



HOTEL RULES AND REGULATIONS FOR GUESTS, PASSENGERS AND VISITORS OF VINYA VIK HOTEL

1. General description.

This Rules and Regulations contain the rules and regulations governing the relationship between Hotel Vinya Vik Limitada, and their affiliated companies, hereinafter jointly referred as “Vik Hotel”, and their guests, passengers, clients, visitors and occasional accompanying parties.

The simple circumstance of entering the property where the Hotel is located implies that the person shall be subject to the application of these Rules and Regulations, without any distinctions whatsoever.

All passengers, without any kind of distinctions regarding nationality, ethnic origin, race, religion, sex, or any other characteristic or condition, as well as their occasional accompanying parties, and the frequent or temporary visitors of Vik Hotel, shall have to comply with and cause the compliance with the dispositions contained in these Rules and Regulations.

2. Mission and role of the property.

Vik Hotel is located in the area of Millahue, in Comuna San Vicente de Tagua Tagua, O’Higgins Region, Chile. Vik Hotel has been established as a building with unique characteristics, where different features come together, such as architecture, art, environmental protection, oenology and/or wine tourism, and it is renowned due to the highest quality of the hospitality service that they provide. To that extent, the maximum commitment is required in the preservation both of the hotel physical spaces as well as the environment surrounding the hotel, in order to secure the quality requisites of the hotel proposal to their guests, consisting of maximum privacy, comfort and security in a harmonic environment with top category details. Therefore, the use of the hotel facilities must comply with such requirements, as regards presence, conduct, use and stay in the

hotel, for which the following Hotel Rules and Regulations are established for passengers, clients of the culinary services, beverages and/or meeting rooms, and in general of any visitor of Vik Hotel, hereinafter the “Rules”.

3. Territorial application.

These Rules shall be applicable and shall have to be complied with in all the sectors of exclusive or common use corresponding to, or located in Vik Hotel, without any kind of distinctions, especially in the rooms, halls, general facilities, auxiliary facilities, multi-purpose rooms, Spa, lounge areas, bars and restaurants, swimming pools, lobbies, bathrooms, restricted areas, and elevators, in the understanding that this enumeration is only for exemplification purposes and does not exclude any sectors or areas not expressly mentioned which are part of the hotel establishment.

It is hereby expressly stated that Vik Hotel is located and is neighbouring to Reserva Cora No. 1, property of Viña Vik Limitada, a real estate property of 4325 hectares, where the vineyards are planted, and where the winery is set for the winemaking process, as well as the llaveria, lodge and other buildings. Also, Vik Hotel is next to the land denominated Reserva Cora No. 2, property of Comunidad de Agua para el Riego del Tranque Millahue (Water Community for Millahue Dam), an artificial dam of 68 hectares. In this sense, these Rules shall extend as it may correspond to the areas called Reserva Cora 1 and 2, therefore including each and all of the buildings and works which now exist and may exist in the future.

These Rules shall also be applicable in case the transfer of the passenger, guest, visitor and accompanying party, from their origin to Vik Hotel and vice versa, is hired, organized or coordinated by Vik Hotel, whichever the means of transport may be, either by air or by land.

4. Term of duration.

These Rules shall be valid without interruption and continuously as of the issuance date and until further amendment or substitution by another one. In case of doubt, these Rules shall be considered to be fully valid in all of its rules and regulations.

5. Personal application.

The following individuals shall be considered special addressees of these Rules, hereinafter the “addressees”:

- a) The passengers, clients, guests who enter for the purpose of staying and using the facilities of the Vik Hotel.
- b) The occasional or temporary accompanying parties of the passengers, whatever the relation with them or the reason for their presence;
- c) The users of the services of the bar, restaurants and other facilities of the hotel establishment open to the public;
- d) The attendees to events developed in or by Vik Hotel, their contracting parties, organizers, subcontractors, sponsors, as the rest of the parties involved in the organization and development of the events.
- e) Anyone who, even occasionally, visits or wanders about Vik Hotel, including those who do not have, take or use any specific service of the hotel establishment.

