



## HOTEL BOOKINGS TERMS & CONDITIONS

The purpose of this document is to establish the conditions that govern reservations made by clients and guests of Valle Nevado S.A. hotels (hereinafter "the hotels"), during the 2025 season.

For all Valle Nevado guests and clients who make a reservation at Valle Nevado hotels, it will be understood that they know and accept, purely and simply, all the conditions that will be detailed below in relation to reservations. This document will be available on the Valle Nevado website and at its facilities. The client or guest may not claim ignorance of this policy, even in cases where they have contracted the reservation through a third party, be it a tour operator, travel agency, or another company that provides similar services. It is the sole responsibility of the Valle Nevado client or guest to be duly informed of this policy before making or confirming your reservation with Valle Nevado.

1. For the reservation to be confirmed, the following payment process must be adhered to. To guarantee a reservation, the equivalent of 30% of the total reservation must be made. The balance must be paid in full 30 days before the date of entry of the reservation. In the event of reservations requested less than 30 days before the date of arrival of the client at the hotel, 100% of the reservation must be prepaid at the time of booking.

**April promotion: customers must pay the total amount reservation by April 30, 2025**

**Visa Promotion: customers must pay the total amount reservation by May 15, 2025**

2. Chileans and foreigners residing in Chile must pay the value added tax (IVA), with the dollar observed on the day of payment. All foreigners without residence in Chile must present to Valle Nevado, at the time of check-in, the tourist card provided to when entering the country.

3. Rates include accommodation, half board (breakfast and dinner, without drinks or tips) and daily ski ticket for Valle Nevado, except for offers or promotions that indicate different conditions.

For Guests with Ikon Pass, a 10% discount will be applied to the rate at the time of booking depending on the type of Ikon Pass you have. This discount can only be applied at the time of booking, NOT afterwards. At check in it is mandatory to present your Ikon Pass to be validated at Valle Nevado and to hand in the respective ticket instead of a regular ticket. If the Ikon Pass is not valid for the season or days booked, the customer will have to buy the ticket directly at the ticket office.

4. Cancellation Policy: All cancellations must be requested in writing to [reservas@vallenevado.com](mailto:reservas@vallenevado.com), indicating the reservation number in the email subject. A reservation will be considered cancelled only once the cancellation response from Valle Nevado has been received.



- If the cancellation is received by Valle Nevado 120 or more days before the arrival date agreed upon in the reservation, NO penalty will be charged.
- If the cancellation is received by Valle Nevado from 119 to 60 days before the arrival date agreed in the reservation, the only penalty charged will be 10% of the total accommodation (regardless of the amount paid up to that date), which will be deducted from the deposit.
- If the cancellation is received by Valle Nevado from 59 to 30 days before the arrival date agreed in the reservation, the only penalty charged will be 30% of the total accommodation (regardless of the amount paid up to that date), which will be deducted from the deposit.
- If the cancellation is received by Valle Nevado 29 to 0 days before the arrival date agreed in the reservation, 100% of the total accommodation will be charged as a penalty.

5. Early departure is considered when the guest, for any reason or cause, leaves or checks out before the date stipulated in the original reservation. For this purpose, Valle Nevado will not issue refunds for the amount of unused services.

6. Valle Nevado has a modern snowmaking system. Even so, and if due to lack of snow all the lifts are closed on some date of the season, which coincides with the reservation, either because it has not been possible to start the season, or because it must be interrupted due to lack of snow, Valle Nevado will reimburse 100% of the amounts paid for each reservation that correspond to that date with a refund to a credit card ( or payment method used by the customer to make the reservation).

The refund will be 90 days from the date of check-in. Alternatively, payments made may also be credited to reservations on other dates during the same season.

