

HUILO HUILO DESARROLLO TURÍSTICO

COMMERCIAL AGREEMENTS

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I BOOKING CHANGES AND CANCELLATIONS

1. BOOKINGS

- With regard to deadlines allowance reserves or payments, for the tourism agencies or other, will govern what is indicated in specific trade agreed with each. In case there is no agreement signed the present commercial agreements will govern the booking/payment process.
- All bookings must be made via email to info@huilohuilo.com. The booking department will then send you a booking form which you must fill out and return. The booking form must be filled out completely. If there is any information missing, the reservation cannot be made.
- In the booking form the client has to indicate a valid credit card number to guarantee the reservation otherwise the reservation will remain unconfirmed.
- All reservations must be paid 100% at the latest 30 days before the start of the program. If a reservation is not paid 30 days before the program starts, the reservation will be charged on the client's credit card without prior customer authorization as it was already authorized in the booking form.
- If the client does not have or want to pay his reservation with a credit card, he has to notify the booking staff in order to be oriented on how to do the payment. In this case the reservation can be paid through an online deposit or transfers. No checks accepted.

- The booking payment, changes and cancellations conditions may vary in certain promotions, informing the specific conditions only prevailing for that campaign.
- If after 72 hours the reservation has not been confirmed, it will be dismissed. Huilo Huilo will then be free to book that space for another guest.
- Every reservation is personal and must be made under one name. The reservation is non-transferable and indivisible.
- Any reservation paid in USD must be accompanied by the documentation necessary for tax exemption. In the absence of this documentation, the total cost of the reservation will contain a 19% surcharge on the price in USD, corresponding to VAT.
- The paid reservation includes all the corresponding services for all the days booked. Thus, if the passenger leaves early or does not consume part of the services included in his reservation, he will not be reimbursed for such items, whatever the cause gave rise to such circumstance.
- For programs that include transportation to and from the reserve: the transfers have set schedules and routes, and they are shared among hotel guests. If you would like to use one of these transfers during off-hours, or if you would prefer not to share it with other guests, you will need to ask for a private transfer, which will carry an additional fee.
- Huilo Huilo is not responsible for delays or vehicle breakdowns during transport to and from the reserve in regular or private buses. We are also not responsible for delays caused by disturbances beyond our operation, such as strikes, road closures, natural disasters, etc. Passengers must cover any additional cost in transit expenses. However, Huilo Huilo will do everything possible to help passengers during such circumstances.
- The guest is responsible for complying with the internal guidelines of the accommodations in which they are staying.
- In high season, the minimum stay permitted 2 nights. for 1 night booking, only allowed to walk-in passengers, (depend on present availability)

- Huilo Huilo reserves the right to modify or remove portions of a program's itinerary to ensure the welfare and safety of guests and / or company personnel.

2. CHANGES AND CANCELATIONS

- Guests must comply with the established regulations of the reserve. Any modification of program regarding dates, length of stay, services, or other issues must be approved by Huilo Huilo.
- Any change of reservation must be sent via email to info@huilohuilo.com, and will be subject to availability.
- **Booking CHANGES:**
 - If a change in reservation is made 30 days or more prior to the visit, no charges will apply.
 - If a change in reservation is made between 29 and 15 days prior to the visit, 10% of the paid amount will be not refunded.
 - If a change in reservation is made within less than 15 days notice, 15% of the paid amount will be not refunded.
 - When a change in reservation is made, the guest must pay any difference in rate for the new dates.
- **Booking CANCELLATIONS:**
 - When cancelling a reservation 30 or more days prior to the visit, Huilo Huilo will apply a 10% cancellation fee that will be charged on the credit card indicated in the booking form.
 - When cancelling a reservation between 29 and 10 days prior to the visit, only 50% of the total amount will be reimbursed.
 - When cancelling a reservation 9 or less days prior to the visit, the guest will not be entitled to a refund.

