



VERTICE

TRAVEL • DESTINATIONS • HOTELS

Vértice Patagonia commercial policies

2023 – 2024 season

(September 1st, 2023 to April 30th, 2024)

1 WE ARE WAITING FOR YOU!

We are always focused in taking care of you and us, so your travel is a **safe experience** of transformations and connection with nature. Thinking of your comfort while your adventure in Torres del Paine National Park is that, for this 2023 – 2024 season we will have, once again, enabled the reservations in our **refuges**, under our usual modality of bunk beds in mixed and shared rooms.

Our bedrooms are equipped with “simple beds”, for those who travel with their own sleeping bags, as well as “full beds” for those who prefer to sleep comfortably like at home.

For **campsites**, as every season, we have the alternative of delivering full camping gear service or only part of it, as well as only the individual camping sites reservation for those who enjoy traveling and living the experience using their own equipment.

As part of our additional services, this season we are still prepared to deliver different meal options, **respecting** the health measures for those visitors who want to enjoy their adventure in the park without that extra load, concerns or complications.

With all this, we seek to provide our visitors with diverse alternatives of accommodation and food, responding to the **preferences** and budgets that each of them has.

Contact our team to ventas@vertice.travel to know all the details. Because every trip, every day, is an opportunity. You deserve to live it!

2 OFFERED SERVICES

Vértice Patagonia, from now on **Vértice S.A.**, RUT 909.505.160-5 and represented by Mr. Rodrigo Meunier C., both domiciled in Bulnes 1202, Puerto Natales, Magallanes region, Chile with email to request bookings ventas@vertice.travel and phone number +56 61 2414 500, offers the following accommodations and additional services inside Torres del Paine National Park:

- Accommodation in individual and group campsites at Paine Grande, Grey, Dickson and Los Perros.
- Accommodation in simple or full beds in shared and mixed rooms in Dickson, Grey and Paine Grande.
- Meal services in Dickson, Los Perros, Grey and Paine Grande.
- Camping gear (as additional services) at Dickson, Los Perros, Grey and Paine Grande.: tents for up to 2 people, individual high density foam mats and individual 4-seasons sleeping bags.
- Bedding kit and towels as additional services at Dickson, Grey and Paine Grande refuges.

2.1 Glossary

- **Simple bed:** accommodation service in mixed and shared rooms, with bunkbeds, that includes a mattress cover, a pillow and a pillowcase. Available at Paine Grande, Grey and Dickso refuges. Ideal for those who travel with their own sleeping bag.
- **Full bed:** accommodation service in mixed and shared rooms, with bunkbeds, that includes a mattress cover, pillow, bedding and bed cover. Available only at Grey and Paine Grande refuges.
- **Bedclothes kit:** composed by sheets and bed cover, offered as an additional service to the simple bed. Available at Dickson, Grey and Paine Grande refuges.
- **Meal service:** dinner, breakfast, lunch or box lunch services or full board, in that order. We offer option for vegetarian or related diets, that must be indicated in the reservation. Regarding food allergies or intolerance restrictions, it is also very important that we are informed in advance to see feasibility.
 - **Full board:** includes the dinner the day of arrival and breakfast and lunch or box lunch the next day. It is delivered in the refuge and cannot be separated between sectors. In the case the reservation has meal services in different refuges, these will be charged as separated services, despite if they are not consumed entirely. This service is available at Dickson, Perros, Grey and Paine Grande.

- **Dinner:** in Paine Grande consists in a buffet with hypercaloric offer focused especially for those who trek in the park, in which they can find options of proteins, garnishes, salads and desserts. In Dickson, Perros and Grey this service is a unique 3-course menu (starter, main and dessert) served to the table.
- **Lunch:** is a unique 3-course menu (starter, main and dessert) served to the table in Dickson, Grey and Paine Grande. At the Front Desk, the passengers must indicate if they prefer to have lunch at the restaurant or take a box lunch with them the next day. In Los Perros we only provide box lunch, there is no lunch service served to the table in that sector.
- **Box Lunch:** take away lunch.
- **Breakfast:** American style, served to the table at Dickson, Los Perros and Grey. At Paine Grande it is available as a buffet.

3 SEASON

The opening and closing dates of our refuges and campsites are:

- Paine Grande and Grey, from September 01st, 2023 to April 30th, 2024 (last check in is April 29th, 2024).
- Dickson, from November 01st, 2023 to March 30th, 2024 (last check in is March 29th, 2024), subject to weather conditions and future evaluation in coordination with the park administration and other operators.
- Los Perros, from November 02nd, 2023 to March 31st, 2024 (last check in is March 30th, 2024), subject to weather conditions and future evaluation in coordination with the park administration and other operators.

