

VERTICE PATAGONIA

> COMMERCIAL CONDITIONS <

2026-2027 SEASON



1. WE ARE WAITING FOR YOU!

We want each trip to be an opportunity to live experiences of transformation and connection with nature in unique and extraordinary places, in a way that is committed to caring for the environment. Thinking about the comfort of our passengers during their adventure in Torres del Paine National Park, this 2026 – 2027 season we have enabled refuge reservations with the modality of bunks in shared and mixed rooms and/or campsites in Paine Grande, Grey, Dickson and Los Perros.

In the refuges, our rooms are equipped with “single beds”, for those who travel with their sleeping bags, as well as “made beds”, which include mattress cover, pillow, sheets and blanket.

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

As part of our additional services, this season we are also prepared to deliver various food options, offering options for vegetarians and related diets, for those visitors who want to enjoy their adventure in the park without that extra burden, worries or complications.

With all this, we seek to provide our visitors with various accommodation and food alternatives, responding to the preferences and budgets that each of the visitors has, ensuring the care of the environment and the sustainability of our resources.

Consult with our team at ventas@vertice.travel to know all the details. Because every trip, every day, is an opportunity. **YOU DESERVE TO LIVE IT!**



 **2. OFFERED PROGRAMS**

Vertice Patagonia, hereinafter “Vertice S.A.”, RUT N°99.505.160-5, represented by Mr. Rodrigo Meunier C., both domiciled in Bulnes 1202, Puerto Natales, Region of Magallanes, Chile, with email electronic for request of reservations ventas@vertice.travel and telephone +56 61 2414 500, offers the following accommodations and additional services within the Torres del Paine National Park:

- Accommodation in individual and group camping sites in Paine Grande, Grey, Dickson and Los Perros.
- Accommodation in a simple or made bed, in shared rooms, in the refuges Dickson, Grey and Paine Grande.
- Food in Dickson, Grey and Paine Grande.
- Camping equipment (as additional services) in Dickson, Los Perros, Grey and Paine Grande: tents for a maximum of 2 people, individual foam mattresses high density and individual sleeping bags.
- Bedding kit and towels as additional services in Dickson, Grey and Paine shelters Great.

2.1. GLOSSARY

- **Simple bed:** Accommodation service in bunk beds, only with mattress cover and pillow, in mixed shared rooms. Available in Paine Grande, Grey and shelters Dickson. Ideal for those who travel with their sleeping bag.
- **Assembled bed:** Accommodation service in bunk beds, in shared rooms mixed, which includes mattress cover, pillow, sheets and blanket. Available only in the Grey and Paine Grande shelters.
- **Bed kit:** Composed of a set of sheets and blanket, offered as a service additional to the simple bed.



- **Food:** Dinner, breakfast, lunch or box lunch service separately, or full board, in that order. We offer options for vegetarian or related diets, with indication in the reservation. Regarding food allergies or restrictions due to intolerance, it is also important that you inform us by email with at least 15 business days in advance to see feasibility.
- **Full board:** Consists of dinner service on the day of arrival, breakfast and lunch or box lunch the next day. It is delivered in the shelter and cannot be divided between sectors or different contracted shelters. Thus, if the reservation considers food services in different shelters, these will be charged as services separated, despite not consuming them in their entirety. This service is located available in Dickson, Grey and Paine Grande
- **Half Board:** Consists of dinner service on the day of arrival and breakfast the day next. It is delivered in the shelter and cannot be divided between sectors or different contracted shelters. This service is available in Dickson, Grey and Paine Grande.
- **Dinner:** In Paine Grande and Grey consists of a assisted buffet with a hypercaloric offer focused especially for those who trek in the park, in which they can find options for proteins, side dishes, salads and desserts. In Dickson this service is a unique 3-course menu (starter, main and dessert) served at the table.
- **Lunch:** It is a unique 3-course menu (starter, main course and dessert) served at the table in Dickson, Grey and Paine Grande. You must indicate at the reception the day before if you prefer to take the lunch or box lunch option for the next day. In Los Perros there is no lunch service served at the table in this sector, only box is delivered lunch for lunch time.
- **Box Lunch:** Takeaway lunch that includes a sandwich, isotonic drink in powder, small chocolate, dehydrated fruit, cereal bar, nuts.
- **Breakfast:** American-style breakfast, served at the table in Dickson. In Paine Grande and Grey available as a assisted buffet.



