity takes place

Los Lagos Region

### Commune where the activity is carried out

Puerto Varas

### Place where the activity takes place

Puerto Varas, Los Lagos, Chile

### Description of the activity detailing its location and main characteristics

We offer full-day and half-day canoeing activities in sectors such as Reloncaví Estuary, Llanquihue Lake, Todos Los Santos Lake. Kayaks, technical equipment, professional guides, snacks, and transportation are included.

### Activity Duration Weeks

#### Days

1

#### Hours

### Time of year in which the activity takes place

JAN	FEB	SEA	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
X	X	X	X							X	X

Limitations and/or restrictions of activity to participants such as: physical condition, age, health and others.

#### 4.4 Equipment requirements

##### 4.4.1 General equipment requirements for canoeing

Any natural or legal person that offers the guided canoeing service must comply with the following minimum requirements:

- Have canoes or kayaks with all their complete equipment (canoe or kayak, neoprene skirt, paddle, life jacket, helmet, rescue rope and/or tow rope, as applicable, knife and communication system).
- Have communication equipment (telephone, communication radio or other similar).
- Have a selection of materials and clothing requirements, appropriate for the activity, (see 4.4.2).
- Have equipment and vessels in good working order and operability available to the customer.
- Check all equipment and vessels, before, during, and after each activity, according to

the applicable regulations; This activity is the responsibility of the activity guide and must include checking for the presence of boat breaks or fissures, leaks or other defects.

f) Verify any equipment and vessels that have not been used for a long time, or that are the subject of transport (moving, delivery or other); This activity is the responsibility of the natural or legal person who provides the service.

g) Identify defective equipment and vessels by means of a mark or label, to prevent their use.

h) Carry a first aid kit in the means of land transport and a first aid kit in the guide's boat.

4.4.2 Any natural or legal person that offers the guided service of sea, river and still or flat waters, must have technical clothing and equipment for their clients and guide(s), as appropriate, considering at least the following:

a) Wetsuits and/or waterproof jackets, in case thermal conditions require it.

b) Life jackets, for clients(es) and guide(s), designed exclusively for canoeing activity, certified by a competent body, with buckle for adjustment and that allows freedom of movement, maintaining a higher percentage of buoyancy in the front than in the back; The shoulder pads of the vests must be made in a way that allows the customer to rise. The guide must wear a life jacket with colors identifiable from the rest of the clients with a knife and whistle holder.

c) Specific knife for the activity, which must be attached to the guide's life jacket or clothing, so that it can be used with one hand.

d) Helmets for client(s) and guide(s) designed for river navigation.

NOTE - Canoeing activities carried out at sea and in still or flat waters, do not require the use of a helmet.

e) Rescue rope, located on the activity guide's boat, and an extra rope in the case of navigation in remote places

f) Flipline with safety carabiner.

g) Marine band radio communication equipment for navigation at sea and VHF for navigation in rivers and still or flat waters.

h) Repair box on each vessel, when the activity is carried out in a program or in remote locations; The box must contain at least: glue, scissors and spare accessories.

i) Paddles for guide(s) and clients.

j) Spare rower model that can be assembled for every six customers.

4.4.3 A documented equipment maintenance plan must be in place, which should include at least the following points:

a) Instructions or guide for use and maintenance.

b) Frequency or frequency of maintenance.

c) Regulations that apply to the maintenance of equipment.

4.4.4 Minimum specific equipment and supplies of the guide for navigation at sea

- Thermal underwear.

- Waterproof outerwear or neoprene.

- Footwear.

- Oar.

- Boat (canoe or kayak, single or double for two paddlers).

- Neoprene or nylon skirt (depending on the boat).
- Life jacket.
- Personal ration of food.
- Personal ration of water.
- Dry bag.
- Stabilizing airbag.
- Water pump.

Removable rower (take a part) for every six customers (1:6).

- Sea whistle.
- Signal mirror.
- 27 MHz VHF marine band equipment.
- Light flares approved by the competent body.
- Strobe or incandescent light.
- 20 m polypropylene rescue rope with resistance greater than 300 kg.
- Serrated rescue knife.
- Automatic carabiners with safety.
- Cordines.
- Navigation charts, in case of visual navigation.
- Compass, in case of visual navigation.
- GPS, in case of instrument navigation.

