TERMS AND CONDITIONS 2026-2027 ALLMOUNTAIN CHILE

At Allmountain Chile, we are committed to protecting the rights of our customers and our staff and technical team, and to ensuring the quality of our services.

Our Terms and Conditions reflect this commitment, aiming to provide a positive experience for everyone in every situation.

- We update our terms and conditions every April.
- They will always be published on our website in Spanish and English.
- A downloadable version will be available on our website.
- Once the reservation is confirmed, they are sent as a PDF attachment along with the other activity forms.

Here, we will explain in detail our **terms and conditions** regarding:

- ☐ Terms and Conditions for Reservations and Payments.
- ☐ Suspension, Rescheduling, or Cancellation of Activities.
- ☐ Refunds for Reservations.
- ☐ Liability for use of technical equipment and other items.
- ☐ Signing of medical form and acceptance of risk.
- ☐ Acceptance of Allmountain Terms and Conditions.
- ☐ Use of Gift Cards and/or Discount, Gift, or Refund Tickets.
- ☐ Terms and Conditions for Companies.

AVAILABLE ACTIVITIES

- Expeditions, Trekking, Climbing, Treks & Adventures, and Mountain Tours.
- Mountain/High-Mountain Logistics Services.
- Corporate Activities.
- Consulting Support Services.
- Consulting.
- Lectures and presentations.

AVAILABLE OPTIONS FOR OUR EXPEDITIONS, TREKKING, CLIMBING, CROSS-COUNTRY TREKS & ADVENTURES, AND MOUNTAIN TOURS

Each Expedition, Trekking, Climbing, Treks & Adventures, and Mountain Tour can be arranged upon request or by registering and booking for scheduled dates published on our social media and website.

- **Open group format:** Participants may join a previously confirmed group or a date published on our website. The final price of the activity will depend on the number of confirmed participants by the registration deadline. This type of activity is subject to confirmation by other clients.
  For open-group activities, final rates and conditions may vary depending on the number of confirmed participants. A paid reservation secures your spot within the group's logistical and pricing structure.
- **Private mode:** For 1 person (individual private activity) or 1 group (private activity for a pre-formed group). The participant(s) may request a specific date (subject to availability) and/or a date published on our website that does not have any previously confirmed participants.

PROGRAMS AVAILABLE FOR OUR EXPEDITIONS, TREKKING, CLIMBING, CROSS-COUNTRY TREKS & ADVENTURES, AND MOUNTAIN TOURS:

- **Full Program and Itinerary:** Service that includes all items necessary for the activity. Varies by activity. For example: Guides, transportation, daily meals, hotel, flights, etc.
- **Basic Program and Itinerary:** Service that includes guides and private transportation.
- **Tailor-Made Program:** Allows you to customize your adventure according to your requirements. Services can be added and/or removed. For this, a specific quote is sent based on the client's needs.

INCLUDED AND EXCLUDED SERVICES

- The included and excluded services are detailed on our website www.allmountain.cl and/or in the specific program for each activity. Additionally, and in any case, they will always be communicated during the pre-confirmation process.
- Included and excluded services vary from one activity to another.
- Services can be added or removed to tailor the activity to your needs (Tailor-Made Itinerary Options).
- No refunds will be issued for included services not used voluntarily by the customer.

RATES AND RATE UPDATES

- Published prices are in CLP (Chilean pesos).
- Currency conversions from foreign currencies to Chilean pesos (or vice versa) are made at the time of booking payment and payment of the remaining balance. The exchange rate reported by AFEX will be used as a reference.
- In April of each year, Allmountain Chile will update the prices of its activities.
- For reservations made before April 30, the rates corresponding to the immediately preceding season will apply.
- For reservations made after April 30, the new rates for the following season will apply.

