

WHO CAN PARTICIPATE IN A GUIDED TOUR?

Anyone, if they are fit for riding a motorcycle and in normal shape. You do not need to be an expert! If you are the type that look on things the bright way, enjoy the nature, people and especially like riding them dusty roads then you are already a candidate! We are here to give you a positive experience for life! It is not about the distance, it is about the experience you take with you home...

HOW DO I MAKE A RESERVATION?

Make sure to make reservation well in advance. A reservation is not valid before we receive 30% of the total price of the rental and 50% on tours. We accept all major credit cards such as Visa, Master and American Express cards. To pay with credit card send us your card no., expiration date and full name as stated on your credit card. We also accept PayPal payments and finally you can make an International money transfer to our bank account (if you wish to do that we will forward the bank account details upon request).

WHAT BIKE WILL I GET IF RENTING OR PARTICIPATING IN A GUIDED TOUR?

You decide which bike you want to rent or ride during one of our guided tours. Our range of bikes are:

- HONDA NX 400 MODEL
- KAWASAKI KLR650E
- YAMAHA XT660Z
- YAMAHA XT1200Z SUPER TENERE
- BMW G650 GS
- BMW F650 GS
- BMW F700 GS
- BMW F800 GS
- BMW F800 GS ADVENTURE
- BMW R1200 GS
- BMW R1200 GS ADVENTURE
- BMW R1200 GS LC

WHAT HAPPENS IF MY BIKE SUFFERS MECHANICAL PROBLEMS DURING GUIDED

TOURS OR RENTAL?

On our tours we have a guide with mechanical skills with us, furthermore we carry a spare bike on our support vehicle during longer journeys. While renting we offer 24 hours support within the borders of Chile regarding any mechanical failure what so ever.

CAN A NON-RIDING PARTNER FOLLOW ME ON A TOUR?

On longer tours/ journeys we will have the service of offering a seat to your companion in our support vehicle. Guests who elect to pay the same rate as a co-rider (back-passenger) will be guaranteed a reservation in the support vehicle. Guests who elect to pay the co-rider rate may ride in the support vehicle if space is available, without guarantee. We can maximum have two passengers in our support vehicle.

HOW MUCH WILL A GUIDED TOUR COST ME?

It depends on which kind of journey you chose. We have journeys in groups or you can ride solo creating your own adventure. Furthermore it also depends on the time you wish to travel. Look at our rates for overland adventures or the prices for renting our bikes. You are also welcome to send an email to us at adventure@ride-chile.com

CAN I EXPECT EVERYTHING IS EXACTLY AS DESCRIBED?

Most of the times, but please have in mind that this is Latin America and things don't always goes exactly as planned. We advice you to bring good spirit and be patient as things sometimes takes a bit longer in Latin America.

WHY IS Ride-Chile.com DIFFERENT FROM OTHER TOUR COMPANIES?

Business is not our first thought when it comes to riding motorcycles in South America. As former overland travelers we are devoted to travel and what it contains. We enjoy getting on the road, see new places, nature and the people of other cultures. We do what we enjoy most, riding our bikes.

WHAT DOCUMENTS SHOULD I BRING?

Passport (personal ID), Driving Permit (International and National), Medical Insurance (obligatory when riding with us on guided expeditions), credit cards etc.

HOW LONG TIME CAN I STAY IN CHILE?

Upon arrival at a Chilean airport or at border-pass from one of the neighbour-countries of Chile you will be granted a 90 days visa if you ask for it on your tourist visa formular. This is free for people coming from a country that is member of the European Union. Visitors from the States and elsewhere will have to pay a small fee to enter Chile. Everytime you enter Chile you will be given a new visa, there are no limitations of how many times you can exit/ enter Chile as long as you do not exceed the amount of days you were given on your visa. The same rules are valid for Argentina, Peru, Bolivia, Brazil and most of the other South American countries. Please confirm this information with your foreign ministry of affair in your own resident country.