 **3. SEASON**

The opening and closing dates of our shelters and campsites are as follows:

- Paine Grande and Grey: Summer season start October 01, 2026 to April 30, 2027 and winter season from May 01, 2027 to September 30, 2027.
- Dickson: From November 02, 2026 to March 30, 2027 (last check in March 29, 2027), subject to weather conditions and future evaluation in coordination with the park administration and other operators.
- Los Perros: From November 03, 2026 to March 31, 2027 (last check in 30 of March 2027), subject to weather conditions and future evaluation in coordination with the park administration and other operators.

 **4. ENTRY AND EXIT TIMES AND GENERAL SERVICES****Entry and exit times Paine Grande, Grey, Dickson and Los Perros:**

- Check in from 13:00 hrs.
- Check out at 09:30 hrs.

Service hours in refuge and camping Paine Grande:

- Reception from 07:00 to 22:00 hrs.
- Mini market with continuous hours from 07:00 to 22:00 hrs.
- Bathrooms: 24 hrs.
- Showers from 07:00 to 09:00 hrs. and from 14:00 to 22:00 hrs.
- Bar from 15:00 to 22:30 hrs.
- Breakfast from 06:30 to 09:00 hrs.
- Lunch from 12:00 to 14:00 hrs.
- Dinner from 18:30 to 21:00 hrs.
- Quincho camping from 07:00 to 22:00 hrs
- Electricity from 06:00 to 00:00 hrs.



Service hours in Grey and Dickson refuge and camping and Los Perros camping:

- Reception from 07:00 to 22:00 hrs.
- Minimarket from 07:00 to 09:30 hrs. and from 13:00 to 21:00 hrs. in Dickson and Los Perros.
- Minimarket from 07:00 to 21:00 hrs. in Grey.
- Bathrooms: 24 hrs.
- Showers from 07:00 to 09:00 hrs. and from 14:00 to 21:00 hrs.
- Bar from 15:00 to 22:00 hrs. (Grey and Dickson).
- Breakfast from 07:00 to 09:00 hrs. (Grey and Dickson).
- Lunch from 12:00 to 14:00 hrs. (Grey and Dickson).
- Dinner from 18:00 to 21:00 hrs. (Grey and Dickson).
- Quincho camping Dickson and Grey from 07:00 to 09:00 hrs. and from 13:00 to 22:30 hrs.
- Quincho camping Los Perros from 04:00 to 09:00 hrs. and from 13:00 to 22:00 hrs.
- Electric power from 06:00 to 00:00 hrs.
- Energy for equipment charging from 17:00 to 21:00 hrs. in Los Perros.

Schedules may be modified, so it is important to confirm at each reception.

Although we do not offer services outside the established hours, our team will always try to be aware in case you need or require us to provide assistance in any particular case.

 **5. RESERVATIONS**

These are all requests confirmed through email that contain the reservation code and the payment deadline, as well as purchases made through our page www.vertice.travel which are paid and have an order number.



 **6. RESERVATION PROCESS**

To make reservations, you must enter the website www.vertice.travel or request it via email to ventas@vertice.travel.

The refuges and campsites do not receive or process reservations directly. For all purposes, reservations must be requested in advance through the means described above.

The passenger will receive a confirmation of the request by email containing a reservation number. Only with this number and email can the request be considered confirmed.

This also applies to modifications and/or cancellations. It should be considered that a reservation modification could cause a change in the final amount to be paid.

Vertice S.A will only confirm the reservations of all those requests that come with all the complete data of the traveler(s):

- Full names.
- Nationality.
- Passport / RUT Number.
- Date of Birth.
- Email

It is mandatory for foreign passengers to present their passport and immigration card of entry to the country (original and with current validity date) at the time of check in. Only with this documentation, accredits their status as a tourist in our country. In the event that these documents are not presented, they must use our rates in Chilean pesos or pay the difference of VAT (19%) of the rate in dollars.

We have an exclusive rate for Chileans and residents. Those who book with that rate and do not have their Chilean identity card (RUN) at the time of check in, must pay the corresponding difference.

Finally, each passenger must read, complete and sign the release of liability prior to the start of their first stay in Vertice.



 **7. PAYMENTS, MODIFICATIONS AND CANCELLATIONS.****7.1. INDIVIDUAL OR GROUP RESERVATIONS:**

Reservations must be paid in full within 48 consecutive hours following receipt of confirmation of the request made through a sales executive; otherwise, Vertice S.A. may cancel the reservations and allocate them to other passengers.

The payment can only be refunded, either by modification or cancellation of the reservation, if requested within the established deadlines.