#### 4.4.5 Customer-specific equipment and supplies minimum for seagoing

- Thermal underwear.
- Waterproof outerwear or neoprene.
- Footwear.
- Oar.
- Boat (canoe or single kayak or double kayak for two paddlers).
- Neoprene or nylon skirt (depending on the boat).
- Life jacket.
- Personal ration of food.
- Personal ration of water.
- Dry bag.
- Stabilizing airbag.
- Water pump.
- Sea whistle.
- Sunscreen factor 20 or higher waterproof.
- Sunglasses with UV protection.
- Wide-brimmed hat or legionnaire-type jockey.

#### 4.4.6 Minimum specific equipment of the guide for river navigation

- Thermal underwear.
- Waterproof outerwear or neoprene.
- Footwear.
- Oar.
- Helmet.
- Boat (canoe or kayak, single or double for two paddlers).
- Neoprene skirt (dimension according to boat hatch).
- Life jacket (equipped for rescue).
- Dry bag.
- Internal flotation airbag.

- Waterproof whistle.
- 20 m polypropylene rescue rope with resistance greater than 300 kg.
- Serrated rescue knife.
- Automatic carabiners with safety.
- Cordines.
- Pulley

#### .4.7 Customer-specific minimum equipment for river navigation

- Thermal underwear.
- Waterproof outerwear or neoprene.
- Footwear.
- Oar.
- Helmet.
- Boat (canoe or kayak, single or double for two paddlers).
- Neoprene skirt (dimension according to boat hatch).
- Life jacket.
- Internal flotation airbag.
- Waterproof whistle.

#### 4.4.8 Minimum specific equipment and supplies of the guide for navigation in still or flat waters

- Thermal underwear.
- Waterproof outerwear.
- Footwear.
- Oar.
- Boat (canoe or kayak, single or double for two paddlers).
- Neoprene or nylon skirt (depending on the boat).
- Life jacket.
- Personal ration of water.
- Dry bag.
- Stabilizing airbag.
- Water pump.
- Removable rower (take a part) for every six customers (1:6).
- Sea whistle.
- Signal mirror.
- Radio communication equipment.
- Light flares approved by the competent body.
- 20 m polypropylene rescue rope with resistance greater than 300 kg.
- Serrated rescue knife.
- Automatic carabiners with safety.
- Compass, in case of visual navigation.

#### 4.4.9 Customer-specific equipment and supplies for navigation in still or flat water

- Thermal underwear.
- Waterproof outerwear.
- Footwear.
- Oar.
- Boat (canoe or kayak, single or double for two paddlers).
- Neoprene or nylon skirt (depending on the boat).
- Life jacket.

- Personal ration of water.
- Waterproof whistle.

#### 4.5 Procedural requirements

Any natural or legal person that offers the guided service of canoeing in sea, river and still or flat waters, must have established at least the documented procedures for the following functions:

- a) Booking, sale and cancellations.
- b) Reception and farewell of customers.
- c) Transfer of customers.
- d) Management of groups in the field and in the water courses in relation to the activity or program.
- e) Analysis and evaluation of the activity or program.
- f) Treatment of complaints.
- g) Risk management.
- h) Emergency response in relation to the activity or program.
- i) Hiring and training of personnel.
- j) Handling and maintenance of equipment and materials.
- k) Driving and maintenance of vehicles and boats.
- l) Acquisition and processing of relevant information (weather conditions, or others).

#### 4.6 Limits and obligations of the activity of canoeing in sea, river and still or flat waters

For all guided canoeing activities, the following requirements must be met

##### 4.6.1 Obligations of the natural or legal person providing the service

- a) Select the place or navigation area and an alternative place that includes embarkation and disembarkation (riverbank, sea or other type of pier).
- b) Provide customers with the equipment and technical clothing specific to the activity (life jackets and protective helmets, as well as wetsuits or waterproof jackets, if applicable), which must be in good condition and comply with the applicable regulations.
- c) Inform customers at the time of contracting the service, about the appropriate footwear and personal clothing for navigation.
- d) At the selected place, the guide must inform the clients, before equipping, what the navigation will consist of, indicating the place, depth, duration of the navigation, basic visual signs and procedures to be followed in the event of problems or emergencies.
- e) Record the names of the clients and guide(s) with the start and end time of the navigation.