6. Definitions.

For the purpose of these Rules, the following definitions are adopted:

1. Occasional accompanying party, is any individual of whatever sex, nationality, race, ethnic origin or religion, who enters Vik Hotel with, at the request of, and/or invited by, a passenger, and/or with the consent of a passenger.
2. Addressees of these Rules, are all the individuals indicated in section 5) above in these Rules.
3. Hotel facilities, are all the areas of Vik Hotel, located in or next to their building, either destined for the use of the clients or affected by general services.
4. Restricted areas, are the sectors for the exclusive access of the staff of the establishment, access halls to the administration offices, kitchens, deposits, changing rooms of the staff and the rest of the local services.
5. Passenger, client or guest, is any individual of whatever sex, nationality, race, ethnic origin or religion who temporary or permanently stays at Vik Hotel and who has subscribed the Registration Card of the hotel establishment.
6. Day(s) of the stay, period of stay included from the arrival time (Check In) until departure time (Check Out).
7. Check in, Use and Stay Rules for Vik Hotel, are these Rules and Regulations, their eventual changes or amendments and annexes that might be added in the future.

7. Obligations and prohibitions of the addressees of these Rules.

The addressees acknowledge the public and notorious character of Vik Hotel's prestige, due to the category of the hotel. These Rules are intended to contribute to such prestige and are hereby available for the addressees who may enter Vik Hotel for whatever reason. The prohibitions or regulations contained in these Rules that the addressees must comply with, do not exclude other analogous or similar conducts not expressly mentioned herein, but which clearly stem from the spirit and intention of these Rules.

Therefore, the following obligations and prohibitions are hereby established:

1. The addressees are bound to adjust their behaviour, conduct, manners and clothing to the parameters of category and prestige which symbolize Vik Hotel;
2. It is forbidden to cause any kind of disorder, vandalism, hostile behaviour, disturbance, notorious misconducts, alterations in the order, or to carry out any kind of acts that may affect the tranquillity, silence, rest and privacy that passengers expect to encounter during their stay at Vik Hotel.
3. It is forbidden to engage in indecorous behaviour, to shout or speak loudly for a long time, and in general those acts that are contrary to morals and good manners.
4. It is forbidden to act rudely or aggressively towards other passengers, accompanying parties, visitors, or the staff of Vik Hotel, and even towards the own accompanying parties;
5. It is forbidden to carry out any act involving violence, intimidation either psychological or moral, harassment of any kind, to threaten, either with or without cause, and to carry out any kind of act, exclamation or expression that may affect the honour, prestige or mental integrity of any addressee of these Rules or any employee of Vik Hotel.
6. It is forbidden to damage or deteriorate, either totally or in part, the installations, property, services and supplies of Vik Hotel or of any other addressee of these Rules;
7. It is forbidden to use services or renderings from Vik Hotel that, due to their extra cost, have not been previously paid or that are not paid after their use when it is so requested;
8. It is forbidden to enter into the hotel and/or use prohibited substances according to the Chilean law;
9. The use of tobacco or cigarettes shall be in accordance with the Chilean law.
10. It is forbidden to enter without due authorization any fire weapons, or other kind of weapons, explosives of any kind, without any exceptions whatsoever;
11. It is forbidden to cause evidently loud noises that may bother other passengers;
12. It is not allowed to enter with occasional accompanying parties, other than those who are registered as guests or passengers of Vik Hotel; If these Rules are not duly complied with, the Management reserves the right to order the immediate departure of the visitor and eventually also of the addressee of these Rules;
13. Good relations with other passengers, guests, visitors or employees of Vik Hotel shall have to be promoted or encouraged;
14. Confidential data of Vik Hotel shall not be disclosed or disseminated;

15. Every addressee of these Rules shall respect the rights to private life and image of other guests, visitors or passengers and any of their accompanying parties. It is forbidden to take pictures, film other guests, passengers or visitors without their express consent. It is also forbidden to disseminate in any way their identity or information related to their stay, both of them as well as of any of their accompanying parties. To all extent, any passenger, guest or visitor shall comply with Law 19,628 on the Protection of Private Life and personal data;

16. It is forbidden to enter into the hotel any kind of corrosive material, any kind of biological waste or contaminant, pesticides, either chemical or other similar ones, the enumeration of which remains at the complete discretion and arbitrary criteria of Vik Hotel;

17. It is forbidden to trespass into restricted areas, and to enter Reserva Cora No. 2 without express authorization of a representative of Vik Hotel;

18. The addressees are bound to comply with the evacuation rules and procedures of the building or the premises if required.

8. Dress code general rules.

“To transit or move around in the applicable territory of these Rules, the addressees shall have to adjust their clothing and footwear to the minimum and appropriate standards of social presence, considering the style and hierarchy of Vik Hotel, their clients, guests, passengers and occasional visitors.

It is absolutely forbidden to move around bare footed, with a naked torso, or to use sleeveless shirts or t-shirts, except inside the specific places that are appropriate for that, like the swimming pool and Spa facilities. It is forbidden to use and to move around the Spa facilities and the swimming pool, without using appropriate costume.