7. Road: The access road to the Andes Mountains is maintained by the Ministry of Public Works of Chile, and it is up to said ministry to clear the road in case of snow, road traffic, etc. Although Valle Nevado provides support and machinery during these efforts, it is not responsible for the state of the road, nor for its opening or closing. In situations of road closure for any reason, Valle Nevado will proceed as follows. Those passengers who are in Santiago and cannot get up to Valle Nevado must directly cover the expenses of their stay in Santiago while the road remains closed. Regarding the unused nights of the Valle Nevado stay, guests can choose:

- a. Use the amount paid as a hotel reservation as credit for a future reservation within the same season according to availability, or for the following season for the equivalent of 50% of the value of your lost nights.
- b. Use the amount paid as a reservation as a credit for the payment of extras. In this case, 100% of the credit must be used. Purchases at stores such as Ski Rental, Ski School, Valle Nevado Store will not be considered for these purposes.

A change in weather conditions (snowing, cloudy or raining) will not be considered grounds for modifying the reservation date. If a modification of the reservation can be made, it will always be subject to availability. Those guests who are staying at any of Valle Nevado's hotels and who for reasons beyond Valle



Nevado's control cannot check out or get to Santiago and must therefore extend their stay, must pay for the additional nights to their confirmed reservation for the equivalent of the same value of the nightly reservation.

8. Transportation: Valle Nevado, through its reservation team, offers clients the possibility of reserving transportation to and from a hotel in Santiago or the Airport through a third party.

However, because the service is performed by a third party, Valle Nevado is a mere facilitator and coordinator of this service and is not responsible for possible delays or quality of service. In the event that the service is not delivered, Valle Nevado will provide support, not being responsible for a refund, nor for other expenses that the client may incur. Any additional expense incurred by the client related to their transportation is their full responsibility and must be requested from the transportation operator.

9. Check-in of a group of people travelling together may be denied if there is not at least one responsible adult in charge who is over 18 years of age.

10. Changes or modifications to the reservation

Changes are allowed up to 30 days before the check in date, paying the difference in rate if applicable. There is no refund if the rate is less than the confirmed rate.

Changes are not permitted less than 29 days prior to check in.

11. Ski Rental, lessons, Helicopter, transfer services and Heliski can be requested up to 7 days prior to check in, (considering working days).

12. Group and private lessons can be cancelled with the following alternatives:

a) Before check-in: An e-mail requesting the cancellation must be sent to [reservas@vallenevado.com](mailto:reservas@vallenevado.com) 2 days before check in at the latest.

b) After check-in: An e-mail requesting the cancellation must be sent to [toreservas@vallenevado.com](mailto:toreservas@vallenevado.com) , no later than 10 a.m. the day before the class. The email must include the reservation number and the class (date and time) you wish to cancel.

If any of the above points are not met, there will be no refund. When a refund is requested, our team will contact you if additional information is required. This whole process may take some time.

13. No Show Policy

In case of no show, a full stay will be charged.

14. Pets: Pets are not allowed in the hotel, except for certified assistance animals.

15. Interconnected passes or tickets between 2 or more ski resorts: The operation, schedules, availability of slopes and lifts is the responsibility of each ski resort, and it is the responsibility of the client to inform



himself/herself. Likewise, each ski center will be responsible for the safety of the users in its respective ski area. Valle Nevado is not responsible for the opening period of the other ski center connected, nor for the operation of its lifts and slopes. It is the sole responsibility of the skier if he/she goes off-piste, regardless of where they have purchased the interconnected ticket.

16. Confidentiality Policies for Personal Information The personal data provided in order to book a reservation may be used, in accordance with Valle Nevado's information policies, for statistical, pricing or other general purposes and, in accordance with the regulations established in Law No. 19,628, for purposes such as sending information to the user, invitations, offers, promotions, and surveys after each stay to qualify the service provided, among others. The data collection seeks, among other purposes, to process reservations, conduct internal studies, evaluate the quality of services, communicate offers, promotions, and general information about the hotels and the Ski Center or relevant information for the user.