##### 4.6.2 Customer Requirements

Clients participating in the guided canoeing activity in sea, rivers, and still or flat waters, must meet the following minimum requirements:

###### 4.6.2.1 Navigation at sea

###### 4.6.2.1.1 Class I (Protected Waters)

Minimum age 14 years, or between four years old and under 14 years old, accompanied by one of their parents or guardian.

###### 4.6.2.1.2 Class II (Open Coast)

- a) Minimum age 16 years, or between 12 years and under 16 years of age, with simple authorization from one of the parents or guardian or participate accompanied by one of them.

- b) He must know how to swim.
- c) The client must not have physical impairments that prevent them from paddling or swimming.

#### 4.6.2.1.3 Class III (Open Coast of Extreme Difficulty) and Antarctic Class (Antarctic Coast)

- a) Minimum age 18 years.
- b) He must know how to swim.
- c) The client must not have physical impairments that prevent them from paddling or swimming.

#### 4.6.2.2 River navigation

- a) For navigation on grade I to III rivers: minimum age 14 years, or between eight years and under 14 years of age, with simple authorization from one of the parents or guardian, using custom-made life jackets and a custom-made canoe or kayak.
- b) For navigation on grade IV and V rivers: minimum age 16 years, or between 14 years and under 16 years of age, with the authorization of one of the parents or guardian.
- c) For navigation in grade IV and V rivers, the client must know how to swim in a defensive and aggressive position.
- d) In any navigation, the customer must not have physical impediments that prevent them from paddling or swimming.

#### 4.6.2.3 Navigation in still or flat waters

Minimum age 14 years, or between four years old and under 14 years old, accompanied by one of their parents or guardian.

#### 4.6.3 Customer limits per guide:

Navigation in still or flat waters 1:6 In single canoes or kayaks.

1:8 In canoes or double kayaks.

1:4 Under the following special conditions:

- Participants with special needs.
- Participants in primary education.
- In adverse weather conditions of wind, cold and low water temperature.
- Places far from healthcare centers.
- Places for which there are no weather reports.
- Places with unpredictable weather changes (bodies of water near mountains).

1:12 Under the following special conditions:

- Participants over 17 years of age.
- Participants with individual or group experience, capable of solving problems in navigation.
- Participants accustomed to using navigation equipment and different types of canoes or kayaks.
- A place with adequate weather conditions with light, ambient temperature, wind and water.

Places close to healthcare centers. River navigation

1:6 In rivers of class IV and V.

1:4 Under the following special conditions:

- Participants with special needs, including behavioral, physical, or mental impairment.
- Participants in primary education.
- The river is at its highest flow level.
- Low water temperature, which affects the abilities of the participants.

- River located in a remote area.
- Rivers with places of detention distant from each other.
- Rivers with sections of constant technical navigation.
- Rivers with a large number of obstacles.
- The river's outlet is difficult and remote. 1:10

Under the following special conditions:

- Participants over 17 years of age.
- Experienced participants in higher grade rivers.
- River with moderate flow.
- Low water temperature, which affects the abilities of the participants.
- River known by the guide.
- River with a large number of detention places and exit points.
- Adequate level of support or external assistance.
- Guide with superior qualification for navigation on rivers above class

#### IV. Navigation at sea

1:6 Sailing in single canoes or kayaks. 1:8

Sailing in canoes or double kayaks. 1:2

Under the following special conditions:

- Participants with special needs, including behavioral, physical, or mental impairment.
- Participants in primary education.
- In adverse weather conditions of wind, cold and low water temperature.

### **Experience and technical capacity required of participants**

#### 5.1 Training, competency, and work experience requirements

##### 5.1.1 Training and skills

The canoeing guide must meet the requirements set forth in NCh2950.