WHERE CAN I HAVE MY ADDITIONAL LUGGAGE WHILE RENTING A MOTORCYCLE?

Your luggage is safely with us at our office while you are on the road whether it is on our expeditions or you have rented a motorcycle from us.

DO I HAVE TO CARRY THE LUGGAGE MYSELF DURING TOURS?

On bigger journeys we carry your luggage in our support truck to make it more easy for our fellow travelers to ride their bikes in tough terrains. You also have the possibility to stay with all your luggage to give you more freedom. We will make sure your luggage gets safely from one spot to the next in our support vehicle.

WILL I BE ABLE TO RIDE SOLO?

We are not school teachers, if you decide that you are better off riding on your own and meet up with the group further down the road. Then it is no problem for us. Furthermore if you are more experience and it is a solo journey you are looking for, then you can book one of our bikes right away by clicking [here](#).

WHEN SHOULD I RESERVE?

The sooner the better. It takes time to plan an overland journey. Furthermore we only travel in small groups, so be sure our bikes are not reserved by anyone else and order your trip in good advance. Most of our visitors book their tour one year in advance.

HOW MANY CAN PARTICIPATE ON TOURS?

Ride-Chile.com is everything else than tourism. We ride with a maximum of 12 bikes to make it as special a trip for you as possible.

WHAT THINGS ARE NOT INCLUDED IN THE PRICE OF THE TOURS?

International + national flights, airport taxes, food, evacuation or transport with medical emergencies (you must have your own medical insurance), alcohol, drinks, extra activities, motorcycle clothes & equipment (gloves, helmet, jacket, trouser, boots etc.). and fuel.

WHY IS Ride-Chile.com CHEAPER THAN OTHER TOUR COMPANIES?

Our main goal by starting a motorcycle tour company is to make it affordable for everyone to ride with us. We want to be an alternative for the commercial travel companies and supply our fellow riders with a true motorcycle overland journey as we have experiences ourselves when riding in South America, USA, Europe or even Africa.

WHAT HAPPENS AFTER A LONG DAY OF RIDING?

We enjoy being social after a day on the road, talking about things that has happen in them curvy bends. Enjoying a good asado (BBQ) in the nature with a glass of wine or a beer to end the day in good company. So for those with energy left we are eager to hear about your experience behind the handlebars.

WHERE WILL I SLEEP DURING TOURS?

We will be staying in small high quality lodges, hotels and B&B picked by us. You will be offered a private room double occupancy (single rooms can be arranged for an extra fee). Camping can be an option on customized tours or if the group are into it.

WHAT RIDING CLOTHING SHOULD I BRING FOR RENTAL OR TOURS?

You should bring the same riding gear that you would use during a long trip at home such as boots, gloves, jacket and pant or a riding suit. You should off course also bring your own helmet. You should bring a wet weather suit if your riding gear isn't waterproof. Other suggestions, such as especially warm or cold weather clothing requirements will be advised before your home departure and will of course depend on the actual circuit and the time of the year. You are able to hire a helmet from Ride-Chile.com if you don't have one.

HOW MUCH LUGGAGE SHOULD I BRING?

We suggest you use the rule of thumb method. Once you have you luggage packed and ready to go, reduce it by half and that should be about right. Seriously, with the exception of your riding gear (which should be the last thing to be sacrificed) you should be able to get away with

2 pairs of shorts, one or a maximum of two pairs of jeans or trousers, one pair of shoes, one pair of thongs (Flip Flops if you are American) or sandals, three or four T-shirts, five or six pairs of socks and 5 or 6 sets of underwear. You may also like to bring one comfortable sweater (jumper for the Aussie's) or jacket. If you find that you are short of something, we will simply stop on the way so you can buy it.

WHEN AND WHERE CAN I DO MY LAUNDRY?

We will arrange with hotels we stay at with a frequency of 4-5 days that you will be able to have your laundry done for a small cost if interested.

