



NAVIMAG
FERRIES

**SALES, CUSTOMER SERVICES,
AND POST SALES MANUAL
NAVIMAG FERRIES S.A.**

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INTRODUCTION

NAVIMAG FERRIES S.A. was founded on January 01, 2010, to give continuity to Naviera Magallanes S.A., a company created in 1979, with the mission of providing maritime ro-ro (roll on-roll off) and passenger transport services on specialized Ferries between the regions of Los Lagos, Aysén, and Magallanes, in the Southernmost Region of Chile.

Along with the passenger transport service, NAVIMAG FERRIES S.A. plays a geopolitical role of integrating these southern regions by connecting them, by carrying supplies, materials, and consumer products that these areas require for their development, as well as by providing the logistics and transportation required to export the production of these regions, through a network of carriers that together can offer a door-to-door multimodal type service with a wide variety of wheeled equipment that allows access to transportation and logistics for all types of cargo.

In regard to the Maritime transport of Passengers and Cargo, NAVIMAG FERRIES S.A. provides a service which characteristics are presented and accepted by its customers in its website www.navimag.com, in advertising in various media, and in brochures. Moreover, the policies are displayed in the Company offices, in conspicuous places, regarding the "Ticket Contract Conditions" and "Ro-Ro Terms and Conditions." Furthermore, the Company has prepared this Sales, Services and Post-Sales Manual to focus on aspects concerning the user of maritime transport consistent with the policies defined by the Company and to make these available and known to them.



NAVIMAG FERRIES S.A.'s POLICIES

QUALITY, SAFETY, AND ENVIRONMENTAL POLICY

Navimag Ferries S.A. believes that the Safety in its operations, both onboard and ashore, is a basic need to achieve the provision of a Quality Service to its customers and to achieve growth of the Company and its Employees, in an atmosphere of harmony, cooperation, and continuous improvement.

The Safety of Persons, the Protection of the Environment, and the Protection of Property are basic obligations of all members of the Company, who are committed to providing a Maritime Transport Service in compliance with existing applicable standards and seeking to exceed customer expectations.

Navimag Ferries S.A. is committed to providing the technical, material, and human resources and to create the working environment necessary for the compliance of this Policy.

ALCOHOL AND DRUG POLICY

Navimag Ferries S.A. is committed to maintaining a safe and healthy working environment, free from the possession and consumption of drugs and alcohol.

The people who work for the Company are prohibited from consuming alcohol both onboard the ships and in the offices.

The possession and consumption of illicit drugs are prohibited for all employees working for the Company.



TICKET SALES

RESERVATION AND BOOKING OF PASSENGER TICKET

The passenger can purchase a ticket through the following channels: the website www.navimag.com, the office, agencies and operators, the most common form being the Sales Office, with which the customer can communicate via telephone, fax, email, or in person over the counter.

The process starts when the customer contacts the Company through any of the aforementioned channels and proceeds to make a Reservation, subject to availability shown by the Sales System.

To complete the booking, the Company will ask the customer the date he/she wishes to travel, port of embarkation, name, ID or passport number, date of birth, address, email address, and nationality of the person(s) who will travel. Once this action is completed, the status of the booking is "Tentative".

After entering the customer information, he/she must secure the reservation by paying at least 30% of the total per person. Following this action, the reservation status is changed to "Deposited".

The customer can pay the balance up to 48 hours before departure. When this is done, the booking status is changed to "Paid".

When the customer pays the total value of the booking, the ticket is issued, and the passenger is informed about the time and place of presentation for check-in.

Only the passengers with their ticket duly issued, may travel onboard the ship.

ACCOMMODATIONS AND RATES

Depending on the type of accommodation, Navimag Ferries applies the current rate which is published in its sales offices and made available to the users on its website: www.navimag.com.

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1. Office addresses, Contact Phone, Fax, and Business Hours, see Post-Sales
 2. The payment of services shall be made in cash, however, sales on credit may be effected in some cases. See Credit and Collection.