5.1.2 Specific knowledge and skills of sea canoeing guides Every sea canoeing guide must have sufficient understanding and mastery of the

The following topics for planning and carrying out navigations in all typical conditions found in the local environment, and planning and responding to possible emergencies during such navigation:

- Equipment, materials and implements for canoeing at sea.
  - Basic notions of navigation, hydrography.
  - Paddling techniques in all directions.
  - Swimming practice in the sea.
  - First aid related to boating at sea.
  - Planning and management of canoeing programs at sea.
  - Communications, both during navigation and on land.
  - Recommended security practices for navigating in different environments.
  - Navigation procedures, according to the type of navigation.
  - Interpretation of currents, tides and waves.
- Accident and rescue procedure.
- Rescue and evacuation techniques.
  - Procedures in case of loss of a customer.
  - Knowledge and understanding of the legislation and legal requirements related to canoeing.

- o) Care for the environment.
- p) Customer care.
- q) Evaluation of the sector.
- r) Orientation techniques.
- s) Interpretation and handling of navigation techniques with marine charts.
- t) Visual orientation according to geographical conditions.
- u) Use of compass and GPS satellite navigation systems.
- v) Interpretation of weather reports.

In addition, they must have sufficient understanding and mastery of the following topics, as appropriate to the type of navigation in which they provide their services as a guide:

#### 5.1.2.1 Canoeist guide at sea for class II navigation

- a) Eskimo turn.
- b) Instrument handling (barometers, thermometers, anemometer).
- c) Marine band radio operation.
- d) Repair of equipment and materials.
- e) Coordination of land and sea rescue operations.

#### 5.1.2.2 Sea canoe guide for class III navigation

Those indicated for canoeing guide in class II and additionally the following:

- a) Eskimo twist to every event.
- b) Management of survival techniques.
- c) First aid in extreme conditions.
- d) Coordination of sea and air rescue operations.

#### 5.1.2.3 Antarctic canoeist guide

Those indicated for canoeing guide in class III and additionally the following:

- a) Management of survival techniques in an environment of extreme cold.
- b) Navigation between icebergs.

#### 5.1.3 Specific knowledge and skills of river canoeing guides

Every river canoeing guide must have sufficient understanding and mastery of the

The following topics for planning and carrying out navigations in all typical conditions found in the local environment, and planning and responding to possible emergencies during such navigation:

- a) Equipment, materials and implements for canoeing in the river.
- b) Reading and interpreting rapids and white water.
- c) Paddling techniques in all directions.
- d) Practice swimming in a river in a defensive and aggressive position.
- e) First aid related to canoeing in rivers.
- f) Planning and management of canoeing programs in rivers.
- g) Communications, both during navigation and on land.
- h) Recommended security practices for navigating in different environments.
- i) Navigation procedures, according to the type of navigation and degree of difficulty.
- j) Accident and rescue procedure.
- k) Rescue and evacuation techniques.
- l) Procedures in case of loss of a customer.
- m) Knowledge and understanding of the legislation and legal requirements related to canoeing.
- n) Care for the environment.
- o) Customer care.

- p) Evaluation of the sector.
- q) Orientation techniques.
- r) Visual orientation according to geographical conditions.
- s) Interpretation of weather reports.

In addition, he/she must have sufficient understanding and mastery of the following topics, as appropriate to the degree of difficulty of the rivers in which he/she provides his/her services as a guide:

#### 5.1.3.1 Grade III River Canoe Guides

- a) Eskimo turn.
- b) Repair of equipment and materials.
- c) Coordination of land evacuation operations.

#### 5.1.3.2 Grade IV River Canoe Guides

Those indicated for grade III and additionally the following:

- a) Eskimo twist on at least two different styles.
- b) Design and planning of contingency plans and land and air evacuation.
- c) Radio operation.

#### 5.1.3.3 Grade V River Canoe Guides

Those indicated for grade IV and additionally the following:

- a) Management of survival techniques.
- b) Advanced first aid in extreme conditions.