WHAT ABOUT MOSQUITOS, SNAKES AND OTHER DANGEROUS ANIMALS?

You do not need to worry as you will not get anywhere near to Malaria, if a journey should get you near such areas of Malaria threats we will tell you in advance to seek information at your doctor for Malaria medication. Other dangerous animals such as snakes, spiders are rare and will only be found in the rain forest and not near roads, cities, villages or hotels where we will stay.

HOW MANY HOURS A DAY DO WE SPEND ON THE BIKES?

Usually 2-3 hours before lunch and 2-3 hours after lunch. There are non-riding days planned on tours of one week or longer. The motorcycle is available to use if you wish to go out and see something on your own (fuel is not included on scheduled non-riding days) and there will be activities arranged depending on the group wishes. The possibilities are many for example horse back riding, hiking, site seeing, shopping, off road riding, rafting, canopy, swimming pool, hot springs, coffee plantation tour etc.

CAN I CROSS BORDERS ON A RENTAL BIKE?

Taking a rental bike from Chile into Argentina or other countries is no problems. We only need your personal information in advance to have the papers and insurance (\$105 US Dollars per month) ready for you when you arrive. We allow our bikes to enter all countries of South America.

Furthermore we will pre-charge your credit card at a fixed rate (% of the value of the rented bike) for our security to cover any loss of the bike. Upon return we will cancel the pre-charge from your credit card.

IS THERE MECHANICAL SUPPORT WHEN RENTING A MOTORCYCLE?

Within the borders of Chile we supply mechanical support on all of our rental bikes. Outside of

Chile we support by covering the repair bill if any mechanical problems should occur on one of our rental bikes. Accidents or thefts are not covered by Ride-Chile.com, the person in charge of the rental will be held responsible for that.

WHAT ARE MY RESPONSIBILITIES WHEN RENTING A MOTORCYCLE?

- NEVER LEAVE A RENTED MOTORCYCLE WITHOUT ATTENTION OR WITHOUT SUPPLIED LOCKS
- ALWAYS PARK RESPONSIBLE IN CLOSED PARKING LOTS WITH SECURITY
- CHECK OIL REGULARLY AT EVERY 500 KM
- LUBRICATE CHAIN AT EVERY 500 KM, MORE OFTEN IF IN RAINY CONDITIONS
- PLEASE TAKE GOOD CARE OF OUR EQUIPMENT AS WE TAKE GOOD CARE OF YOU

ARE THERE ANY RULES OR REGULATIONS THAT I HAVE TO FOLLOW WHEN RENTING OR PARTICIPATING IN TOURS?

The only thing we ask is that you follow the laws of the country we are riding in and that you are always respectful to the local citizens. We also expect that each member of the group conducts themselves in a manner that does not endanger themselves or other members of the group.

We will also insist that no alcoholic beverages are consumed until your motorcycle has been retired and safely stored for the evening. Riding privileges will be suspended for anyone under the influence of drugs or alcohol.

WHAT TIRES ARE FITTED TO THE MOTORCYCLES?

All bikes are equipped with tires capable of taking you through an overland journey or tour. Should you ride for longer time (3 months), new tires and change are paid by the person stated in the rental contract and not Ride-Chile.com.

We do not send our visitors off on old tires. All our bikes are fitted with Metzeler Sahara 3 & Pirelli MT60 tires.

WHAT IS THE ALCOHOL PERCENTAGE IN CHILE

Please obey the regulation of alcohol and handling a vehicle in Chile or any other places in South America during rental or on tours. The police is very strict with the subject. The alcohol percentage in Chile is 0.05 per March 2012.

WHAT IF I HAVE SPECIAL DIETARY REQUIREMENTS OR ANY SPECIAL MEDICAL NEEDS?

Once you have booked your place on a tour and prior to departure, we will send you a form which we will ask you to complete and return to us. We will do our very best to accommodate your individual needs and we will advise of the outcome before our departure.

