

SERVICES, TERMS AND INSURANCE

1. The round-trip air fare is US\$940. The one-way ticket fare is US\$470. Payment can be made via bank transfer or wire transfer. Credit card payments will have an extra charge of 3%.
2. Mandatory information for all passengers: Name, Surname, Phone, ID Number or passport.
3. The maximum luggage weight per passenger is 15 kilograms. If the luggage exceeds that weight, the excess baggage will remain grounded because there is **no option to pay for an excess baggage fee**.
4. The departure time from Santiago to the island is at **10:30 am** and from the island to Santiago at **13:30 pm**.
5. The passenger's presentation time **from Santiago to the island must be at 09:45 a.m. and at 11:00 a.m. in the offices of Sandalum Tour** for passengers travelling from the island to Santiago.
6. The public liability and passenger insurance of the aircrafts that cover the route are for US\$10.000.000.
7. The services that are provided with the purchase of the ticket are:
 - On-board catering for each passenger.
 - Ground transportation between Juan Fernandez Airport and Del Padre Bay in order to embark the boat towards the island (round trip).
 - Maritime transportation between Del Padre Bay and the Cumberland dock, where the town is located (round trip).
 - Free parking for the complete duration of the passenger's trip.
 - Coffee service, newspapers and magazines at our passenger's private terminal in Santiago.
 - Transportation for those passengers that need to reach Santiago International Airport from our facilities in Santiago after the flight from the island. Interested passengers must inform this request before purchasing the ticket.

FLIGHT CANCELLATION POLICIES

1. If the passenger cancels the flight two (2) weeks before the date of departure, 80% of the rate of the ticket will be refunded.
2. If the passenger cancels the flight one (1) week before the date of departure, 60% of the rate of the ticket will be refunded.
3. If the passenger cancels the flight four (4) days before the date of departure, 50% of the rate of the ticket will be refunded.
4. If the passenger cancels the flight two (2) days before the date of departure, 30% of the rate of the ticket will be refunded.
5. If the passenger cancels the same day of the flight, the cost of ticket will not be refunded.
6. The changes of dates of travel can be made two (2) weeks prior to the flight and will have an added cost of 5%. Every change is subject to availability.
7. Mandatory information for all passengers: Name, Surname, Phone, ID Number or passport.

FLIGHT OPERATOR CANCELLATION

Aerocardal will cancel the flight only due to force majeure. The most common cancellation scenario is due to unviable meteorology in the island. If this was the case, Aerocardal will notify its passengers the day before the flight if weather conditions do not allow operating.

In the event that the weather forecast one day before the flight is uncertain, the cancellation notification will be made on the day of the flight. This notification will be delivered via email or phone call to the number that was provided on the flight reservation. In the case of the reservations made through a travel agency, we will inform the agency directly, which will have the responsibility to pass this information to the passengers.

What Chilean law states as force majeure are, within others guidelines:

- Earthquakes, tsunamis, floods or any acts of nature that prevent the service from being delivered.
- Acts of sabotage as kidnaps, terrorist attacks or extremists that prevent the operation.
- Wars, revolutions or revolts that prevent the operation from being executed.
- Acts imposed by the authorities such as confiscations, expropriations or other measures.
- That do not allow the activity.

RESCHEDULING OF THE FLIGHT

Aerocardal will reschedule the departure of the cancelled flight due to weather conditions for the next day (Saturday) for those flights arranged for the weekend. If the weather conditions are unfavorable during all weekend, the flight will be rescheduled for the next weekend.

Aerocardal is not responsible for cancelling or maintaining reservations in hotels or with travel agencies, because meteorology is uncertain and difficult to predict.