#### 5.1.4 Specific knowledge and skills of canoeing guides in still or flat waters

All boating guides in still or flat waters must have sufficient understanding and mastery of the following topics to plan and carry out navigations in all typical conditions found in the local environment and to plan and respond to possible emergencies during such navigation:

- a) Equipment, materials and implements for canoeing in still or flat waters.
- b) Repair of equipment and materials.
- c) Paddling techniques in all directions.
- d) Interpretation of the environment.
- e) First aid related to still or flat water canoeing.
- f) Planning and management of canoeing programs in still or flat waters.
- g) Communications, both during navigation and on land.
- h) Safety best practices when navigating still or flat water.
- i) Rescue and evacuation techniques.
- j) Coordination of land evacuation operations.
- k) Knowledge and understanding of the legislation and legal requirements related to canoeing.
- l) Care for the environment.
- m) Customer care.
- n) Evaluation of the sector.
- o) Orientation techniques.
- p) Interpretation of weather reports.

#### 5.1.5 Boating experience for boating guides

The guide must demonstrate experience pertaining to the specialty of canoeing in the following way:

##### 5.1.5.1 Canoeist guide at sea

- a) For class I sailing, minimum experience of five sailings greater than two

days, which must be recorded in your logbook.

b) For class II sailing, minimum experience of five sailings of more than five days of at least 100 km each on the open coast, which must be recorded in their logbook.

c) For class III navigation, minimum experience of 10 navigations of at least 10 days, and at least 300 km in open coastal conditions of extreme difficulty, which must be recorded in their logbook.

d) For Antarctic class navigation, minimum experience of 10 navigations of at least seven days, and at least 300 km in Antarctic coastal conditions, which must be recorded in their logbook.

#### 5.1.5.2 Canoeing guide in rivers

a) For grade I to III rivers, minimum experience of two years and at least 100 navigations on grade III rivers, which must be recorded in their logbook.

b) For grade IV rivers, minimum experience of two years and at least 100 navigations on grade IV rivers, which must be registered in their logbook.

c) For grade V rivers, minimum experience of two years and at least 100 navigations on grade V rivers, which must be recorded in their logbook.

#### 5.1.5.3 Canoeing guide in still or flat water

Minimum experience of one year and at least 50 navigations in still or flat waters, not less than 50 km, which must be recorded in their logbook.

### 5.2 Fitness

The canoeing guide for activities in sea, river and still or flat waters, must demonstrate, by means of a recovery test or a valid certificate, physical capacity in accordance with the activity.

### 5.3 Requirements for your performance as a canoeing guide in sea, river, and still or flat waters

#### 5.3.1 General requirements

All boating guides in sea, river and still or flat waters, during their performance as such, must comply with the following requirements:

a) Respect all the limits of the activity or its varieties, according to this rule.

b) Know and respect the technical levels of their customers.

c) Know and respect the physical capacity of their customers.

d) Know and respect your own limits.

e) Ensure that customers have the security elements that the activity requires.

f) Ensure that customers have and properly use the equipment and clothing of the activity.

g) Ensure that the equipment and clothing to be used are in adequate working order and operational.

h) Know and respect the risk prevention and management plan.

i) Keep a log or record with a record of the main events of navigation.

#### 5.3.2 Leadership skills

The boating guide in sea, river and still or flat waters, must have the leadership skills for the management of groups, according to NCh2950.

### 5.3.3 Navigation-related procedures

The canoeing guide must demonstrate competence to apply the following procedures related to the variety of canoeing (sea, river, or still or flat water) in which he or she is applying for certification.

#### 5.3.3.1 Planning and preparing for navigation

- Preparation of a list of participants in the activity, including the guide.
- Site selection considering the capabilities of the team and environmental factors.
- Emergency plan and team preparedness.

#### 5.3.3.2 Pre-sailing information

- Preparation of equipment for navigation.
- Equipment assignment.
- Description of navigation.
- Navigation and safety plan.
- Use of safety equipment.
- Swimming position to adopt in case of falling into the water.
- Dangers inherent in navigation.
- Location of the first aid kit.
- Procedures in case of problems/emergencies.

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- Place/environmental considerations.
- Communication.