- If a guest does not check in to the hotel by noon on the day after the start of their stay, their room/s will be made available for other guests.
- Any refund will be made within 30 days from the date the cancellation request was received, in the following ways:
 - National Refunds: nominative and crossed check payable to the contractor.
 - International Refunds: wire transfer to the international bank account.
- In the event that Huilo Huilo granted additional services to a guest and he or she leaves without paying or after partially paying the company reserves the right to charge the pending balance on the credit card that was left as warranty, without prior customer authorization.

II GENERAL RESTRICTIONS

- Check-in time: 3:00 PM. Check-out time: 11:00 AM.
- Late check-out will automatically charge you 20% of a room/breakfast rate and will give you 3 extra hours to check out, meaning that you must check out by 2:00 PM.
- For early check-in, will automatically charge you 20% of a room/breakfast rate, and will give you 3 extra hours to check-in, meaning that you can check-in by 12:00 PM, and will be subject to availability.
- Check out after 2:00 PM will cost a fee equal to the cost of an additional room/breakfast night's stay.
- For day use of rooms, between 11:00 and 18:00 hrs, the cost of the room will be the 50 % of the present corresponding rate.
- Each room can only host the maximum amount of guests per room established in the accommodations section.

- Pets are not allowed at the Huilo Huilo Biological Reserve. The only exception is for guide dogs, and the permit must be sent to the booking department prior to the visit.
- In consideration of the Chilean Tobacco Law n ° 20.660 and our internal sustainability policy, Huilo Huilo does not allow smoking inside any of its facilities, whether housing or otherwise. If a guest is caught smoking, they will be fined two monthly tax units (1 UTM = approx. \$67 UDS). Huilo Huilo has three special areas adjacent to the Magic Mountain Lodge, Nothofagus Hotel & Spa, and Fungi Kingdom Lodge where smoking is allowed.

III CONDITIONS FOR MINORS

1. DEFINITIONS

- INFANT: 0 through 6 years of age.
- CHILD: 7 through 12 years of age.
- TEENAGER: 13 through 17 years of age.
- ADULT: 18 years of age and above.

2. DIFFERENT PRICINGS AND CONDITIONS FOR MINORS

- INFANTS

- Infants remain exempt from payment if they are sharing a bed with the adult/guest or sleep in a crib or bed provided by the hotel in the rooms where they are permitted.
- Every infant must share a room with an adult.
- In case an adult share a room with one or more infants, the adult pay single rate.
- Infants' food is exempt from payment in the services in which the adult's food is included. Other food will be charged at normal price as applicable.

- CHILDREN

- Children will have a 50% discount if they are sharing a bed with the adult/guest or sleep in a crib or bed provided by the hotel in the rooms where they are permitted.
- In case an adult share a room with one or more infants, the adult pay single rate.
- If a child is staying in a bedroom by himself or with another child, it will cost the guest an additional adult room, single or double respectively.

- The food included will be that which corresponds to the program that was booked. Other food will be charged at normal price, as applicable.

- **TEENAGERS**

- Teenagers are charged as adults for all accommodations and services.

IV ROOM CAPACITY

Only for Montaña Mágica Lodge, Nothofagus Hotel & Spa, Reino Fungi Lodge y Nawelpi Lodge.

- **STANDARD ROOM**

Possible combinations:

- 1 adult y 2 infants/children.
- 2 adults y 1 infant/children.
- 3 people: sharing 1 full-size bed.

- **SUPERIOR ROOM / LUXURY SUITES / NAWELPI***

Possible combinations:

- 1 adult y 3 infants/children.
- 2 adults y 2 infants/children.
- 3 adults y 1 infant/children.
- Total 4 people: 3 people sharing 1 full-size bed or 2 twin beds and 1 person in additional bed.

* Nawelpi Lodge does not accept infants and only accepts children under special circumstances.

- **SUITE ROOMS / LUXURY SUITES NOTHOFAGUS**

Possible combinations:

- 1 adult y 4 infants/children.
- 2 adults y 3 infants/children.
- 3 adults y 2 infants/children.
- Total 5 people: 3 people sharing 1 full-size bed or 2 twin beds and 2 people in additional beds.