Reservations are nominative and non-transferable.

7.2. WITHDRAWAL, MODIFICATION OR CANCELLATION OF THE RESERVATION:

In accordance with the provisions of article 3 bis of Law N°19.496 on Consumer Protection, its modifications, and its Electronic Commerce Regulations, the right of withdrawal in the contracting of services by electronic means, is that which the consumer can exercise within 10 days from the contracting of the services, to unilaterally terminate them and obtain the return of sums paid, unless the provider expressly provides otherwise, and informs the consumer about said exclusion prior to the contracting and payment of the services.

In this act, and as permitted by the regulations, Vertice S.A excludes from all the services mentioned, the right of withdrawal in the terms set forth in article 3 bis of Law N°19.496 and, instead, informs that the right of withdrawal on the services that are reserved by passengers through electronic means (website or email), will be subject to the form and terms established below:

- In the case of purchases made more than 90 calendar days in advance of the check in, the right of withdrawal will only apply if written notice is given to the email ventas@vertice.travel, with a minimum of 90 calendar days prior to the date of check in.



- In the case of purchases made less than 90 days and more than 30 calendar days in advance of the check in, the right of withdrawal will only apply if written notice is given to the email ventas@vertice.travel within 5 days following the date of payment of the reservation.
- In the case of purchases made less than 30 calendar days in advance of the check in, the right of withdrawal will only apply if written notice is given to the email ventas@vertice.travel within 48 hours following the date of payment of the reservation.
- Once the right has been exercised in the manner previously established, Vertice S.A will proceed with the return of the sums paid, except those that correspond to services already provided as of the date of withdrawal.

Vertice S.A. reserves the right to unilaterally modify the type of accommodation contracted by the passenger, changing from refuge to camping, or vice versa when circumstances of force majeure or unforeseen situations prevent the provision of the service originally contracted. Force majeure shall be understood as any external, unforeseeable or unavoidable event that affects the operation, safety or availability of the accommodation

- **Rate differences:** In the event that the modification generates a difference in value between both types of accommodation, Vertice will assume said difference.
- **Difference in favor of the passenger:** If, as a result of the change, there is a monetary difference in favor of the passenger, Vertice will make the refund of the corresponding amount, following the terms and procedures established for refunds.
- **Scope of the modification:** The change of modality will not affect the other services included in the reservation, unless the same force majeure circumstances make their delivery impossible.



Rate Differences

Rates may vary depending on the type of passenger and the benefits applied. Therefore:

- **Benefit Rate:** If the passenger, guide or porter does not meet the requirements of the rate benefit applied (presenting their Chilean Identity Card), they must pay the difference with the rate in CLP at the time of check in.
- **CLP Rate:** Corresponds to the national rate with VAT.
- **Foreign Rate Exempt from VAT:** Foreign passengers, who do not have residence in Chile, may benefit from the tax benefit of exemption from tax VAT of 19% for accommodation services, as long as they present their passport and PDI immigration card (tourism card) at the time of check-in. In If the passenger does not meet this requirement, they will be charged additionally the amount of value added tax (VAT) corresponding to 19% of the amount of the reservation.

Reservation Flexibility Policy

Vertice S.A. informs that it does not oblige the client, when making a reservation prior, to hire only one night in a refuge or camping. The client may book more than one night in each sector, according to their preferences and availability, and it is not mandatory to stay only one night in each refuge.

Likewise, Vertice S.A. does not impose the obligation to leave a refuge to move immediately to another sector, allowing the itinerary to be adapted to the needs of the passenger, always within the operating conditions, availability and within the corresponding deadlines.

In the event that the passenger is already in the refuge or camping sector and wishes to extend their stay, availability will be reviewed. If there is no availability, a camping site with overcapacity will be assigned, if available, applying all costs associated with the additional stay and complementary services.



7.3. FORMS OF PAYMENT:

Reservations must be paid no later than 48 business hours after being confirmed and the receipt must be sent to the executive who confirmed your reservation to the mail ventas@vertice.travel, specifying in the subject to which reservation the payment corresponds and the name of the executive with whom you were in contact.

PAYMENT IN PESOS

Beneficiary name: Vertice S.A.
RUT: 99.505.160-5
Bank: Banco de Chile,
sucursal Puerto Natales
Cta. Cte. CLP: 2360048204

PAYMENT IN US DOLLARS

Beneficiary name: Vertice S.A.
RUT: 99.505.160-5
Bank: Banco de Chile, sucursal
Puerto Natales
USD account number : 52360048209
Swift code: BCHICLRM

To pay with PayPal, it is important that the passenger send the email associated with PayPal to the executive they are in contact with so that they can send the payment form. We also have the international payment option through the WeTravel platform.

