

TERMS AND CONDITIONS OF THE WEB PLATFORM FOR THE SALE OF PASSES FOR THE STATE NATIONAL SYSTEM OF PROTECTED AREAS.

Please read the following Terms and Conditions carefully, which regulate the use of the web platform <https://www.pasesparques.cl>, intended for the sale of passes for entry to National Parks, National Reserves, and Natural Monuments administered by CONAF, and services associated with the National System of Protected Areas administered by the Corporación Nacional Forestal (CONAF). This is based on the system denominated "National Parks Passes".

By acquiring a pass or carrying out any transaction through this platform, you declare that you have read, understood, and fully accepted the conditions established in this document

1. GENERAL CONDITIONS TO CONSIDER PRIOR TO PURCHASE

1. The Corporación Nacional Forestal (here in after CONAF) is a private law corporation, dependent on the Ministry of Agriculture. Its mission is "To contribute to the sustainable management of native forests, xerophytic formations, and forest plantations through promotion, enforcement of forestry-environmental legislation, and the protection of vegetational resources, as well as the conservation of biological diversity through the State National System of Protected Areas (SNAP), for the benefit of society".
2. Now with standing the entry into force of Law No. 21.600, the process of transferring the administration competencies of these Protected Wild Areas from the CONAF to the Servicio Nacional de Biodiversidad y Áreas Protegidas (SBAP) is currently in process. Taking into account the principle of continuity of public function, CONAF will continue to fully exercise its administration faculties until said effective transfer is completed. This includes the power to elaborate and modify management plans and all regulations applicable to the protected areas under its administration.
3. CONAF encourages trip planning, the advance purchase of passes, and informing oneself of the unit's conditions prior to the visit for your safety, considering that Protected Areas do not represent a common recreational space and precautions and preventive measures must be taken.

4. It is recommended to plan the visit in advance, purchase the pass before the trip, and review entry conditions, accessibility conditions of the park or area to be visited, its safety, and operation, in order to ensure a responsible and safe experience. Advance purchase does not imply preferential treatment or priority access, but it facilitates a more expedited entry.
5. In the event of attending with persons with disabilities, it is the responsibility of each visitor, or their legal guardian if applicable, to verify that the park or area being visited is one that has adequate accessibility.
6. In the purchase of passes, the **RIGHT OF WITHDRAWAL (RETRACTO) DOES NOT APPLY**, in accordance with what is established in Article 3 bis, letter b) of Law No. 19.496. For this reason, visitors are invited to carefully review their order before making the purchase.

2. NATURE OF THE SERVICE

The National Parks Passes system is the service for the sale of personal and non-transferable electronic passes, which enable entry to National Parks, National Reserves, and/or Natural Monuments, on the date and times previously determined by the holder.

This is subject to the availability of passes for each day, and compliance with the internal rules of each area or park

3. APPLICABLE REGULATIONS

All actions, transactions, and interactions carried out through the platform <https://www.pasesparques.cl>, as well as the application of these Terms and Conditions, shall be governed by the laws of the Republic of Chile, specifically by:

- Law No. 19.496 on Consumer Rights Protection.
- Law No. 19.628 on Protection of Private Life.
- Decree No. 19 of the Undersecretariat of Tourism of the Ministry of Economy, Development, and Tourism, dated April 12, 2019.
- Decree No. 6 of the Undersecretariat of Economy and Smaller Enterprises of the Ministry of Economy, Development, and Tourism, dated September 23, 2021, approving the Electronic Commerce Regulations.
- Law No. 21.600, which creates the National Biodiversity and Protected Areas Service.

4. CONDITIONS OF USE

- 4.1. The use of the platform www.pasesparques.cl implies the mandatory registration of the user, who must complete the corresponding form with valid, truthful, and updated data. In case of detecting falsehood or fraud in the information provided, access or use of the platform may be denied.
- 4.2. The National Parks Passes system has physical points of sale that operate with the same inventory and conditions as the web platform. Consequently, if there are no passes available for a specific day, in-person points of sale will not be able to issue them either.
- 4.3. The user commits to using the platform for exclusively personal purposes, in accordance with the following objectives:
 - Access official information regarding the sale of passes to Protected Areas administered by CONAF.
 - Make the purchase of said passes, adhering also to the conditions defined for each protected area, trail, or sector.

5. PASS SALE AND USE CONDITIONS

- 5.1. Pass sales are subject to the availability of quotas or entry stock in the selected protected area for the visit date.
- 5.2. The purchase of passes to Protected Areas is nominative (named) and non-transferable under any concept or circumstance. Passes must be used exclusively by the person listed on each pass, on the date, place, and conditions established at the time of purchase, according to the specific rate of each protected area. Resale of passes is strictly prohibited.
- 5.3. Pass values are expressed in Chilean pesos and include all operational charges. The final price to pay will consist of the base value plus associated operational costs, which may vary depending on the selected Protected Area.
- 5.4. The transaction will be considered complete only when ChileTur receives the authorization and/or corresponding transfer from the banking entity or payment method used. Otherwise, the purchase will be annulled, without generating any right in favor of the visitor.

