



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.

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

1.For the reservation to be confirmed, the following payment process must be adhered to. To guarantee

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,

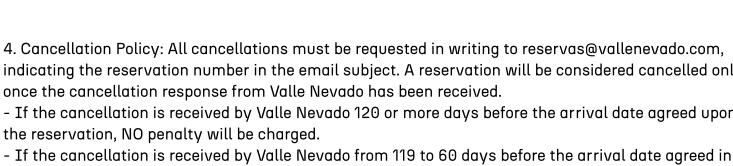
ticket for Valle Nevado, except for offers or promotions that indicate different conditions.

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

For Guests with Ikon Pass, a 10% discount will be applied to the rate at the time of booking depending

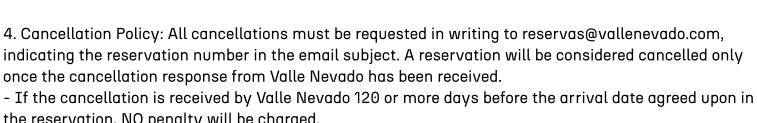
on the type of Ikon Pass you have. This discount can only be applied at the time of booking, NOT afterwards. At check in it is mandatory to present your Ikon Pass to be validated at Valle Nevado and to hand in the respective ticket instead of a regular ticket. If the Ikon Pass is not valid for the season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

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credited to reservations on other dates during the same season.

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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.

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

- If the cancellation is received by Valle Nevado 29 to 0 days before the arrival date agreed in the

- 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

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.

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

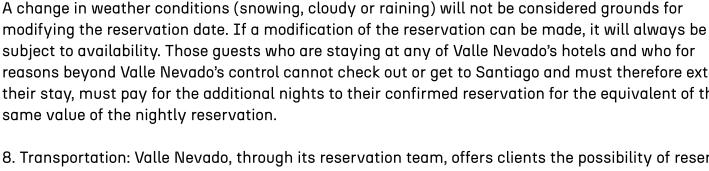
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credit must be used. Purchases at stores such as Ski Rental, Ski School, Valle Nevado Store will not be

b. Use the amount paid as a reservation as a credit for the payment of extras. In this case, 100% of the



considered for these purposes.

check in, (considering working days).

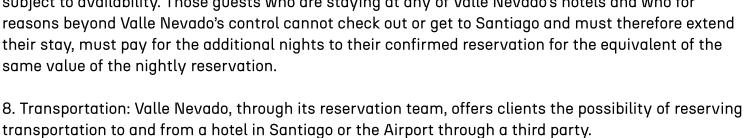
2 days before check in at the latest.

13. No Show Policy

<u>passes/</u>

operator.

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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

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

a) Before check-in: An e-mail requesting the cancellation must be sent to reservas@vallenevado.com

b) After check-in: An e-mail requesting the cancellation must be sent 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

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

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will contact you if additional information is required. This whole process may take some time.

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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.

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

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

15. Interconnected passes or tickets between 2 or more ski resorts: The operation, schedules,

goes off-piste, regardless of where they have purchased the interconnected ticket.

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

payment, may be charged directly to the customer.

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IMPORTANT WARNING

Valle Nevado: Road Schedule

- Monday to Friday: two-way traffic.

Between June 20th and July 7th, 2025:

roads, weather conditions.

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to 5:30 PM)

20:00 hrs. (Two-way from 20:00 hrs. to 08:00 hrs.).

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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-

requested, due to the fact that the available stock of the product is already sold out.

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

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

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In the event that, for reasons of any pandemic, recognized as such by the World Health Organization, or

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

document. In such cases, the customer shall always have the right to have the value of the reservation

any exceptional circumstance of a sanitary nature or of any other kind that causes the closure of

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

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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:

- Saturdays, Sundays and holidays: Only uphill from 08:00 to 13:00 hrs. - Downhill only from 15:00 to

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

make sure you have enough time to get to the airport, considering the opening and closing time of

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

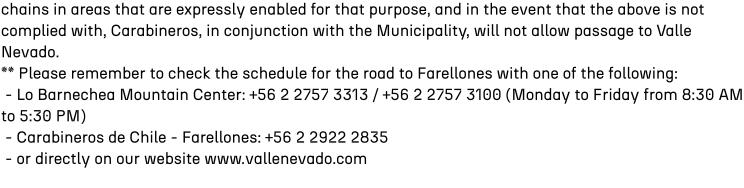
from 20:00 hrs. to 08:00 hrs.). Find out about the condition of the road at @mlobarnechea - G-21: Route between Lo Ermita (Santiago) and Farellones. - G-251: Road between Farellones and Valle Nevado. For greater safety, the wearing of chains will be inspected on dates when snow is forecast or there is an early warning. In case you have a flight scheduled on the same day of your check out at the hotel, we recommend you

credited for the following season, and so on, until the impediments disappear.

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

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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

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