



**VERTICE**

TRAVEL • DESTINATIONS • HOTELS

# Vertice Rates and Commercial Policies

2021 – 2022 Season

(October 1<sup>st</sup>, 2021 to April 30<sup>th</sup>, 2022)

# 1 WE ARE WAITING FOR YOU!

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We are always focused in taking care of you and us, so your travel is a **safe experience** of transformation and connection with nature. Thinking on your comfort while your adventure in Torres del Paine National Park is that, based in our visitor requests, for this 2021 – 2022 season we will specially have our **camping sites** enabled, which guarantee the physical distancing, with all the sanitary measures recommended by the health entity.

For the campsites we will have the option of delivering full or partial gear, as only the individual camping reservation for those who enjoy traveling and living the experience using their own equipment.

In the same way, we have decided to open our **refuges** this upcoming season. Prioritizing the sanitary measure, we will provide the service of rooms, so you can enjoy our refuges safely. This means that the rooms could be used by a group of family members, friends, or travel, to respect the so longed distancing in these times.

Our rooms are equipped with simple beds, for those who travel with their sleeping bags. We also will have the services of sleeping bags or “Bedclothes Kit” for those who prefer to travel without the extra weight and seek the comfort of a bed like homemade.

As part of our additional services, this season we are prepared to deliver various meal options respecting the health measures for those visitors that want to enjoy their adventure in the Park without that extra load, concerns nor complications.

With all this, we look to give to our visitors diverse alternatives for accommodation and food, responding to the preferences and budgets of each one of the visitors have.

Contact our Sales Team to [ventas@vertice.travel](mailto:ventas@vertice.travel) to know all the details. Because every trip, every day, is an opportunity. We are waiting for you!

## 2 RATES SEASON 2021 - 2022

### 2.1 Paine Grande camping and refuge

PAINE GRANDE		
PAINE GRANDE CAMPING		CLP USD
<i>Accommodation</i>		
Camping fee per night, per person	7.000	10
PAINE GRANDE REFUGE		CLP USD
<i>Accommodation</i>		
Standard six-bunk beds room	228.000	330
Standard four-bunk beds room	152.000	220
Standard double room	76.000	110
PAINE GRANDE MEAL SERVICES		CLP USD
Full board	39.000	56
Breakfast	11.000	16
Lunch or Box lunch	12.000	17
Dinner	20.000	29
<i>Special dates</i>		
Christmas Eve / New Year's Eve Full board	60.000	86
Christmas Eve / New Year's Eve Dinner	45.000	65
ADDITIONAL SERVICES		CLP USD
Bedclothes kit, per night and per person	22.000	32
Tent for up to 2 people, per night	20.000	29
Mat, per night and per person	5.000	7
Sleeping bag, per night and per person (camping or refuge)	15.000	22
Towel	5.000	7
Welcome Drink	5.000	7

#### Notes:

Standard rooms: are equipped with mattress cover, pillow and pillowcase.

US dollar rates were fixed using a referential exchange rate. Vértice S.A. reserves its right to modify the exchange rate before the reservation is paid without prior notice and according to its convenience.

US dollar rates are valid for foreigner nonresidents in Chile, presenting passport and the immigration card valid. On the contrary, they will have to pay the difference of the Chilean VAT (IVA) in Chilean pesos (19%).

## 2.2 Grey camping and refuge

GREY		
GREY CAMPING		CLP USD
<i>Accommodation</i>		
Camping fee per night, per person	6.500	9
GREY REFUGE		CLP USD
<i>Accommodation</i>		
Standard six-bunk beds room	156.000	228
Standard four-bunk beds room	104.000	152
GREY MEAL SERVICES		CLP USD
Full board	39.000	56
Breakfast	11.000	16
Lunch or Box lunch	12.000	17
Dinner	20.000	29
<i>Special dates</i>		
Christmas Eve / New Year's Eve Full board	60.000	86
Christmas Eve / New Year's Eve Dinner	45.000	65
ADDITIONAL SERVICES		CLP USD
Bedclothes kit, per night and per person	34.000	49
Tent for up to 2 people, per night	20.000	29
Mat, per night and per person	5.000	7
Sleeping bag, per night and per person (camping or refuge)	15.000	22
Towel	5.000	7
Welcome Drink	5.000	7

### Notes:

Standard rooms: are equipped with mattress cover, pillow and pillowcase.

US dollar rates were fixed using a referential exchange rate. Vértice S.A. reserves its right to modify the exchange rate before the reservation is paid without prior notice and according to its convenience.

US dollar rates are valid for foreigner nonresidents in Chile, presenting passport and the immigration card valid. On the contrary, they will have to pay the difference of the Chilean VAT (IVA) in Chilean pesos (19%).