#### 5.3.3.3 Performing the navigation

Equipment and pre-sailing check:

- Entrance control.
- Navigation control.
- Continuous monitoring of environmental conditions.
- Permanent alert of the stress level of customers.
- Identification of the dangers of navigation.
- Appropriate reaction to problems and emergencies.
- Navigation control and safe exit.

#### 5.3.3.4 Procedure after navigation

- Customer status check.
- Checking equipment and materials.
- Equipment care and maintenance after sailing.

#### 5.3.3.5 Rescue and evacuation

- Implementation of the emergency plan also considering the following aspects:
- Recognition of emergency situations.
- Basic search techniques.
- Controlled recovery of a customer.
- Effective emergency actions on land.
- Knowledge of rescue techniques.
- Emergency management including coordination with emergency services

#### 5.4 First aid

The canoeing guide in sea, river and still or flat waters, must complete at least one course in first aid and cardiopulmonary resuscitation (CPR) and have a valid certificate granted by a recognized institution.

#### Age of the participants

##### Minimum age of participants

14
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##### Maximum age of participants

79
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#### Indications of clothing and personal equipment that participants must have, individually

Thermal underwear
Waterproof or neoprene outerwear
footwear
oar
ship
Neoprene or nylon skirt
Life jacket
Personal food ration
Personal ration of water
Dry bag
Airbag
Water pump
Sea Whistle
Sunscreen
Sunglasses with UV protection
Wide-brimmed hat or legionnaire jockey

#### Indication of clothing and personal equipment that the guides must have individually

Thermal underwear
waterproof or neoprene outerwear
footwear
oar
ship
Neoprene or nylon skirt
Life jacket
Personal ration of food
Personal ration of water
Dry bag
Airbag
Water pump
Detachable paddle every 6 customers

Sea Whistle
signal mirror
27 MHz VHF marine band equipment
Light flares approved by competent body
Strobe or incandescent light
20m polypropylene rescue rope with strength over 300kg
Serrated rescue knife
Automatic carabiners with safety
Cordines
navigation charts in case of visual navigation
Compass
GPS in case of instrument navigation

**Insurance availability (You must indicate whether or not you have insurance)**

Yes
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**Detail insurance, if applicable**

Includes coverage for Dismemberment, 80% Disability due to accident, Accidental Death and Reimbursement of Medical Expenses due to Accident up to 79 years and 11 months

**Detail the services included in the activity**

Snack
Audiovisual
Transport
Guides

**Detail the services not included in the activity**

Swimsuit
towel
Backpack or bag
sunscreen
spectacles
hat for sun or cold
Dry clothes for change
Professional Photography

**Indication of the actions that the participant must follow for the proper development of the activity**

The consumption of alcohol is not allowed, nor any type of drug treatment typified by Law 20,000
Follow the safety instructions given by the guide in charge of the activity
Follow the Responsible Tourist Code

## 2. RISK PREVENTION AND MANAGEMENT PLAN

### Criteria for assessing the level of risk in the development of the activity

Risks of the activity associated with the environment or natural environment (risks that may affect the staff, guides and/or participants of the activity)

Climate Risks
Risks by water status
Geographic risks
Marine Wildlife Risks
Navigation Risks
Risks associated with natural phenomena

### Based on the risks mentioned above, identify their causes

strong winds, storms, high or low temperatures, UV radiation
Waves, sea currents, tide, cold waters
rocks or solid bodies, cliffs, poor visibility
attacks by marine fauna, birds or damage to the ecosystem
Maritime traffic, loss of direction, darkness
tsunamis or tidal waves

### Based on the risks mentioned above, identify their consequences

Loss of Vessel Control
Hypothermia, heat stroke, heat stroke
overturns, entrapments
Lesions
disorientation
bites, stings
Collisions

### Based on the risks mentioned above, identify control, reduction, mitigation, and/or response measures

Planning (weather review)
Industry Knowledge
Inform participants in advance about possible accidents and how to act
Group control by the guide
Carry First Aid Kit
hydration
Have emergency alternatives

### Risks associated with people

People-caused risks of the activity (actions attributable to staff, guides and/or participants)