RESERVATION TERMS AND PAYMENT CONDITIONS

- The minimum payment required to make a reservation is 30% or 50% of the total price of the activity, as applicable and previously communicated. For certain activities, such as expeditions to the Ojos del Salado Volcano, for example, a fixed reservation fee of CLP $500,000 is required. The reservation amount will be specified in the details of each link and/or program.
- Reservations can be made through our website, email, WhatsApp, or by phone.
- Accepted payment methods are: PayPal payment link (debit or credit card for payments made from abroad), Mercado Pago link (debit or credit card for payments made in Chile), or international bank transfer (WISE or bank) or domestic bank transfer (using our bank transfer details).
- Please note that if you make the reservation payment via PayPal, additional fees charged by PayPal for payments made from abroad will be added.
- For cash payments, the bills must be in perfect condition (no tears, no creases, legible) as required by currency exchange offices.
- Payment of the remaining balance must be made within the timeframe previously communicated for each activity. In any case, and only as an exceptional (not ideal) maximum deadline, such payment may be made up until the time of pickup or the actual start of the activity, directly to the guide in charge.
- The accepted payment methods for the remaining balance may be the same as those used for the reservation payment, including bank transfer, cash, debit or credit cards, and electronic payment systems (Mercado Pago, PayPal, WISE). Additionally, payment may be made using the portable payment terminals available in Allmountain Chile vehicles and managed by the guide in charge of the activity.
- Once payment for the reservation has been made, we will send you the forms related to the activity: confirmation voucher, medical form, risk acknowledgment, terms and conditions, and any other applicable documents.

BEFORE THE TRIP:

• Each customer must complete and submit their medical form and risk acceptance form before the start of the activity. To this end, Allmountain Chile will send said form in digital format (fillable Word and/or PDF) along with the reservation confirmation email or via WhatsApp. The customer must return the duly completed document via the same means, which may be in Word, PDF, or a legible, high-quality photograph.

• All information provided in the medical and risk acceptance form shall be deemed truthful, complete, and accurate. Any ailment, illness, injury, allergy, or health condition not promptly disclosed in said document shall release Allmountain Chile from liability for any consequences that may arise during the course of the activity.

• If you have any questions or concerns prior to the trip, you may contact Allmountain Chile through any of its official customer service channels, including WhatsApp, email, or phone call.

• Allmountain Chile will send all necessary information in advance to ensure the activity proceeds smoothly, including terms and conditions, a booking confirmation voucher, a medical form and risk acceptance form, a technical equipment reservation form (if applicable), preventive protocols, and basic emergency response procedures.

• In the event that participation is impossible due to force majeure, unforeseeable circumstances, or serious health situations duly justified, Allmountain Chile may authorize the rescheduling of the activity, subject to an evaluation of the specific circumstances of each case. Rescheduling or cancellations based on non-serious, unjustified reasons, or those communicated outside reasonable timeframes, will not be accepted.

• For ascents to altitudes above 4,000 meters above sea level, and for safety reasons, it is a mandatory requirement to have previously completed a responsible acclimatization process, especially for express itineraries. Clients must have completed prior ascents or spent time at altitude before the start of the contracted itinerary. Failure to comply with this requirement releases Allmountain Chile from liability in the event that the client fails to achieve adequate and safe acclimatization during the expedition. In such cases, no refunds or compensation will be provided for any early termination of the activity resulting from this situation.

• Once the reservation is confirmed and the corresponding payment is made, it will be understood that the customer authorizes Allmountain Chile to use photographs, recordings, and audiovisual material captured during the activity, exclusively for promotional, advertising, and dissemination purposes on its official channels, social media, and website.

• The guide in charge may suspend or cancel the participation of any customer who is more than 20 minutes late for the scheduled pickup time or meeting point, when such a situation affects the itinerary, logistics, or the proper and safe

conduct of the activity. In such cases, no refund will be issued for the amount paid for the reservation.

INSTRUCTIONS FOR PARTICIPANTS TO ENSURE THE SMOOTH CONDUCT OF THE ACTIVITY:

- Arrive at the meeting point (pickup) at the designated time.
- Read and accept in advance the risk conditions associated with the activity (Medical Form and Risk Acceptance Form), if you have not already submitted it.
- Maintain a respectful attitude toward the entire group at all times.
- Listen to and follow all instructions given by the guides at the start and end of the activity.
- During breaks, the group must stay together, and if you need to use the restroom, please inform the guide where you will go.
- Respect the flora and fauna of the places we visit.
- Respect the Leave No Trace (LNT) guidelines.
- Do not use drugs, alcohol, or psychotropic substances during the activity.
- Avoid reckless behavior that puts your own safety and that of the group at risk.
- Notify the guide in charge of any discomfort (physical or emotional) that is interfering with the proper and safe conduct of the activity.