Addressees of these Rules shall have to respect the dress code and presentation rules that may be especially demanded in certain sectors, such as meeting rooms, tasting room, wine library, restaurants, or that may be required in special occasions or events to be carried out in the applicable territory of these Rules.”

9. Use of the facilities.

The use of all the facilities shall have to be developed in an adequate and proper manner, according to the type of facility or service, and according to the specific rules of their operation, if any.

Access to restricted areas that are for the exclusive use of the staff of the establishment is not allowed.

10. Entry with food and others.

“It is forbidden to bring in any kind of food, beverage and/or alcoholic beverages. The food that, due to health or religious reasons, a guest may require bringing into the hotel, will be exempted from this rule, taking into account that such situation shall have to be informed prior to making your hotel reservation.”

11. Pets or domestic animals.

Vik Hotel will devote special care to the rendering of services and attention to individuals with visual impairment. For that purpose, the company will be strictly bound by the dispositions of Law 20,025, from June 29, 2005. Hence, anyone with visual impairment shall be entitled to be accompanied at all times by their assistance dog. “Assistance dog” means the one that is individually trained to carry out labours in favour of a person with visual impairment, as long as it is duly certified with the official distinctive sign that shall have to be shown by the owner prior to entering the hotel.

It shall be the exclusive responsibility of the assistance dog owner, or whoever is served by the dog, to adopt the necessary measures to guarantee a healthy coexistence and avoid disturbance or annoyances to the rest of the passengers or the staff of the hotel.

The above established rights cannot be exercised if the assistance dog shows signs of disease or aggressiveness, and in general if the animal is an evident risk for the people, and Vik Hotel may prevent the entry or stay of the visually impaired persons and/or their assistance dog.

On the other hand, it is forbidden to bring or keep pets, domestic animals of any kind, birds, or any other type of animals, without prior communication and express authorization by Vik Hotel, and in order to adjust as necessary, the coexistence rules or the use of the facilities as a consequence of the presence of an animal inside Vik Hotel.

In any case, the passenger who brings the animal and/or the owner, shall be jointly and severally liable for any deterioration, damage, prejudice or breakage that the animal may cause to the things, property or installations and/or the passengers and/or visitors, as well as their belongings.

12. Additional services and suppliers.

Vik Hotel has additional services such as gym, Spa, swimming pool, massages, safety deposit box, free parking areas for passengers, tastings, wine tourism, horseback riding, bicycles and hiking, among others.

Each one of those additional services has their own rules regarding procedure, reservation and safety, according to the case, that every passenger shall have to respect.

To all extent:

1. As regards the outdoor activities or services the passenger is bound to strictly follow the rules concerning safety, procedure and instructions that may be required to carry out the corresponding activity. In that sense, the passenger who uses said services or engages in any activity, undertakes at their own responsibility the risks and dangers that the service or activity implies. In that sense, the passenger releases Vik Hotel, their owners and their staff from any liability for any damage and prejudice that the passenger or any of the passengers' accompanying parties may suffer, waiving any right to exercise or file any kind of action, claim, demand, suit or remedy, either judicial or extra judicially.

2. As regards the use of safety deposit boxes: Each room has a safety deposit box available for the passengers, who will be fully responsible for the correct use of it. In order to avoid any loss or robbery, it is advised that any valuable objects be placed in said safety deposit boxes. If necessary, the passenger may request at the Front Desk the custody in the vault of any valuable objects, which will have an associated charge which will be borne by the passenger.

3. The above mentioned services may have their particular reservation and use policy, so it is advised to previously make the enquiry at the Hotel Front Desk.

4. Free parking for passengers is granted complimentary, but does not imply a deposit contract. Therefore, passengers shall have to leave their vehicles completely locked and secured, and shall not leave valuable objects inside. Compliance with the above conditions shall be the complete and exclusive responsibility of the passengers.

5. Vik Hotel reserves the right to increase or decrease without prior notice the number of free and additional services that are provided to the passengers, without the passengers being entitled to any later claim, unless a particular service has been reserved or hired prior to the elimination or suspension, in which case the payment effected for its use will be reimbursed.

6. In case the guest may require any additional or extraordinary service that is not included among those habitually offered by Vik Hotel, the guest shall have to request it with the necessary anticipation that may correspond, according to the service. Vik Hotel may offer to the guest suppliers of goods and services to fulfil the requested need. If a guest decides to hire a supplier or service provider directly, other than the ones offered by Vik Hotel, it shall have to comply with the standards and demands as required by Vik Hotel, who reserves the right to reject said supplier or service provider. All costs associated to an additional or extraordinary service will be exclusively borne by the guest. Finally, Vik Hotel does not undertake any responsibility in relation to any additional or extraordinary service.