- 5.5. For foreign visitors, the payment platform implements the 3D Secure security protocol, which allows authenticating transactions through passwords or PINs associated with debit or credit cards. This system reinforces protection against fraud and prevents subsequent reversal of payments by issuing entities.
- 5.6. Once the purchase is confirmed, the user will receive the acquired pass(es) and the transaction receipt at the registered email address. **The only valid document to accredit the right of entry is the issued pass with a QR code**, which must be presented, printed or in digital format, along with the identity document at the access control of the corresponding protected area.
- 5.7. A transaction is not considered finished until ChileTur receives the authorization and transfer from the respective financial institution. If ChileTur does not receive said confirmation, the purchase will be annulled, leaving the transaction without effect.
- 5.8. The user must acquire the pass corresponding to their tariff segment (according to age, nationality, or applicable discounts). If presenting a pass different from the one that corresponds to them, it will be annulled without the right to a refund or exchange.
- 5.9. The only means of verification and validation is the successfully issued pass, and not receipts, payment vouchers, or other documents that are not what is officially delivered to ChileTur
- 5.10. For safety reasons, the individual purchase of passes for children under 12 years of age without the company of an adult within the same transaction is not permitted.

6. USER/VISITOR OBLIGATIONS

- 6.1. The user is responsible for the veracity of the data provided to CONAF, as well as for updating or modifying it. If it is proven that the data does not correspond to the user wishing to enter the protected area, they must abide by what is indicated in the sales conditions.

- 6.2. It is the exclusive responsibility of the user to inform themselves of weather and safety conditions at the time of visiting protected areas, to have a health status compatible with the activities to be performed, and to attend with adequate equipment and safety gear to carry out said activities.
- 6.3. The visitor of the protected area is obliged to keep their QR code available at all times, both at the entrance to the protected area and in the different sectors, as it may be requested by Park Ranger personnel at any time.
- 6.4. Stick to the existing regulations of the protected area visited and follow instructions from CONAF personnel. Do not incur under any respect in the conduct proscribed by Article 108 of Law No. 21.600.
- 6.5. Read these terms and conditions in detail. The purchase of passes shall presume their acceptance

7. EXEMPTION OF LIABILITY

- 7.1. CONAF will endeavor to ensure that the information on its web platform is accurate and up-to-date. However, it does not guarantee that the service is error-free, uninterrupted, or free of intermittencies. CONAF is exempt from all liability for damages and losses of any nature that may be due to the lack of availability or continuity of the web portal's operation.
- 7.2. CONAF assumes no liability for damages, accidents, or injuries that visitors or third parties may suffer during their stay in the administered protected areas, nor for expenses associated with the purchase, modification, or cancellation of passes.
- 7.3. In case of necessity, fortuitous event, or force majeure, CONAF may suspend or cancel the sale of passes when necessary to safeguard ecosystems, infrastructure, or the safety of workers and visitors. Under the same conditions, CONAF may suspend visits even at the moment when visitors present themselves at the

protected area they wish to visit. The suspension of the visit or sale of passes will be notified to the user via email and, eventually, published on the web platform.

- 7.4. CONAF is not responsible for theft or robbery inside the Park or unit visited. Watch your belongings; they are your responsibility.
- 7.5. Regarding free services or exemptions that might be provided in each of the units subscribed to the platform, these could suffer cancellation or modifications of conditions. In such cases, these changes or adjustments do not give the right to indemnification by CONAF; therefore, it is suggested that the User informs themselves in advance at the respective Unit they wish to visit.
- 7.6. The visitor is exclusively responsible for the care and custody of their personal objects during their entire stay and/or participation in activities carried out in the protected areas. The institution is not responsible for losses, misplacements, damages, or thefts of personal objects.

8. CONDITIONS THAT EACH VISITOR MUST EVALUATE FOR A SAFE VISIT

- 8.1. It shall be the responsibility of visitors to evaluate health conditions, safety, necessary equipment, as well as the characteristics and accessibility of each protected area, in order to minimize any risk and ensure a safe visit. Special emphasis is suggested on the following aspects:
 - a. Knowing the accessibility conditions of the protected area.
 - b. Knowing the difficulty level of each trail or area to visit.
 - c. Possessing physical and medical aptitude consistent with the activity, declaring not to suffer from pre-existing diseases that may worsen in remote areas.
 - d. Possessing adequate experience and skills for the activity.
 - e. Having technical equipment and appropriate clothing in good condition when required on low, medium, and/or high difficulty trails as appropriate.
 - f. Following the instructions of park ranger personnel and area signage.