ALLMOUNTAIN CHILE MAY SUSPEND OR TERMINATE THE ACTIVITY IN THE EVENT THAT:

• If any participant fails to follow the safety instructions previously provided by the guide in charge, violates the rules established for the proper conduct of the activity, or engages in behavior that affects the safety, logistics, or dynamics of the group.

• If the customer is more than 20 minutes late for the scheduled pickup time or meeting point, and this situation affects the itinerary, logistics, or the proper and safe conduct of the activity. In such cases, no refund will be issued for the amount paid for the reservation.

• If weather conditions present obvious risks or change suddenly during the activity, including rain, snow, strong winds, thunderstorms, risk of wildfire, or other weather conditions that may compromise the safety of the group or the guide team.

• If geographical, natural, or environmental situations arise that pose a risk to participants, such as landslides, rising river levels, flash floods, road blockages, volcanic eruptions, earthquakes, or other similar events.

• If the competent authority (CONAF, Carabineros de Chile, or another relevant authority) determines that activities within a protected area or specific perimeter must be suspended

for reasons of safety, restricted access, health contingency, prevention, or emergency.

• If any participant has a physical, medical, or psychological condition that compromises their own safety, that of the group, or the safe continuation of the activity, including accidents, injuries, serious health conditions, or situations requiring evacuation or priority medical attention.

• If any participant is under the evident influence of alcohol, drugs, psychotropic substances, or other conditions incompatible with the safe conduct of the activity, whether before or during the activity.

• If it is determined that any part of the technical team, essential equipment, or vehicles used for the activity is not in proper working or safe condition to continue the normal conduct of the activity.

• If any participant engages in reckless or negligent actions or behaviors that endanger their physical safety, that of the group, the technical team, or the guide team.

• If mechanical failures, technical malfunctions, logistical problems, or other unforeseen situations that prevent the activity from continuing under minimum safety conditions.

• In the event of the suspension or early termination of the activity due to safety concerns, force majeure, weather conditions, instructions from the competent authority, or situations not directly attributable to Allmountain Chile, rescheduling the activity will be prioritized over issuing a refund, with each situation being evaluated on a case-by-case basis and in accordance with the specific circumstances of the case.

PROVISION OF FIRST AID:

• The guide(s) in charge of the activity is a first aid provider in remote areas (WFR-certified–Wilderness First Responder).

• First aid is defined as the immediate and temporary care provided to a victim of an accident, the sudden onset of an illness, or harmful environmental conditions; it is not definitive and does not replace medical care (Source: Wilderness First Emergency Care Program, Version 3.4.1, Revised July 2022).

• Consent is required for the provision of first aid in remote areas. In this case, this item is added to the medical form, and it is understood that informed consent is given upon signing said medical form.

• Even considering the above, in the event that the client (of legal age) refuses first aid or transportation, they will be asked to sign a "refusal of treatment" document, or this fact will be documented by witnesses present at the scene. In the event that

no document is available and/or there are no witnesses, this may be documented via video, photograph, or audio recording made for this purpose, in which the client, to the extent possible and depending on the circumstances, can confirm and express their decision. In such cases, Allmountain and its guides shall be released from any liability.

REGARDING EARLY TERMINATION OF THE ACTIVITY

• In the event of early termination of the activity for reasons attributable to the customer, any additional costs arising from such a situation shall be borne exclusively by the participant involved. Such costs may include, but are not limited to, additional transportation, fuel, tolls, meals, lodging, fees, logistics, and travel expenses for the driver-guide or support staff necessary to facilitate the participant's early return. The above will depend on the nature of the activity, the geographic location, distances, travel times, and specific logistical conditions of each case.

For example, on a 7-day expedition to the Ojos del Salado Volcano, if a participant decides to return early to Copiapó for personal, physical, or any other reasons not attributable to Allmountain Chile, they must assume the costs associated with transportation, meals, lodging, and services required to facilitate such early return. This example is provided for illustrative purposes only and is not exhaustive.

• Allmountain Chile may terminate an activity early when weather, environmental, geographical, safety conditions, or any other circumstance poses a risk to the physical well-being or safety of the participants, the guide team, or third parties. In such cases, there will be no additional costs for clients resulting from this operational decision.