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

The client must ensure that the amount confirmed in the reservation is received by Vertice S.A. in its entirety, by sending an email to the collection executive with a copy to ventas@vertice.travel



 **8. NO SHOW OR NO PRESENTATION**

If a passenger does not show up at the refuge or camping site on the day of check-in according to their reservation, it will be considered a No Show and an invoice will be issued in national currency for the total amount of the reservation.

If the reservation has been made in dollars, a bill will be issued in national currency for the total amount of the reservation in Chilean pesos.

IMPORTANTE

Vertice S.A. is not responsible for modifications, cancellations or No Shows due to impossibility in arrivals or access to the refuges or camping sites due to external causes, such as weather problems, road closures, natural phenomena, problems with air connections, delayed transfers or non-departures of boats or catamarans, social or political demonstrations or other problems derived from these, or any other factor beyond the will and control of Vertice S.A. For such events, passengers are advised to take out travel insurance.

If a passenger does not show up on the day of their reservation at the refuge or camping site, Vertice S.A. reserves the right to dispose of the reserved spaces to re-market them, without refund of money. If the guest has a reservation for more than one night, not showing up on the first day of their reservation will automatically cancel their entire stay, with the exception of those who inform via mail to ventas@vertice.travel that they will arrive the next day next day (the first night is lost in the same way). This applies to cancellations outside the deadline and/or No Show.



 **9. RESPONSIBILITIES**

Vertice S.A. is not responsible for additional costs due to modifications or cancellations of reservations, nor expenses generated by losses or delays in air, land, lake or sea transfer services attached to the passenger and the reservation.

Likewise, Vertice S.A. is not responsible for damages or losses of documents or personal property of the passenger on their trip or during their stay in our shelters and campsites. It is the responsibility of each person to take care of their belongings, to carry out a preventive medical check-up prior to an activity, excursion, trekking, etc., to ensure that their health is in good condition and is compatible with the activity to be carried out.

Vertice S.A. is not responsible for accidents en route or on the trails, or in places other than its facilities (shelters and campsites), nor, in general, for damages suffered by passengers for reasons beyond the accommodation and food services provided by Vertice. It is the responsibility of each passenger to find out about the characteristics and requirements of each activity, the climatic conditions, the routes and their difficulties, the clothing and equipment suitable for the purpose, etc. At the same time, it is the responsibility of passengers to inform themselves with CONAF about the closing and opening hours of the trails and as well as the internal regulations of the Torres del Paine National Park. Any responsibility that may fall to Vertice S.A. must be accredited by a final judicial ruling.



Protocol for trail closures and accidents

1. Partial trail closure (24 to 48 hours): If the passenger is doing the circuit and needs to stay an additional night, they will be guaranteed a camping site to spend the night at no cost, and the extras not covered by what was paid for the circuit will be charged. Vertice S.A. will guarantee habitability in shelters and/or campsites according to availability and, in case of total occupation, overcapacity will be available in campsites, if any.
2. Total trail closure (more than 48 hours): If the passenger needs to stay more than two additional nights, they will be guaranteed a camping site at no cost, charging only the uncovered extras. Vertice S.A. will guarantee habitability in shelters and/or campsites according to availability and, in case of total occupation, overcapacity will be available in campsites, if any.
3. Major accident (requires evacuation): In the event of a serious accident requiring evacuation from the Park and requiring additional services such as one night, habitability in a shelter will be ensured according to availability or a camping site at no cost, paying what has already been paid for the circuit to new services. If the evacuation is immediate, as it is due to force majeure, no refund will be made of the money paid for the rest of the circuit.
4. Minor accident or fatigue: Habitability will be ensured in a shelter and/or campsite according to availability and at an additional cost, which will be borne by the passenger. In the event that the administration of the Torres del Paine National Park determines the closure of trails, it will not be possible for passengers to move between shelters and/or campsites. This measure responds to security protocols, thus guaranteeing a safe and responsible experience.
5. Commitment to habitability: In the event of trail closure due to any climatic emergency or passenger accident on the route, Vertice S.A. will guarantee accommodation at a campsite if available, and even in the event of total occupancy, will provide overcapacity, if available. Although the capacity / quotas of beds and campsites is limited by the regulations of the Park authority and the health authority, Vertice S.A. will ensure a campsite for each affected passenger, according to availability and within the framework that the law allows.




