



GENERAL CONDITIONS
**FOR SEASON TICKETS, TICKET PACKS AND
SKI TICKETS**

2019



THE FOLLOWING POLICIES ARE RECORDED AT THE NOTARY'S OFFICE OF SANTIAGO FROM MARÍA LORETO ZALDÍVAR GRASS, UNDER NUMBER 21270/2018 DATED NOVEMBER 27, 2018.

Season Pass, Ticket Packs and Ski Tickets are defined as products created by Corralco Ski Resort, of a commercial nature, which grant rights and duties to the users who acquire them.

The purchase of the season pass and/or ticket pack implies knowledge and acceptance of the regulations and safety standards of the Corralco Ski Resort. Likewise, those who purchase these products for third parties, must instruct them in compliance with the regulations and safety standards.

The season pass, ticket packs and ski tickets are governed by the following conditions, being valid only during the current ski season.

It is obligatory to use the season pass or ski ticket to enter the runs and lifts.

Holders who do not have a valid product, may not use the lifts of Corralco Ski Resort.

The season pass and ticket packs are for personal use, non-transferable and non-refundable.

The season pass and/or ticket pack must be used only and exclusively by the holder to whom it was issued, who must be willing to show it in case Corralco personnel request so, as well as their identity card to corroborate the user's information.

Tickets purchased online through our platform recarga.corralco.com are often associated with a specific date of use, which the same user select at the time of purchase.

In this case, it is the purchaser responsibility to make use of it. Tickets not used for personal reasons of the purchaser have no right to return or change the date.

In the event of loss or misplacement of the season pass, the holder may request its replacement at the box office of the Corralco Ski Resort or through the email boleteria@corralco.com, where you will be asked to provide some information. The replacement

process takes between 24 and 72 hours depending on how long it takes to collect information and costs CLP\$ 5,000. However, the resort

reserves the right to issue a new pass if the information collected is not clear.

For a second replacement, the cost will be CLP\$ 25,000.

It is the obligation of the season pass holder to make proper use of it. Improper use, such as use by someone other than the holder, will render the pass null and void, resulting in immediate cancellation and loss of all rights. Without prejudice to the foregoing, the administration of Ski Corralco Resort reserves the right to take any legal action it deems appropriate.

Personnel dependent on the administration, by means of ticket controls or other personnel, may withhold or seize the season pass if in their opinion it is considered that it has been improperly used. The season pass holder may appeal this measure by requesting an interview with the Skier Services Manager, who will evaluate the situation and ultimately determine if misuse has occurred.

The Season Pass and day ticket enable the holder to use the facilities of the Corralco Ski Resort for sports practice. It is expressly forbidden to carry out any commercial activity, to give courses or classes of any kind, to put at risk one's own safety and that of third parties, and any behavior contrary to morals or good customs.

REFUNDS

In the event of an accident of the season pass holder that prevents him or her from making use of it, the following criterion shall apply:

If the accident occurs:

- Before the start of the season you may transfer the pass to a third party or purchase a credit for the amount paid to use it on products during the following season.
- Once the season has begun, the user may obtain a credit for the pass for the next season according to the following criteria:
 - If the accident occurs before July 7, a credit of 75% of the value paid for the season pass will be granted.
 - If the accident occurs between July 7 and August 11, a credit of 50% of the value paid for the season pass will be granted.
 - If the accident occurs between August 11 and September 14, a credit of 25% of the value paid for the season pass will be granted.
 - If the accident occurs after September 14, no credit applies.

For all purposes, the holder of the season pass must present, within 7 working days after the accident, a medical certificate and a letter explaining the situation. With this information the administration will evaluate if it is appropriate to apply any of the alternatives mentioned above.

The ticket packs will not be revalidated under any circumstances mentioned above and cannot be transferred to third parties either. If they are not used, they will not be refunded or validated for the following season.

GENERAL CONDITIONS

Corralco Ski Resort, located in the Malalcahuello National Reserve, Curacautín commune, Araucanía region, is operated by Sociedad de Desarrollos de Montaña S.A.

The ski season is defined as the period in which Corralco Ski Resort operates on a regular basis open to the public. This period is determined exclusively by the resort, depending on various factors, including the amount of snowfall and weather conditions.

Corralco Ski Resort operates its lifts according to the parameters and criteria established by its administration and reserves the right to stop or suspend, temporarily or permanently, one or more lifts due to climatic reasons or safety for its users. The foregoing does not grant the right to any kind of refund. Corralco Ski Resort does not guarantee a minimum number of days of operation.

The users of the runs of Corralco Ski Resort must always maintain a prudent behaviour and are obliged to watch over their safety and that of the rest of the users, always maintaining control and being able to stop and avoid objects and people. Users must maintain a controlled speed according to their capacity and ski level.