HOW CAN I STAY IN CONTACT WITH MY FAMILY IN CASE OF AN EMERGENCY?

Our support vehicle is equipped with a mobile phone and a satellite phone. You can accept calls during the day or in the hotels in the evening. Each bike is also equipped with a mobile phone which we have provided you with in case of an emergency. Any calls you make from this phone will be at your cost, but incoming calls are obviously free. Whilst you are more than welcome to use the satellite phone (where we have no mobile phone coverage) to call family and friends, charges will apply. We also try to stay at hotels and lodges which provide free access to the Internet and/or have Wi-Fi for those passengers who wish to bring their own personal laptop along.

WHAT HAPPENS IN CASE OF AN ACCIDENT?

There are great doctors and clinics all over Chile, but since the country is huge, many areas are remote. The tour guide always carry a first aid kit and have first emergency response training. There's also an option to bring our 4x4 support car for an extra fee. You need to buy health insurance to cover yourself in the case of an accident as this is not covered by us! Make sure to tell your insurance company that you will be riding a +500 cc motorcycle.

WHAT TO DO IN CASE OF AN ACCIDENT / THEFT WITH A RENTAL MOTORCYCLE?

- NEVER LEAVE THE SCENE IF INVOLVED IN AN ACCIDENT OR CASUALTIES OCCUR
- IF THIRD PARTIES INVOLVED WRITE DOWN AS MUCH INFORMATION AS POSSIBLE, RUT NUMBER (CHILEAN IDENTIFICATION NUMBER, PASSPORT NUMBER ETC), DRIVERS LICENSE NUMBER, CAR REGISTRATION NUMBER ETC.
- WRITE DOWN THE NAME OF INSURANCE COMPANY & INSURANCE POLICY NUMBER
- IF THE BIKE IS IMMOBILIZED CALL Ride-Chile.com IMMEDIATELY AND ASK FOR ASSISTANCE TO TRANSPORT THE BIKE TO WHERE IT CAN BE FIXED - YOUR DAMAGE DEPOSIT WILL USED TO COVER ANY DAMAGES TO THE RENTED BIKE
- HEAD FOR THE NEAREST POLICE STATION OF THE AREA YOU ARE LOCATED IN

AND MAKE A REPORT. THE POLICE STATEMENT MUST INCLUDE THE REGISTRATION NUMBER OF THE RENTED BIKE & YOUR PERSONAL INFORMATION

- IF YOU ARE INJURED IN AN ACCIDENT WE WILL NEED A MEDICAL REPORT TOGETHER WITH A POLICE REPORT OF THE ACCIDENT

- IN CASE OF THEFT OF THE RENTED BIKE OR EQUIPMENT OF Ride-Chile.com CONTACT US IMMEDIATELY AND REPORT THE MATTER TO THE NEAREST POLICE STATION. FURTHERMORE YOUR REFUNDABLE DEPOSIT OF THE RENTED MOTORCYCLE WILL BE LOST

WHAT AIRLINE COMPANIES FLY FROM EUROPE / USA TO CHILE?

There are plenty to pick from, but be aware to search in good time to get the best price.

Lufthansa, TAM and LAN are ones of them. We advice you to use Despergar.com as a good site to search for flights in and out of Chile.

HOW MUCH MONEY SHOULD I BRING TO CHILE AND WHAT IS THE CURRENCY?

Travelers checks are outdated, so forget them. We do not recommend carrying too much in cash as you will find ATM cash machines all over Chile so it is easy to get a cash advance from almost any major credit card in most cities. In Chile the currency is Pesos (1 USD = approx. 620 Chilean Pesos) In Argentina it is (1 USD = approx. 10 Argentinian Pesos). Budget to eat lunch and dinner will probably be around \$20-50 USD dollars per day, plus personal expenses like non-included activities, souvenirs and drinks. Bring US Dollars to have some cash on you always, some restaurants or stores do not accept credit cards.