13. Illness and medical emergencies.

All passengers, guests or visitors of Vik Hotel, understand, acknowledge and accept that Vik Hotel does not provide medical services, either general or emergency ones, and therefore no actions can be demanded from Vik Hotel as if they provided them. Also, that the activities to be developed, the environment of the place and the geographic location of Vik Hotel have an implicit risk that the addressee understands, acknowledges and accepts at their own responsibility. Notwithstanding the above, Vik Hotel may deliver the necessary guidance upon a medical emergency to bring tranquillity to the affected parties, to provide the corresponding first aid care and to facilitate the possible means to transfer the affected parties to a health care centre or similar.

To all extent:

1. In case of illness, the passenger will be free to directly require a medical doctor. If guidance is needed, the staff at Vik Hotel can provide information to the passenger.
2. In case of accidents or serious illness, the passenger shall have to be transferred to a health care centre, preferably by ambulance.
3. In case of catching or detecting contagious diseases, the hotel will proceed to urge the passenger's transfer to a health care centre and, if needed, will report it to the relevant sanitary authorities.
4. In all the above referred situations, the costs of doctors, transfers and health care centres shall be at the exclusive charge of the passengers.

14. Environment.

The protection of the environment and the promotion of sustainable development is an essential feature of Vik Hotel. In this sense, the addressee of these Rules is bound to take all necessary measures and to adopt the required care to avoid any damage and prejudice to the environment.

15. Evacuation.

If necessary, either due to any decision of the authorities, act of God or force majeure, the Management of Vik Hotel may order the total or partial evacuation from the facilities of the relevant establishment or the land where it is located. For that purpose there are ad hoc evacuation plans and proceedings which have been previously established, which can be consulted by each passenger if they consider it necessary. In each room there is a plan of the facilities with signalling of the corresponding emergency exits. It is the exclusive responsibility of each passenger to review it.

16. Non-compliance and Authority of Vik Hotel.

Non-compliance and infringement either total or in part of any of the rules contained in these Rules will authorize Vik Hotel to execute, at the exclusive criteria of Vik Hotel, any of the following proceedings:

- a) To invite the transgressor to modify their conduct or habit;
- b) To demand due respect and compliance with the dress code;
- c) To insist with the enforcement of the dispositions of these Rules;
- d) To apply specific sanctions to the transgressor, such as warnings, suspension of the use of all or part of the installations and/or services rendered by Vik Hotel;
- e) Exclusion or expulsion from the hotel establishment.
- f) To report and/or inform to the relevant public authorities in order to intervene as necessary, according to the law;
- g) To execute all legal actions and remedies as provided by law.

Vik Hotel reserves the right of admission and stay and in exercising the right may ban the entry to those who have previously violated these Rules and/or who do not abide to the requirements or the spirit of these Rules.

All measures or sanctions adopted by Vik Hotel will be determined according to the severity, nature of the infringement, circumstances of the fact and repetition. The absence of application of a sanction to the transgressor shall in no cases be considered by the transgressor or by any passenger or visitor as a right to not be sanctioned in the future, for similar cause or for other infringement incurred. Neither shall it be understood as a waiver by Vik Hotel to the actions or remedies provided by law.

17. Liability of the addressees of these Rules.

Any damage that may affect the installations, the environment, the materials, or third parties, either natural or legal, or related to private or public law, or related to personal or property law, arising from the non-compliance of these Rules by any of the addressees, and which is attributable, shall be the sole and exclusive responsibility of the transgressor.

To all extent the transgressor is obliged to answer for any claim or report, suit, action, either judicial or extra judicial, that any third party may file against Vik Hotel as a consequence of the non-compliance of the dispositions of these Rules or the law.

18. Regulations.

These Rules may be amended by the Management of Vik Hotel without it being necessary to give any prior notices whatsoever, in order for it to be valid. Therefore, each passenger

or client has the responsibility and duty to enquire about the latest version, which will always be available at the Hotel Front Desk.

19. Valid Rules.

All passengers are obliged to strictly comply with these rules and regulations applicable to Vik Hotel and their affiliated companies, especially those rules related to the protection of health, both physical and psychological, either as regards other passengers, workers or contractors of Vik Hotel, as well as themselves and their accompanying parties.