## 2.3 Dickson camping and refuge

DICKSON			
CAMPING DICKSON		CLP	USD
<i>Alojamiento</i>			
Tarifa de camping por persona y por noche	6.500		9
REFUGIO DICKSON		CLP	USD
<i>Alojamiento</i>			
Standard six-bunk beds room	156.000		228
Standard five-bunk beds room	130.000		190
Standard four-bunk beds room	104.000		152
Standard three-bunk beds room	78.000		114
DICKSON MEAL SERVICES		CLP	USD
Full board	39.000		56
Breakfast	11.000		16
Lunch or Box lunch	12.000		17
Dinner	20.000		29
<i>Special dates</i>			
Christmas Eve / New Year's Eve Full board	60.000		86
Christmas Eve / New Year's Eve Dinner	45.000		65
ADDITIONAL SERVICES		CLP	USD
Bedclothes kit, per night and per person	34.000		49
Tent for up to 2 people, per night	20.000		29
Mat, per night and per person	5.000		7
Sleeping bag, per night and per person (camping or refuge)	15.000		22
Towel	5.000		7
Welcome Drink	5.000		7

### Notes:

Standard rooms: are equipped with mattress cover, pillow and pillowcase.

US dollar rates were fixed using a referential exchange rate. Vértice S.A. reserves its right to modify the exchange rate before the reservation is paid without prior notice and according to its convenience.

US dollar rates are valid for foreigner nonresidents in Chile, presenting passport and the immigration card valid. On the contrary, they will have to pay the difference of the Chilean VAT (IVA) in Chilean pesos (19%).

## 2.4 Los Perros camping

LOS PERROS		
LOS PERROS CAMPING	CLP	USD
<i>Accommodation</i>		
Camping fee per night, per person	6.500	9
<i>ADDITIONAL SERVICES</i>		
<i>CLP USD</i>		
Tent for up to 2 people, per night	20.000	29
Mat, per night and per person	5.000	7
Sleeping bag, per night and per person (camping or refuge)	15.000	22

### Notes:

US dollar rates were fixed using a referential exchange rate. Vértice S.A. reserves its right to modify the exchange rate before the reservation is paid without prior notice and according to its convenience.

US dollar rates are valid for foreigner nonresidents in Chile, presenting passport and the immigration card valid. On the contrary, they will have to pay the difference of the Chilean VAT (IVA) in Chilean pesos (19%).

## 3 OFFERED SERVICES

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- Accommodation in individual and group campsites at Paine Grande, Grey, Dickson and Los Perros.
- Accommodation in simple beds in Dickson, Grey and Paine Grande refuges.
- Meal services in Paine Grande, Grey and Dickson.
- Camping gear (as additional services) at Paine Grande, Grey, Dickson and Los Perros: tents for up to 2 people, individual mats and individual sleeping bags.
- Bedclothes kit and towels as additional services in Paine Grande, Grey and Dickson refuges.

### 3.1 Glossary

- **Simple bed:** accommodation service in rooms with bunkbeds for closed groups that includes a mattress cover, a pillow and a pillowcase. Available at Paine Grande, Grey and Dickson refuges.
- **Bedclothes kit:** composed by sheets and a bed cover, offered as an additional service to simple bed.
- **Meal service:** dinner, breakfast, lunch or box lunch services or full board, in that order. The full board service is served in the same 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.
  - **Lunch:** is an only menu, having the option of a vegetarian menu (requested while booking or at the Front Desk the previous day before 3:00 PM). 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.
  - **Dinner:** at Paine Grande consists in a buffet with different options such as salads, meats, side dishes and desserts. At Dickson and Grey this service is an only menu served to the table.
    - Christmas Eve and New Year's Eve dinners include a buffet with a glass of wine per person.

## 4 SEASON

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Given the situation we are all living, the opening dates of our refuges and camping sectors have been modified:

- Paine Grande and Grey, from October 1<sup>st</sup>, 2021 until April 29<sup>th</sup>, 2022.
- Dickson, from November 02<sup>nd</sup>, 2021 until April 26<sup>th</sup>, 2022, subject to weather conditions and future evaluation in coordination with the park administration and other operators.
- Los Perros, from November 3<sup>rd</sup>, 2021 until April 27<sup>th</sup>, 2022, subject to weather conditions and future evaluation in coordination with the park administration and other operators.

## 5 CHECK IN AND CHECK OUT SCHEDULES AND GENERAL SERVICES

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

### Paine Grande camping and refuge

- Front Desk: 07:00 am to 10:00 pm.
- Convenience Store: 08:00 to 10:00 am / 02:00 to 09:00 pm
- Toilets: 24 hrs
- Showers: 08:00 to 10:00 am / 05:00 to 08:00 pm

### Grey and Dickson camping and refuges and Los Perros camping

- Front Desk: 07:00 am to 10:00 pm.
- Convenience Store: 08:00 to 10:00 am / 02:00 to 09:00 pm
- Toilets: 24 hrs
- Showers: 08:00 to 10:00 am / 05:00 to 08:00 pm

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.



## 6 RESERVATION CATEGORIES

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### 6.1 Reservations

Are all the confirmed via email requests that have the reservation code and payment deadline. Also are considered reservations all the bookings made through our website [www.vertice.travel](http://www.vertice.travel), which are paid and with a request number.