Behavioral risks
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improper preparation
Poor communication or lack of coordination
carelessness or distractions
Conflicts

**Based on the risks mentioned above, identify their causes**

Poor decision-making
Overestimation of capabilities
Disobedience
incorrect or incomplete equipment
Lies or omissions about the state
lack of supplies
Alcohol or drug use
imprudence
Ignoring environmental conditions
Excessive tiredness
Discussions or competitiveness

**Based on the risks associated with people and mentioned above, identify their consequences**

lesions
Separation from the group
confusion
loss of control
inability to act
Damage to equipment
Loss or shipwreck
Impaired judgment
fatigue
lack of supplies

**Based on the risks associated with people and mentioned above, identify the control, reduction, mitigation and/or response measures**

Safety Talk
Self
Instruct on equipment
Publicize risks
Build trust in the group
Provide list of essentials
Perform Equipment Review
Condition feedback
Participant Monitoring

**Identification and assessment of risks in the practice of the activity**

**Number of Participants**

**A. Minimal**

2

**B. Maximum**

6

**Number of guides for the minimum number of participants selected above**

2

**Number of guides for the maximum number of participants selected above**

2

**Other requirements or conditions relevant to the performance of the activity (Specify)**

**Conditions that would affect the development of the activity (Indicate and specify if applicable): meteorological, geographical and similar conditions**

Weather, waves, storms, strong winds

Geographical

Water pollution

**Languages in which the activity is run**

Spanish

English

**Does the development of the activity include transportation?**

Yes

**If the answer above is Yes, identify risks associated with the means of transport**

Delays

Collisions

mechanical failures

Alterations in route

**Number of Vehicles to Use**

2

**Vehicle Brand**

Toyota

Mitsubishi

**Vehicle Model**

Hilux

Hunter

**Year of the vehicle**

2016
2008

**Do the vehicles comply with current regulations?**

Yes
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**Identify criteria to suspend the activity (considering environmental conditions, guides or participants)**

Meteorology
accidents or illnesses
Imposed regulations

**Determine how safety equipment will be provided to participants**

Prior to the start of the activity, equipment will be delivered and a safety talk will be held
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**Determine how first aid equipment will be provided in the event of accidents**

identify injured person(s), assess situation and environment, act based on accident severity
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**Do you have communication systems to use during the activity?**

Yes
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**Specifying Communication Systems**

Cell phone head of guides
Office Phone Number
Administration Emergency Number

**Do you have a documented procedure in place to record accidents and/or incidents?**

Yes
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**3. EMERGENCY RESPONSE PLAN**

**Name / Position**

Colyn Josey
Franco Briones
Marcelo Moraga

**Role in the emergency procedure**

Activate emergency plan
Transport of an accident victim
Communication with Carabineros de Ensenada and agency office

**Do you have a communication system in case of emergency?**

Yes
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## Specify communication systems to be used in case of emergency

Communication in the field between guides by means of whistle, radios and/or telephone. Communication with corporate telephone.

### Detail, form or procedure for providing first aid

Identify Injured Party(s)
Evaluate situation and environment
act based on the severity of the accident

**Emergency evacuation procedure, including means of transferring a sick or injured person to a health care facility, considering the geographical position, distance, direction from the point of the accident, evacuation routes and means of transport to do so (vehicle, plane, boat or others)**

#### Accident Scene Assessment

ABC of trauma (establishing a permeable airway, ventilation: efficient breathing, maintaining adequate circulation: bleeding control) for the injured person(s).

If you need emergency services:

- 1.- Establish a meeting point depending on the sector where the injured person is located
- 2.- Guide will inform the driver of the accident
- 3.- Driver will inform the central office
- 4.- Contact with carabineros
- 5.- Depending on the severity, inform the captaincy
- 6.- Call to the German clinic by the office

### Identification and location of agencies and people to contact in case of emergencies

#### Name institution or body

Carabineros de Chile
Ambulance
Firemen
CONAF
Chilean Navy
Investigative Police
DIRECTEMAR Puerto Montt
SENAPRED Region Los Lagos
Hospital of Puerto Montt
Puerto Varas Clinic

#### Telephone number of the institution or organization

133
131
132
65 2 486102 or 65 2 486103
137
134
(65) 256 1105

(56) 45 274 7070
(65) 236 2001
(65) 233 3300

### **Detail search and rescue procedures**

Once the accident has been identified:

If the passenger is found quickly and it is found that it is a minor incident, it is verified that the passenger responds to the guide's call and if so, he gets on the boat; If the passenger needs it, first aid will be applied on dry land.