- 8.2. Performing activities in natural environments, especially in isolated or difficult-to-access territories, carries risks associated with weather, accidents, or medical emergencies. It is the visitor's duty to act with responsibility and prudence to safeguard their safety, that of children and/or adolescents under their care, and that of third parties.
- 8.3. Insurance and rescue coverage: The visitor acknowledges that payment of the entry fee does not include personal accident, life, or rescue insurance. It is the exclusive responsibility of the visitor to manage their own health coverage or assistance insurance covering nature tourism activities and potential rescues in wild areas.
- 8.4. Medications and treatment: The administration of the protected area does not provide medications. It is the visitor's obligation to carry their own medications in sufficient quantity if undergoing medical treatment or suffering from chronic conditions (allergies, diabetes, asthma, etc.), assuming the risk of distance from medical centers.
- 8.5. Administration authority: Park ranger personnel reserve the right to restrict access or request the abandonment of specific trails to those visitors who do not have the minimum required safety equipment (e.g., proper footwear) or whose evident physical condition puts their own integrity or that of the group at risk, without the right to reimbursement.
- 8.6. Risk acceptance: Upon entering, the visitor declares having been informed about the characteristics of the natural environment and voluntarily accepts the risks inherent to the activity (weather changes, irregular terrain, fauna, etc.). Consequently, they exempt the administration from liability for accidents derived from their own imprudence, lack of preparation, failure to follow instructions, or fortuitous events.

9. REFUND AND/OR RESCHEDULING POLICY

- 9.1. CONAF expressly declares that no money refunds will be made once the purchase process is finalized. Voluntary cancellations by the visitor are not considered within this policy.

9.2. In the event that a Protected Area must close due to situations of force majeure or fortuitous event (such as volcanic eruptions, alluviums, forest fires, earthquakes, or other natural or anthropogenic causes) or by order of sanitary or supervisory authority, ChileTur will proceed with the refund of 100% of the amount paid (considering the visit canceled) or the re-issuance of the pass for a new date (considering the visit suspended), subject to validation. This is according to the visitor's choice and prior management by whoever purchased the pass(es), this being the entire responsibility of the visitor.

9.3. Refund conditions:

- The maximum deadline to request it will be **30 calendar days** from the closure of the protected area due to force majeure.
- If the visitor chooses a money refund, timelines depend on the payment method:
 - National debit (Chile): Approximately between 6 and 16 business days after confirmation of receipt of the request.
 - National credit (Chile): According to the issuing entity's deadlines.
 - PayPal: Approximately between 6 and 16 business days after confirmation.
 - International credit: According to the issuing entity's deadlines.
 - International debit: Refunds will be made exclusively via PayPal, so the user must have an active account.
- Compliance with deadlines is subject to data (transfer or bank/PayPal account) being sent completely and correctly, which is the entire responsibility of the visitor.

9.4. Voluntary rescheduling may be performed only once, up to 24 hours before the originally reserved date, provided there is availability in the same protected area and/or trail, within the month following the original date.

9.5. Requests for refunds due to a fortuitous event or voluntary rescheduling will be valid only if none of the passes included in the purchase have been used. Requests can only be made for the entirety of the purchase, not partially nor for individual passes.

10. **PRIVACY AND PERSONAL DATA PROTECTION POLICY**

- 10.1. CONAF will not divulge personal information of visitors obtained during the pass purchase process. The institution employs advanced security technology to protect data against unauthorized access or interceptions, including data related to payment methods and electronic addresses.
- 10.2. CONAF processes personal data for the purpose of managing the sale of passes to State Protected Areas offered on the web platform, in accordance with Law No. 19.628 on Protection of Private Life.

Stored data, with prior user consent, may include: Name, nationality, ID/passport, date of birth, gender, disability condition, phone, and email

- 10.3. The use of personal data has the sole purpose of validating purchase orders, issuing receipts, and improving management and information regarding offered services.
- 10.4. CONAF will not share data with third parties for commercial purposes, treating them only for statistical and analytical purposes. This is without prejudice to requirements made in the context of auditing by public bodies with sufficient powers to do so.
- 10.5. Personal data will be treated with strict adherence to current regulations, safeguarding their confidentiality, integrity, and security.

11. BULK PURCHASE MODULE

- 11.1. The bulk purchase module is intended exclusively for tourism service providers and other authorized entities (here in after "the intermediary buyer") to manage and acquire entry passes for their passengers or associates in bulk.
- 11.2. The intermediary buyer declares and accepts responsibility for clearly, truthfully, and timely informing all their passengers about the current terms and conditions and current regulations of the protected areas. They commit to ensuring that said information is correctly transmitted before the visit, guaranteeing that each passenger knows and understands the obligations, restrictions, and applicable

policies. Omission or incomplete delivery of this information will be the exclusive responsibility of the intermediary buyer.

- 11.3. In the event that acquired tickets are used for **guided adventure tourism activities**, whether executed directly by the purchaser or by a third party for whom they are bought, the intermediary declares having verified that the responsible provider has a current registration in the National Registry of Tourism Service Providers and complies with safety standards required by Law No. 20.423 and its associated regulations.

12. MODIFICATION OF TERMS AND CONDITIONS

CONAF reserves the right to modify, update, or supplement these Terms and Conditions at any time.

Any change will enter into force once published on the official pass sales website, it being understood that continued use of the platform or the making of new purchases constitutes express acceptance of said modifications. Users are recommended to review this section periodically to stay informed about potential updates

13. CUSTOMER SERVICE

For inquiries or complaints, users can contact the email info.pases@conaf.cl or use the forms available at www.pasesparques.cl.