10. ADDITIONAL SERVICES.

When tent, mattress or sleeping bag services are requested, the user or guide must deliver a Transbank voucher as a guarantee with an amount retained through the credit card.

In the event that the tents, sleeping bags or mattresses are damaged or destroyed, the user will be responsible for each of them, and must pay Vertice S.A. the following values:

10.1. REPLACEMENT VALUES OF DAMAGED GOODS:

GOODS	CLP
TENT	\$500.000*
MAT	\$90.000*
SLEEPING BAG	\$150.000*

*Unit values in Chilean pesos with VAT included.

10.2. REPAIR OF DAMAGED GOODS:

GOODS	CLP
TENT	\$250.000*
SLEEPING BAG	\$75.000*

*Unit values in Chilean pesos with VAT included.

At the time of check out, the Administrator, Sub-administrator or the Camping Manager will carry out the evaluation of the state of the property, according to which he will determine if it is destroyed, has been lost or was damaged and to what degree, and will inform the total value to be canceled by the user.



 **11. WHAT YOU NEED TO DO THE CIRCUITS.**

The climate in Patagonia is famous for being able to have the 4 seasons in the same day, from a lot of wind with sun, then cloudy, rain and even hail.

The secret to enjoying Patagonia in the best way is to dress in layers, to obtain maximum comfort with minimum weight. It is important to wear wind-resistant clothing with materials that are also quick-drying, which is why we do not recommend the use of cotton.

If you are thinking of buying new shoes, we advise you to use them for a while before bringing them on your trip and don't forget to bring patches or treatments against blisters, they are always very useful.

It is always advisable to bring all your clothes inside dry bags, so, whatever the weather may be, you will always have dry clothes to wear in the afternoons in the shelters.

The following are suggestions:

For trekking :

- Backpack between 35 and 50 liters (to carry your personal items).
- Water-resistant Trekking boots (we recommend high tops to avoid injuries ankle).
- Waterproof gorotex or similar jacket and pants (cotton or wool do not dry quickly or keep you warm during active days).
- Fleece jacket.
- Down Jacket.
- Fleece or wool hat, ideally covering the ears.
- Buff or bandana.
- Mini crampons.
- Trekking poles.
- Trekking pants.
- Trekking socks.
- Small first aid kit.
- Gloves.
- Sunglasses.
- Jockey or visor for the sun.
- Cream with sun protection, over SPF30+ protection.
- Lip protection with sunscreen.
- Water bottle (ideally 750cc).ework that the law allows.

*The water in rivers and streams is drinkable, as long as they are far from campsites, so it is not necessary to boil, filter, or chlorinate it.



For evenings at campsites/shelters:

- A change of clothes for being at campsites/shelters after a day of hiking.
- Sandals or similar for showers and for being inside the shelters.
- Change of socks/underwear.
- Personal hygiene items.
- Padlock for lockers in the shelters.
- Travel towel (quick-drying).
- Headlamp (for use on the head) with spare batteries.

Optional:

- Mosquito repellent.
- Binoculars.
- Camera, chargers, and extra batteries. There are places to recharge in the shelters. Chile uses 220V with plugs with two round pins in parallel.

Documentation:

- Passport with the entry card to the country. It is important to travel with the passport original and show it in all the shelters, along with the entry card to the country. Otherwise, foreign passengers must pay the extra cost of VAT.
- Copy of travel insurance.



 **12. TRAVEL INSURANCE.**

Vertice S.A strongly suggests purchasing travel insurance that covers the costs of cancellations due to both weather conditions and force majeure, as well as accident insurance in accordance with the activities to be carried out. This insurance must cover personal accidents, repatriation expenses, and any other fees that may occur due to damages, losses, injuries, delays, or any other unexpected inconvenience that may be experienced during the trip.

It is suggested that, when purchasing travel insurance, the insurance company be informed of the type of trip to be taken, as not all insurance policies include adventure tourism activities, which may be included in your program's itinerary.

 **13. HEALTH REPORT AND RELEASE OF LIABILITY.**

Passengers are required to notify Vertice S.A of any health problems when booking their trip, to determine if they can perform certain activities or if they require any additional support. Vertice S.A. is not responsible for the delivery of medical care at any time during the trip. All passengers will be required, during confirmation and payment of the program, to accept and sign the waiver of liability, verify their health status and assume responsibility for their limitations and / or special needs.



YOU DESERVE TO LIVE IT!

