



RETURN POLICIES

Given navigation occurs at sea and in a very southern area, there are medium probabilities of facing bad weather conditions such as wind storms and swells. Therefore, the cancellation or return policies are the following:

1.- Navigation will be cancelled in the event that the corresponding Maritime Authority instructs to delay departures due to bad weather conditions or other reasons they determine. In this case, AGUNSA can provide passengers with another journey or propose other services as an alternative using different operators or agencies. If there is no alternative or if the passenger does not accept the alternative, AGUNSA will return the payment of the service.

2.- In the event that weather conditions worsen after the vessel has departed from Puerto Natales and the programme has started, the Master on board shall determine whether it is necessary to cancel navigation based on the following factors: firstly, the safety of passengers and, secondly, the safety of the vessel. If more than two hours have passed after the departure, AGUNSA will charge 50% for the service and return the remaining 50% to the passenger. If navigation is cancelled within two hours after the departure, the first policy mentioned above will apply, that is, AGUNSA can provide passengers with another journey or propose different services as an alternative with another operator or agency; if this is not possible, AGUNSA will return the passenger 100% of the payment for the service.

3.- In the event that navigation is cancelled due to reasons that are AGUNSA's responsibility, the passengers can request to be provided with another journey or receive other services with another operator or agency, or request the return of the payment of the service.

4.- Likewise, considering that navigation is carried out in very southern areas and under uncertain weather conditions that can affect the programmed schedule, by decision of the vessel or the Maritime Authority, if changes in the schedule are caused by these reasons, passengers shall not be entitled to the rights stated in these policies.

5.- Hiring these services implies accepting and agreement with the terms, conditions and return policies of AGUNSA mentioned in this document.

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