• Likewise, the guide team and participants may jointly agree to modify the originally planned program or itinerary, including the early termination of the activity, when this is deemed appropriate for reasons of safety, weather, logistics, or the general well-being of the group.

For example, moving up a summit day due to a favorable weather window may mean finishing the originally scheduled itinerary earlier. In such cases, and provided there is agreement between the parties, no additional costs will be incurred by the participants.

• In the event of an agreed-upon early termination, itinerary modification, or early conclusion of the activity, the total amount paid for the activity will remain unchanged, and no discounts, refunds, or reimbursements will be provided for unused included services, given that the associated logistical, operational, and booking arrangements will have already been organized and committed to.

WEATHER CONDITIONS, ACCESS RESTRICTIONS AND RESCHEDULING

The activities and expeditions organized by Allmountain Chile take place in natural environments subject to variable weather and geographical conditions. Extraordinary weather events, snowfall, intense rainfall, landslides, road closures, access restrictions, or provisions issued by competent authorities may affect their execution, even when reservations have been confirmed and logistical commitments have already been made.

• **Weather Assessment and Safety:** Allmountain Chile will assess weather, access, and safety conditions and may modify itineraries, routes, schedules, or suspend activities when objective circumstances justify doing so. Unfavorable weather forecasts do not constitute grounds for cancellation or entitle participants to a refund.

• **Reservation Payments and Logistical Commitments:** Confirming a reservation involves advance commitments for hiring guides, vehicles, transportation, accommodation, meals, equipment, and other services. In open-group activities, voluntary cancellations by participants will not entitle them to a refund of the amount paid as a reservation deposit, in accordance with the conditions previously communicated and accepted and within applicable legal limits. This is because prices are established according to the number of confirmed participants, and an individual cancellation affects the costs and financial conditions of the remaining group members.

• **Access Restrictions and External Circumstances:** When circumstances beyond Allmountain Chile's control hinder or prevent access to activity areas, alternatives will be evaluated to allow the program to proceed, including itinerary modifications, equivalent activities, or rescheduling, depending on safety conditions and operational availability. Airline tickets, accommodation, and other services booked directly by participants with third parties will remain their responsibility.

• **Cancellations, Rescheduling, and Refunds:** Voluntary cancellations, including those motivated by weather-related concerns, will be governed by the deadlines and conditions established in these Terms and Conditions, distinguishing between open-group and private activities. As an alternative to cancellation, Allmountain Chile will prioritize rescheduling the activity or transferring the reservation to another participant for the same or an equivalent activity, on a one-time basis and within the 2026–2027 season, subject to availability and compliance with participation requirements.

• **Activities Already in Progress:** Itinerary modifications, suspension of ascents, or early termination of activities duly justified by weather or safety conditions will not, in themselves, constitute a breach of contract or entitle participants to a refund.

This section supplements Allmountain Chile's existing provisions regarding suspension, cancellations, rescheduling, and refunds.

ABOUT CANCELLATIONS AND RESCHEDULING

- Advance rescheduling may occur in cases of poor weather forecasts, safety concerns, force majeure, or unforeseeable circumstances.
- Rescheduling will be applied as the primary alternative solution.
- If the customer is unable to participate due to unforeseeable circumstances, force majeure, or a duly justified serious situation, they may request a rescheduling of the activity, subject to availability within the 2026-2027 season.
- Cancellation requests must be made clearly and in writing via email, WhatsApp, or another official means of communication.
- For activities conducted as open-group events (trekking, expeditions, climbing, cross-country trips, mountain tours, and similar activities), rates are structured and calculated based on the total number of confirmed participants for the scheduled date. Each registered participant with a paid reservation is part of the activity's logistical, operational, and pricing structure, which includes transportation, guides, meals, permits, equipment, lodging, and other associated services. For this reason, in the event of a voluntary cancellation by a participant already confirmed for an open group activity, no refund will be issued for the amount paid as a reservation fee, as this directly affects the rate and conditions previously established for the remaining registered participants and the activity's logistics.
  Notwithstanding the foregoing, Allmountain Chile may offer the option to reschedule the activity for another available date within the same season or use the amount paid as credit toward another similar activity, subject to availability and prior coordination.
- Rescheduling requests will be evaluated on a case-by-case basis, prioritizing reasonable solutions for both the customer and the proper operation and sustainability of group activities.
- If the cancellation deadlines previously communicated for each activity are not met, no refund will be issued for the reservation fee, except in exceptional cases of force majeure as determined by Allmountain Chile.