In the event that the passenger is not found at the scene of the accident:

The company's driver is notified, who will always be close to the performance of the activity. He will call head office (65 2 232300)

Call to the carabineros, clinic or health institution by the chief guide in the first instance and the second and second guide if the first is not available.

Depending on the severity of the accident or accidents, the Captaincy of Puerto Varas (652 232905) was called by office personnel.

Call Vicente Perez Rosales National Park (65 2 486101, 55 2 212036 or cell 975124982)

At the same time, the guides will continue the search at the crash site until the light conditions allow it in the day. Then it will depend on other institutions such as: carabineros, CONAF, to extend the search depending on the severity of the accident under the procedures that these institutions have for this type of rescue.

On the part of the company, canoeing activities will be suspended for at least 2 days, while the search continues.

### **Detail of the protocol to be followed in the management and basic management of crises**

The procedure for the delivery of information by the company to the media such as newspapers in the area, television and local radios, will be in charge of the owner of this Gerardo Niklitschek, who will deliver information about the incident. Regarding the delivery of information between the company and relatives of the injured person(s), the chief guide in charge Colyn Josey will do it either by telephone, Skype, email or in person depending on the distance where the relatives are, providing background information on what happened, how? And in what? The state of health is the relatives.

### **Detail the safety measures and procedures in case of fires according to the place where the activity takes place**

Security measure, passengers are instructed:

Do not smoke at the place of the activity. Do not light a fire at the place of the activity.

In the event of a fire on one of the banks of the river:

Smoke is observed in some area, hill near or near the riverbank or shores of the lake, the driver of the company will be notified.

The driver will call the central office (652 232300) then it will communicate to the agency in charge, in this case CONAF Puerto Montt (65 2212036. to Vicente Pérez Rosales National Park 65 2 486101 or carabineros Ensenada 65 2 765133.

If the fire is of greater magnitude and affects the activity, the area will be evacuated and the activity will be canceled

In this case we refer to passenger transport:

- Do not despair, so as not to despair the passengers.
- Evacuate passengers through the escape routes of the transport, either the windows, doors or take them to a safe area at least 50 meters away, by the head guide.
- Use the fire extinguisher properly, this will be executed by the driver.
- Call the central office 65 2 232300 to contact Ensenada firefighters 65 2 212024.
- If there are injuries, protect them from the fire in case they cannot mobilize and call the nearest emergency service, in this case the Ensenada office.
- Do not do anything beyond what is within your reach.

#### **Detail the safety measures and procedures in case of natural disasters according to the place where the activity takes place**

The evacuation of the area will be coordinated.

On the ground, the central office will be called at 65 2 232300.

Once on the ground, passengers will be transferred on the company's bus to Puerto Varas.

If for reasons of force majeure such as road cuts, the vehicle cannot reach the departure area, the office manager will contact the Ensenada carabineros at 65 2 765133 so that they can transfer the passengers to a safe area.

#### **4. EQUIPMENT REQUIREMENTS**

**Does it have a documented procedure that complies with the equipment requirements demanded by Decree No. 19/2018, article 34, numeral 3.1? (It will be required in the on-site inspection process)**

Yes

**Do you have a documented equipment maintenance plan as required by Decree No. 19/2018, article 34, numeral 3.2? (It will be required in the on-site inspection process)**

Yes

All the information declared in this file will be subject to inspection by the National Tourism Service, in accordance with the provisions of articles 38, 46 and 47 of the Tourism Law No. 20,423 and Decree No. 19 of 2018, of the Ministry of Economy, Development and Tourism, in order to verify the correct compliance with safety standards. required by Articles 34 and 35 of said Decree.