4 CHECK IN AND CHECK OUT SCHEDULES AND GENERAL SERVICES

- Check in from 01:00 pm.
- Check out at 09:30 am.
- Services Schedule:

Paine Grande camping and refuge

- Front Desk from 07:00 am to 10:00 pm.
- Convenience store from 07:00 to 10:00 pm.
- Toilets: 24 hrs.
- Showers from 12:00 pm (noon) to 10:00 pm.
- Bar from 03:00 pm to 10:30 pm.
- Breakfast from 06:30 am to 09:00 am.

- Lunch from 12:00 pm (noon) to 02:00 pm.
- Dinner from 06:30 pm to 09:00 pm.
- Camping cooking space (quincho) from 07:00 am to 10:00 pm.
- Electricity from 06:00 am a 12:00 am (midnight).

Grey and Dickson camping and refuges and Los Perros camping

- Front Desk from 07:00 am to 10:00 pm.
- Convenience store from 07:00 am to 09:30 am and from 01:00 pm to 09:00 pm.
- Toilets: 24 hrs.
- Showers from 07:00 am to 09:00 am and from 02:00 pm to 09:00 pm.
- Bar from 03:00 pm to 10:00 pm (Dickson and Grey).
- Breakfast from 07:00 am to 09:00 am (Dickson and Grey).
- Breakfast from 05:00 am to 07:00 am in Los Perros.
- Lunch from 12:00 pm to 02:00 pm (Dickson and Grey).
- Dinner from 06:00 pm to 09:00 pm (Dickson and Grey).
- Dinner from 06:00 pm to 08:00 pm in Los Perros.
- Dickson and Grey camping cooking space (quincho) from 07:00 am to 09:00 and from 01:00 pm to 10:30 pm.
- Los Perros camping cooking space (quincho) from 04:00 am to 09:00 and from 01:00 pm to 10:00 pm.
- Electricity from 06:00 am to 12:00 am (midnight).

Although we do not offer services outside the established hours, our team will always be on the lookout if you need or require us to provide help in a particular case.

The schedules can be modified, so it is important to confirm them at each Front Desk.

5 RESERVATIONS

Are all the requests confirmed via email that have the reservation number and payment deadline. Also are considered reservations all the bookings made through our website www.vertice.travel, which are paid and have a confirmation number.

6 BOOKING PROCESS

To make reservations can go to our website www.vertice.travel or request them through email to ventas@vertice.travel.

The passenger will receive the confirmation of the booking through an email with a reservation number. Only with this number and email the request can be considered as

confirmed. This also applies for modifications and / or cancellations. Please consider that the modification of a reservation could cause a change in the total value to be paid.

For foreigner non-resident passengers it is **mandatory** to present their passport and immigration card (original and with valid date) at the time of the check in to be able to use the tax exemption. If these documents are not presented, the passengers will must pay directly at the Front Desk the VAT difference (19% of the value paid for the contracted services).

The refuges and camping sites do not receive nor process bookings directly. For all purposes, the reservations must be requested with anticipation by the means described above.

7 PAYMENTS AND CANCELLATIONS

7.1 Individual or group reservations

Reservations must be paid in full within 48 calendar hours of receiving the confirmation of the request made through a sales executive, otherwise, they can be cancelled by Vértice and destined to other passengers.

IMPORTANT

For bookings made through our website, and according to the established by the law 19.946 and the e-commerce regulations, the right of withdrawal, by means of which the buyer can unilaterally terminate de purchase of the reserved service, Vértice will make the refund of 100% of the amount paid:

- In the case of purchases made more than 45 calendar days before the check in, the right to withdrawal will only apply if written notice is given to the email ventas@vertice.travel up to 45 days before the date of entry to our refuges and / or camping.
- In the case of purchases made with less than 45 calendar days before check in, the right to withdrawal will only apply if written notice is given to the email ventas@vertice.travel within 2 business days following the date of payment.

Reservations are nominative and non-transferable.

Vértice S.A. will require prepayment of all confirmed reservations. If these are not prepaid on the stipulated dates in the confirmation, Vértice S.A. reserves its right to cancel the reservations.

7.2 Payment forms

Reservations must be paid no later than 2 business days after being confirmed and the receipt must be sent to the executive who confirmed your reservation to the email ventas@vertice.travel, specifying in the subject of the email to which reservation the payment corresponds and the name of the executive with whom he or she was in contact.

PAYMENT IN CHILEAN PESOS

Beneficiary name: Vértice S.A.
RUT: 99.505.160-5
Bank: Banco de Chile, branch office Puerto Natales
CLP account number (cuenta corriente): 2360048204

PAYMENT IN US DOLLARS

Beneficiary name: Vértice S.A.
RUT: 99.505.160-5
Bank: Banco de Chile, branch office Puerto Natales
USD account number (cuenta corriente): 52360048209

To pay with PayPal it is important that the passengers send the email associated to their PayPal account by email to the executive with whom they are in contact so that they can send the payment form.

IMPORTANT

Operational expenses originated by the deposits or transfers, both from the issuing country and from the receiving bank, in this case Banco de Chile or Citibank (Vértice S.A. accounts) are borne by the issuer of the transfer or deposit. Vértice S.A. is not responsible for them. In the case of using Wire Transfer, the charge detail "OUR" must be instructed (field 71A Charge Details).