We do suggest however, that you bring a minimum of two separate credit cards just in case you lose one, like Visa, American Express or Mastercard. Now a days life is much easier, almost every small town has at least one ATM/ Automated teller machine to withdraw money from.

WHAT PART OF YEAR TO GO TO SOUTH AMERICA / CHILE?

Remember that the seasons are reversed in the Southern Hemisphere! But still Chile and most of South America offers amazing motorcycle whether all year long, you just need to plan where to go in the right time (north or south). We offer expeditions and motorcycle rentals 365 days a year.

SEASONS IN CHILE:

- SPRING: SEPTEMBER TO DECEMBER (Main borders pass's open over the Andes mountains are open. Small pass's begin to open)

- SUMMER: DECEMBER TO MARCH (All borders over the Andes mountains are open)
- AUTUMN: MARCH TO JUNE (Small borders pass's beginning to close due to snow)
- WINTER: JUNE TO SEPTEMBER (Only main entries over the Andes are open)

WHEN TO GO:

- NORTHERN CHILE: ALL YEAR LONG
- CENTRAL CHILE: SEPTEMBER TO MARCH
- SOUTHERN CHILE / PATAGONIA: NOVEMBER TO MARCH
- EASTER ISLAND & JUAN FERNANDEZ: - AROUND MARCH

HOW MANY PERCENT OF THE JOURNEY WILL BE OFF-ROAD?

Usually it will be between 20-30 % when riding in South America, but you will experience some of the most maintained curvy roads in Chile. We are able to customize tours for people preferring only to go off-road/ dirt roads.

ARE WE GOING TO THE BEACH FOR A SWIM?

During our expedition you will have plenty of opportunities to get your shorts wet by visiting one of the rich beaches along the South Pacific/ Atlantic coastline. If not at the coast we will come by many lagoons and natural hot-springs.

HOW MANY KILOMETERS AM I EXPECTING TO RIDE PER DAY DURING TOURS?

Due to the technicality of the many routes (many curves) the average amount of kilometers is usually around 250-300 km per day, which can easily be 6 hour on the bike. On longer stretches we can accumulate as much as 500 km per day.

WHAT SHOULD I NOT BRING INTO CHILE?

Drugs, meat, vegetables, fruit, wood, sand, stones etc. (You will be checked on every entry to the country whether you come from airway or road)

Chile has strict rules of which things you can bring into the country in order to protect its rich agriculture and keeping farming healthy without any influences from other countries containing swineflue etc. Remember the whole country is protected like an Island from the north to the south with the high Andes mountains to the east and the vast Pacific ocean to the west. Please respect this and help us protect one of the most amazing natures of the world. See the all the instructions for which things you can bring and not bring into Chile [here](#) .

CAN I HAVE THE BIKE(S) DELIVERED / PICKED UP OTHER PLACES THATN SANTIAGO?

We deliver/ pick up bikes from locations within the borders of Chile. Our prices are one way and not per bike. So if you need 1 or 10 bikes delivered/ picked up at a location, the price will be the same.

Find our prices for transportation in our rental section [here](#) .

OTHER IMPORTANT INFORMATION

We do not try to get a lot of people through the treadmill, we work with small intimate groups, like if you were on your own adventure with friends. Our tours are limited to 8 persons to keep the experience non commercial alike and take care of the environment around us.

We stay local by selecting high quality local lodges, hotels and restaurants to offer you the best of South America, but also the leave positive impression behind, by supporting locally.

The owners behind the tours acts as your guide, therefor you can only expect to get the best service and experience when choosing rental or guided tours from Ride-Chile.com. We want to give you a personalized experience with hope that either you or your friends return to South America.

WHAT IF I HAVE ADDITIONAL QUESTIONS NOT ANSWERED IN THE FAQ'S ABOVE?

Please send us an email adventure@ride-chile.com - We will get back to you with an answer ASAP.