GUIDELINE DEADLINES FOR REQUESTING CANCELLATIONS AND/OR REFUNDS

• For trekking, climbs, and 1-day activities: The request must be made at least 7 calendar days prior to the start of the activity.

• For activities, programs, and expeditions lasting 2 to 3 days: The request must be made at least 15 calendar days prior to the start of the activity.

• For expeditions and programs lasting more than 3 days: The request must be made at least 30 calendar days prior to the start of the activity.

• Compliance with the above deadlines does not necessarily guarantee a full refund of the amount paid, given that there are operational and logistical costs, service reservations, and advance payments committed by Allmountain Chile prior to the start of each activity.

• For activities conducted as open-group tours, rates are structured and calculated based on the total number of confirmed participants for each scheduled date. For this reason, the cancellation of one or more participants may directly affect the pricing structure, logistics, and conditions previously arranged for the rest of the confirmed group. Consequently, for open-group activities, the refund of the amount paid for the reservation may be limited or may not be granted, even if the cancellation request was made within the previously indicated timeframes, especially when there are services, logistics, or group costs that have been previously committed to.

• In the event of an absolute impossibility of rescheduling or due to duly justified force majeure, a refund of up to 50% of the amount paid for the reservation may be issued, unless, given the specific nature of the activity, associated services, or conditions previously communicated to the customer, a different percentage has been expressly and explicitly established for a particular case.

• Some expeditions involving highly complex logistics may have special cancellation, refund, and rescheduling conditions, which will be communicated to the customer prior to booking confirmation.

• Each request will be evaluated on a case-by-case basis according to the nature of the activity, the services provided, the type of reservation (private or open group), and any specific circumstances reported by the customer.

• In any case, Allmountain Chile will prioritize rescheduling the activity over issuing a refund.

REFUNDS

- In the event of an absolute impossibility to reschedule or due to duly justified force majeure, and provided that the cancellation request is made within the established deadlines, a refund of up to 50% of the amount paid for the reservation may be issued, unless, given the specific nature of the activity, associated services, or conditions previously communicated to the customer, a different percentage has been expressly and explicitly established for a particular case.
- It will not be possible to refund the total amount of the reservation due to logistical and operational costs and advance payments made to external suppliers.

- Depending on the nature of the activity and the services previously arranged (flights, hotels, permits, transportation, etc.), the refund percentage may vary.
- Allmountain Chile will always prioritize rescheduling over a refund.
- Approved refunds will be issued, whenever possible, via the same payment method used by the customer.

USE OF TECHNICAL EQUIPMENT PROVIDED TO THE CUSTOMER FOR THE ACTIVITY:

- All technical equipment provided by Allmountain Chile to participants is pre-inspected and in optimal working and safety condition for the proper conduct of the activities.
- Once the activity is complete, the customer must personally return the equipment received exclusively to the Allmountain Chile guides, in a condition similar to that in which it was delivered, taking into account normal wear and tear resulting from proper use during the activity.
- The customer is responsible for using the equipment carefully, responsibly, and in accordance with the instructions previously provided by the guide in charge or by the Allmountain Chile team.
- In case of doubts regarding the proper use of technical equipment, even after the briefing or initial instructions, the customer must request additional guidance from the guide in charge before using said equipment.
- Likewise, the customer must use all shared items necessary for the activity in a responsible and respectful manner, including vehicles, tents, domes, camping equipment, kitchenware, communications equipment, and other supplies provided by Allmountain Chile.

CASES OF LOSS, DAMAGE, OR DESTRUCTION OF EQUIPMENT:

- In the event of loss, damage, or total or partial destruction of technical equipment or any item provided by Allmountain Chile, caused by negligent, irresponsible, or intentional use on the part of the client, the client must assume the corresponding repair or replacement costs, based on the market value of the affected item.
- The replacement of the equipment may be carried out using a product equivalent in terms of features, functionality, quality, and safety standards to the one originally delivered. If the repair does not ensure adequate operating and safety conditions, or if the cost of repair is disproportionate to the value of the product, a full replacement may be required.
- Repairs will only be accepted if they fully restore the original functionality and safety conditions of the affected equipment.