17. Policies and Conditions of Use of the ski slopes: Guests will receive tickets that enable the holder to use the lifts and slopes of the Valle Nevado Ski Resort in accordance with the terms and conditions of use and responsibilities, which they declare to know and accept and that have been informed by Valle Nevado and can be seen on the resort's website: <https://vallenevado.com/en/mountain/tickets-season-passes/>

18. General payment conditions: Valle Nevado is not responsible for the correct functioning of the means of payment used by the customer (for example, credit cards associated to Transbank, Getnet, Paypal, Onepay, Webpay, Apple Pay, Mercado Pago; debit cards; electronic transfers, among others).

Because these types of payment are external to Valle Nevado, the ski resort will not be responsible for any costs, fees, commissions, interest, tax surcharges, etc. which, due to the use of these means of payment, may be charged directly to the customer.

Finally, Valle Nevado is not responsible for any communication failures (delivered by external suppliers) that prevent, hinder or interrupt connectivity to the respective e-commerce, preventing or delaying the customer's purchase, which may even mean that the customer finds a different price for the product requested, due to the fact that the available stock of the product is already sold out.

#### **IMPORTANT WARNING**

In the event that, for reasons of any pandemic, recognized as such by the World Health Organization, or any exceptional circumstance of a sanitary nature or of any other kind that causes the closure of borders, airports or imposes severe travel restrictions or in any way prevents the use of the reservation on its original date (whether affecting their country of residence or Chile), the client assumes that it will not be entitled to a refund for the amount paid for the reservation, unless it is within the rules stated in the cancellation policy. In case the client wants to request modification for another date, in case of availability, the amount deposited can be used as a credit if there is a difference in rates, which is understood and expressly



accepted by the guest or customer , without implying any waiver of their rights as a consumer, but assuming the risk of such circumstances and the treatment given in this document. In such cases, the customer shall always have the right to have the value of the reservation credited for the following season, and so on, until the impediments disappear.

For safety reasons, the local authorities have designed the following schedule for the access road to Valle Nevado:

#### Road Schedule

Transit G21 between Carabineros La Ermita control and the Mountain Centers Curva 32 G-21 (Lomas del Viento) - supervised by Carabineros de Chile and Municipality of Lo Barnechea:

Between June 2nd and June 19th - and between July 8th and September 30th, 2025:

- Monday to Friday: two-way traffic.
- Saturdays, Sundays and holidays: Only uphill from 08:00 to 13:00 hrs. - Downhill only from 15:00 to 20:00 hrs. (Two-way from 20:00 hrs. to 08:00 hrs.).

Between June 20th and July 7th , 2025:

- Every day: Uphill only from 08:00 to 13:00 hrs. - Downhill only from 15:00 to 20:00 hrs. (Two-way from 20:00 hrs. to 08:00 hrs.).

Find out about the condition of the road at @mlobarnechea

- G-21: Route between Lo Ermita (Santiago) and Farellones.
- G-251: Road between Farellones and Valle Nevado.

For greater safety, the wearing of chains will be inspected on dates when snow is forecast or there is an early warning.

In case you have a flight scheduled on the same day of your check out at the hotel, we recommend you make sure you have enough time to get to the airport, considering the opening and closing time of roads, weather conditions.

In the event of a Preventive Early Warning of storms/snowfall, all vehicles will be required to carry chains. The chains must be in good condition and correspond to the rim of the vehicle's tires, regardless of the type of vehicle. The Municipality, together with the Carabineros (Police), will require putting on chains in areas that are expressly enabled for that purpose, and in the event that the above is not complied with, Carabineros, in conjunction with the Municipality, will not allow passage to Valle Nevado.

**\*\* Please remember to check the schedule for the road to Farellones with one of the following:**

- Lo Barnechea Mountain Center: +56 2 2757 3313 / +56 2 2757 3100 (Monday to Friday from 8:30 AM to 5:30 PM)
- Carabineros de Chile - Farellones: +56 2 2922 2835



- or directly on our website [www.vallenevado.com](http://www.vallenevado.com)