## 7 BOOKING PROCESS

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To make reservations you must enter to our website [www.vertice.travel](http://www.vertice.travel) or request it through email to [ventas@vertice.travel](mailto: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.

It should be considered that the modification of a reservation could cause a change in the total value to be paid.

The refuges and camping sites do not receive nor process bookings directly. For all purposes, tour operators and travel agencies must request their reservations through the means described above.

For foreigner passengers it is mandatory to present their passport and the 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 passenger will must pay the directly at the Front Desk the VAT difference (19%).

## 8 PAYMENTS AND CANCELLATIONS

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### 8.1 Individual or group reservations

Reservations must be fully paid up to 45 days prior check in.

For cancellations, reduction of the quantity of passengers, modifications in the services or in the dates with less than 45 days before the check in, the original reservation will be charged in full.

Reservations requested with less than 45 days before the check in have an extension up to 2 business days from the initial confirmation to be cancelled or modified without extra charges and to pay the 100% of the reservation. After this period, any modification or cancellation will be fully charged.

Reservations are nominative and non-transferable.

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

## 8.2 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](mailto:ventas@vertice.travel)

### PAYMENT IN CHILEAN PESOS

Vértice S.A.  
RUT: 99.505.160-5  
Banco de Chile, sucursal Puerto Natales Cta. Cte. CLP: 2360048204

<https://www.webpay.cl/porta1pagodirecto/pages/institucion.jsf?idEstablecimiento=31612450>

### PAYMENT IN US DOLLARS

Vértice S.A.  
RUT: 99.505.160-5  
Banco de Chile, sucursal Puerto Natales Cta. Cte. USD: 52360048209

To pay with PayPal it is important that the passenger sends the email associated to PayPal by mail to the executive with whom they are in contact so that they can send the payment format.

#### 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 (Vertice S.A. accounts) are borne by the issuer of the transfer or deposit. Vertice 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, agency or tour operator must ensure that the amount confirmed in the reservation is received by Vertice S.A. in full, by sending an email to the Collection Executive copying to [ventas@vertice.travel](mailto:ventas@vertice.travel)

## 9 No SHOW

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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 check out day plus the Chilean tax (VAT, 19%).

### IMPORTANT

Vertice S.A. is not responsible for cancellations or No Shows due to impossibility of arrivals or access to refuges or camping sites due to external causes such as weather problems, 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 Vertice S.A. will and control. For such eventualities it is suggested to take out travel insurance for the passengers.

If a passenger does not show up on his or her reservation day at the refuge or camping site, Vertice S.A. reserves the right to dispose of the booked spaces to re-commercialize them. If the guest has a reservation for more than one night, to not show up on the first day of the reservation will automatically cancel the entire stay, with exception of whom inform through email to [ventas@vertice.travel](mailto: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.

## 10 RESPONSIBILITIES

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nor expenses generated for losses or delays in air, land, lake or sea transportation services attached to the passenger.

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

It is the 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 these activities.

Vertice S.A. is not responsible for accidents on the way, trails nor places that are not related to its facilities. Any liability that may be vested in Vertice S.A. must be accredited by an enforceable judicial sentence.

Although Vertice 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 closing and opening times of the trails, the need of a tour guide during low season, as well as the internal regulations of the Torres del Paine National Park.

## 11 COVID-19 CLAUSE

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### 11.1 Acts of the Authority

In the event a passenger must cancel his or her trip outside the cancellation period (45 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 to COVID-19, the reservation can be rescheduled without penalty until the 2022 – 2023 season (maximum date of stay April 30<sup>th</sup>, 2023). If the new reservation date is on December 24<sup>th</sup> or December 31<sup>st</sup>, the rate of the Christmas or New Year's Eve dinner or full board service must be paid with the new season rate.

### 11.2 In case of the passenger contagion

If a passenger must cancel the trip outside the cancellation period (45 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 2022 – 2023 season (maximum date of stay April 30<sup>th</sup>, 2023). If the new reservation date is on December 24<sup>th</sup> or December 31<sup>st</sup>, the rate of the Christmas or New Year's Eve dinner or full board service must be paid with the new season rate.

### 11.3 In case of suspected contagion during the stay

If the situation arises that a passenger is suspected of being infected or was in close contact with someone infected with COVID-19, following the Seremi (Chilean health entity) regulations, the Passenger must remain isolated until he or she can be transferred to the Puerto Natales hospital to be checked.

If due to this situation the stay must be extended, or additional services must be taken to those already booked, those expenses must be paid directly by the passengers with rack rate.

## 12 ADDITIONAL SERVICES

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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 mattresses are damaged or destroyed, the user will be responsible for each of them, having to pay to Vertice S.A. the following values:

### 12.1 Replacement values for damaged goods

- Tent: \$400.000
- Mat: \$20.000
- Sleeping bag: \$100.000

\*Unit values in Chilean pesos with VAT included.

### 12.2 Repair of goods

- Tent: \$20.000
- Sleeping bag: \$20.000

\*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.