- The foregoing shall also apply to damage or loss affecting common-use items used during the activity, including tents, domes, cooking equipment, camping gear, communication equipment, vehicles, or other equipment belonging to Allmountain Chile.
- Once the activity has ended, Allmountain Chile will inform the responsible customer of the details of the damages, losses, associated costs, and the method of reimbursement or payment.
- The customer will have a maximum of 10 business days from the end of the activity to make the payment corresponding to the repair or replacement of the affected equipment, using the payment method provided by Allmountain Chile.
- In the absence of a response, agreement, or compliance within the specified period, Allmountain Chile may take the appropriate administrative or legal actions to recover the associated costs.

USE OF GIFT CARDS, DISCOUNT TICKETS, GIFTS, AND/OR REFUNDS

- Allmountain Chile may offer personalized Gift Cards to gift experiences associated with any of its activities, expeditions, treks, climbs, cross-country trips, mountain tours, or other available services, subject to requirements and prior coordination with the customer.
- Likewise, Allmountain Chile may issue discount tickets, gift vouchers, credits, gift tickets, and/or compensation tickets for partial or full refunds, commercial promotions, rescheduling, special campaigns, or other specific situations.
- The Gift Cards, tickets, or vouchers issued may be non-transferable or transferable, depending on the specific conditions provided at the time of issuance.
- The validity, terms of use, transferability, restrictions, applicable activities, and any limitations of each Gift Card, ticket, or voucher will be determined on a case-by-case basis and communicated to the customer in advance.
- Unless expressly stated otherwise, Gift Cards, tickets, and vouchers are not redeemable for cash and must be used within the validity period communicated to the customer.
- In the event of loss, expiration, or partial use of a Gift Card, ticket, or voucher, Allmountain Chile will evaluate each situation individually, reserving the right to approve or reject any renewals, extensions, or reissues.

WORK, ACTIVITIES, AND SERVICES PERFORMED WITH OR FOR COMPANIES, CONSULTING FIRMS, OR OTHER ORGANIZATIONS

- These terms and conditions shall also apply to work, activities, consulting services, expeditions, corporate outings, training sessions, logistics services, recreational activities, outdoor programs, and any other services provided by Allmountain Chile to companies, consulting firms, institutions, organizations, or third-party contractors, unless there is a specific, separate agreement previously formalized in writing between the parties.

• In the event of situations analogous to or similar in nature to those covered by these terms and conditions, the provisions set forth herein shall apply equally, particularly regarding matters related to safety, suspension of activities, use of equipment, rescheduling, cancellations, individual liability, and operational conditions.

• The contracting company shall be responsible for adequately informing its employees, participants, collaborators, or attendees about the characteristics of the activity, minimum physical requirements, associated risks, and other relevant information previously provided by Allmountain Chile.

• Each participant must complete the medical form, risk acceptance form, and other forms required for the activity in advance, where applicable.

• Allmountain Chile may suspend, modify, or terminate an activity in whole or in part when weather, geographical, logistical, health, safety, or any other conditions exist that could compromise the physical safety of participants, the guide team, or the proper conduct of the activity.

• For activities organized for companies or institutions, changes to the itinerary, schedules, number of participants, included services, or logistical aspects must be coordinated and approved in advance by both parties.

• In the event of damage, loss, or negligent use of technical equipment, vehicles, or other items provided by Allmountain Chile during the course of corporate or institutional activities, the provisions regarding repair, replacement, and restitution set forth in these terms and conditions may apply.

• It shall be understood that the contracting company fully accepts these terms and conditions upon confirming the service, issuing a purchase order, accepting a quote, signing a commercial agreement, or making any payment associated with the contracted activity or service.

ACCEPTANCE OF ALLMOUNTAIN TERMS AND CONDITIONS

By making a payment to confirm a reservation, the customer is deemed to have accepted these terms and conditions of Allmountain Chile.

Likewise, the terms and conditions are deemed accepted upon signing or submitting the medical form and risk acceptance form corresponding to each activity.

These terms and conditions will be publicly available in Spanish and English at www.allmountain.cl.