



VERTICE

TRAVEL • DESTINATIONS • HOTELS

Vertice

Commercial Policies

2022 – 2023 Season

(October 1st, 2022 to April 30th, 2023)

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 transformation and connection with nature. Thinking on your comfort while your adventure in Torres del Paine National Park is that, based in our visitors' requests, for this 2022 – 2023 season we will have once again enabled our **refuge** reservations under the modality of bunk beds in mixed and shared rooms.

Our rooms 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 various 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 Sales 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

- Accommodation in individual and group campsites at Paine Grande, Grey, Dickson and Los Perros.
- Accommodation in simple or full beds in shared and rooms, in Dickson, Grey and Paine Grande refuges.
- Meal services in Paine Grande, Grey, Dickson and Los Perros.
- 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.
- Bedding kit and towels as additional services in Paine Grande, Grey and Dickson refuges.

2.1 Glossary

- **Simple bed:** accommodation service in mixed shared rooms, with bunkbeds, that includes a mattress cover, a pillow and a pillowcase. Available at Paine Grande, Grey and Dickson refuges. Ideal for those who travel with their own sleeping bag.
- **Full bed:** accommodation service in mixed shared rooms, with bunkbeds, that includes a mattress cover, pillow, bedding and bed cover. Available only at Paine Grande and Grey refuges.
- **Bedclothes kit:** composed by sheets and bed cover, offered as an additional service to the simple bed.
- **Meal service:** dinner, breakfast, lunch or box lunch services or full board, in that order. The full board service is delivered 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. Full board service is available at Dickson, Los Perros, Grey and Paine Grande. We offer option for vegetarian or related diets, that must be indicated in the reservation, or prior reservation the day before the service before 3:00 PM. Regarding food allergies or intolerance restrictions, it is also very important that we are informed in advance to see feasibility.
 - **Dinner:** in Paine Grande consists of a buffet with a 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 menu served to the table.
 - **Lunch:** is an only menu. 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 the box lunch service, there is no lunch service in this sector.
 - **Christmas' Eve and New Years' Eve dinner:** it is a special menu that goes with a glass of wine (available only in Dickson, Grey and Paine Grande).

- **Breakfast:** American style. In Dickson, Perros and Grey is served to the table, while in Paine Grande is available as a buffet.

3 SEASON

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

- Paine Grande and Grey, from October 1st, 2022 until April 30th, 2023.
- Dickson, from November 01st, 2022 until March 30th, 2023, subject to weather conditions and future evaluation in coordination with the park administration and other operators.
- Los Perros, from November 2nd, 2022 until March 31st, 2023, 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 requests that have the reservation code and payment deadline. Also are considered reservations all the bookings made through our website www.vertice.travel, which are paid and with a confirmation number.

6 BOOKING PROCESS

To make reservations you must enter to our website www.vertice.travel or request it 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 passenger will must pay directly at the Front Desk the VAT difference (19%).

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

7 PAYMENTS AND CANCELLATIONS

7.1 Individual or group reservations

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.

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 to which reservation the payment corresponds and the name of the executive with whom he or she was in contact.

PAYMENT IN CHILEAN PESOS

Vértice S.A.
RUT: 99.505.160-5
Banco de Chile, Puerto Natales Branch office
Cta. Cte. CLP (account number): 2360048204

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

PAYMENT IN US DOLLARS

Vértice S.A.
RUT: 99.505.160-5
Banco de Chile, Puerto Natales Branch office
Cta. Cte. USD (account number): 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 (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 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

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 check out day plus the Chilean 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 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.

9 RESPONSIBILITIES

Vértice S.A. it 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, 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 or 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 opening and closing 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.

10 COVID-19 CLAUSE

10.1 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 2023 – 2024 season (maximum date of stay April 29th, 2024). 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 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 2023 – 2024 season (maximum date of stay April 29th, 2024). 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: \$400.000*
- Mat: \$20.000*
- Sleeping bag: \$100.000*

*Unit values in Chilean pesos with VAT included.

11.2 Repair of goods

- Tent: \$200.000*
- Sleeping bag: \$50.000*

*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.