The client must ensure that the amount confirmed in the reservations is received by Vértice S.A. in full, by sending an email the sales executive to ventas@vertice.travel

8 No SHOW

When a passenger does not show up at the campsite or refuge, it will be considered a No Show and an invoice will be issued in national currency (CLP) for the total amount of the reservation.

If the reservation has been made in US dollars, an invoice will be issued in national currency for the total amount of the reservation at the exchange rate observed on the day of the check-out plus the Chilean VAT (19% of the value paid for the contracted services).

IMPORTANT

Vértice S.A. is not responsible for cancellations or No Shows due to impossibility of arrivals or access to its refuges or campsites due to external causes such as weather conditions, roadblocks, natural phenomena, problems with airline connections, delays in transfers or not departures from boats and / or catamarans, social or political manifestations or other problems derived from these or any other factor beyond Vértice S.A. will and control. For such eventualities it is suggested to the passengers to take out a travel insurance.

If a passenger does not show up on his or her reservation day at the refuge or camping site, Vértice S.A. will reserve the right to dispose of the booked spaces to remarket them, without refund of money. If the passenger has a reservation for more than one night, to not show up will automatically cancel the entire stay, with exception of whom inform through email to ventas@vertice.travel that they will arrive on the next day (they still will lose the first night of the stay). This policy also applies to cancellations after the deadline and / or No Show.

9 RESPONSIBILITIES

Vértice S.A. is not responsible for additional costs due to modifications or cancellations of reservations, nor expenses generated for losses or delays in air, land, lake or sea transportation services annexed to the passenger.

Likewise, Vértice S.A. is not responsible for the loss of documents or personal property of the passenger during their trip or while staying in our campsites or refuges.

It is responsibility of each person to carry out a preventive medical check-up prior to an activity, trekking, etc. to ensure that their health is in good condition and compatible with the activity to be performed.

Vértice S.A. is not responsible for accidents on the way, trails or places that are not related to its facilities. Any liability that may be invested in Vértice S.A. must be accredited by an enforceable judicial sentence.

Although Vértice S.A. indicates the distances and difficulty of the treks, it is the guests' responsibility to read them and know what their limitations are, as well as to bring the appropriate equipment for an optimal experience. Also, it is the guests' responsibility to inform themselves with CONAF about the opening and closing times of the trails, the need of a tour

guide during the autumn-winter season, as well as the internal regulations of Torres del Paine National Park.

10 COVID-19 CLAUSES (VALID ONLY WHILE THE HEALTH ALERT IN CHILE DECLARED BY THE MINISTRY OF HEALTH REMAINS IN FORCE)

10.1 Acts of the Authority

In the event a passenger must cancel his or her trip outside the cancellation period or retract (45 calendar days prior check in), by an **Authority Act** such as: changes of air, land and / or lake transfer or national or regional borders closure due COVID-19, the reservation can be rescheduled without penalty until the 2024 – 2025 season (maximum day of stay April 29th, 2025). If the new reservation date is on December 24th or December 31st, the rate of the Christmas or New Year's Eve dinner or full board service must be paid with the new season rate.

10.2 In case of the passenger contagion

If a passenger must cancel the trip outside the cancellation period (45 calendar days prior the check in date) due to COVID-19 contagion, the affected passenger must present a medical certificate to be able to reschedule without penalty for the 2024 – 2025 season (maximum date of stay April 29th, 2025). If the new reservation date is on December 24th or December 31st, the rate of the Christmas or New Year's Eve dinner or full board service must be paid with the new season rate.

10.3 In case of suspected contagion during the stay

If the situation arises that a passenger is suspected of contagion, person on alert or with evidenced symptoms of COVID-19, following the Seremi regulations (Chilean Health department), the passenger must be in isolation until he or she can be transferred to the Puerto Natales' hospital to be checked.

If this situation happens, the passenger will be responsible for all the expenses and additional services that may incur, applying our rack rate.

11 ADDITIONAL SERVICES

When the services of a tent, mat or sleeping bag are requested, the user must leave in custody an official document providing their ID for as long as the reservation lasts in each sector or, if failing that, a voucher as a guarantee with an amount will be withheld on the credit card.

If the tents, sleeping bags or camping mats are damaged or destroyed, the user will be responsible for each of them, having to pay to Vertice S.A. the following values:

11.1 Replacement values for damaged goods

- Tent: \$500.000*
- Mat: \$20.000*
- Sleeping bag: \$150.000*

* Unit values in Chilean pesos with VAT included.

11.2 Repair of goods

- Tent: \$250.000*
- Sleeping bag: \$75.000*

*Unit values in Chilean pesos with VAT included.

At the moment of the check out, the Administrator, Deputy Administrator or the Camping Manager, will make an evaluation of the condition of the property, according to which he will determine if it is destroyed, lost or damaged and to what degree, and will inform the total value to be paid by the user.