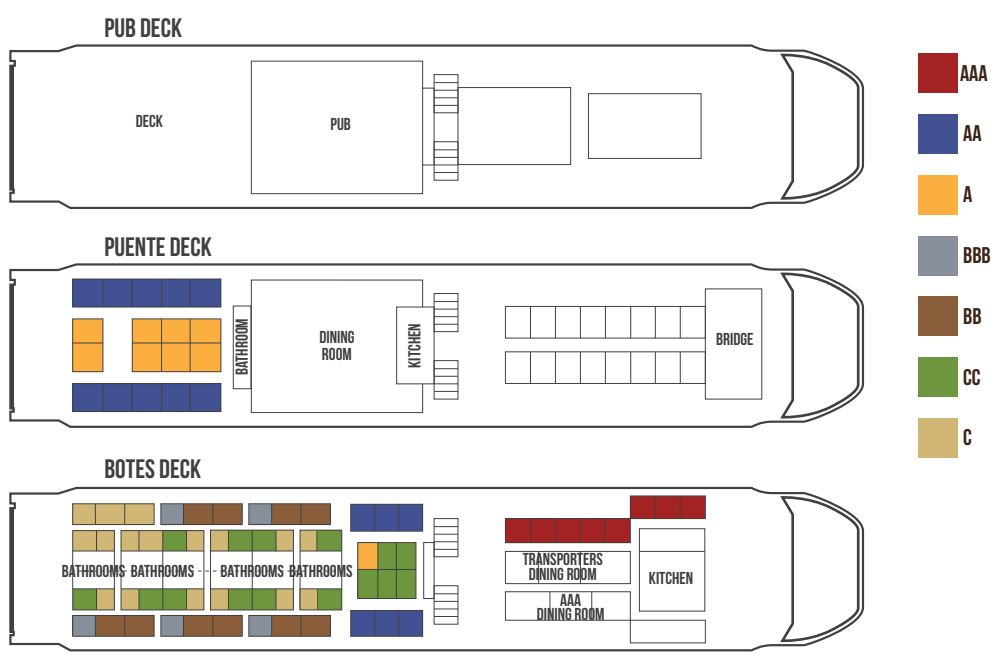
EVANGELISTAS FERRY



The Evangelistas Ferry has several categories of cabins available:

Cabin AAA	For 2 persons with private interior bathroom and window.
Cabin AA	For 4 persons with private interior bathroom and window.
Cabin A	For 4 persons with private exterior bathroom and without window.
Cabin BBB	For 2 persons with private exterior bathroom and window.
Cabin BB	For 4 persons with shared exterior bathroom and window.
Cabin CC	For 4 persons with shared exterior bathroom and without window.
Bunk Bed C	For 22 persons with shared exterior bathroom and without window.
Cabins TR	(Transporters) For 10 persons with shared interior bathroom with window.

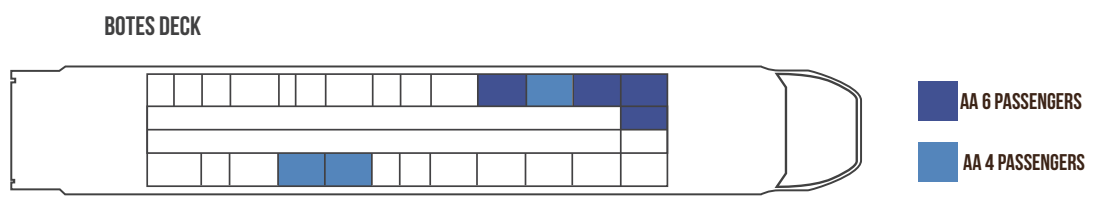




AMADEOS FERRY



This ship has Cabins AA, all with private bathroom and window, with capacity of 4 to 6 beds per Cabin.



The rates per route, season, and accommodation type are found in Annex A.

DISCOUNT POLICY

- Under two years of age, 80% discount
- Under 12 years of age, 20% discount
- Over 60 years of age, 15% discount
- Chacabuco residents, 10% discount
- Students, 10% discount

All discounts must be accredited with, identity cards or certificates, and must be mentioned when booking.

Discounts for Seniors and Students are valid in both high and low seasons.

Navimag reserves the right to change rates, schedules, and routes at any time.

The discounts only apply to Cabins (they do not apply to C Berths).

TICKET CONTRACT CONDITIONS

- 1.- NAVIMAG FERRIES S.A. must issue a ticket for every passenger.
- 2.- The ticket contains and accredits the Ticket Contract. It must be given to the passenger at the time of purchase and it must be carried by the passenger during the entire journey and duration of the trip for which it was issued.
- 3.- The ticket must be exhibited by the passenger every time required by NAVIMAG FERRIES S.A. and/or the Maritime Authorities at the time of boarding, during the journey, and at disembarking.
- 4.- The ticket is valid only for the ship, the trip, and the passenger indicated therein. Therefore, the passenger that does not make use of the facilities to postpone or cancel the trip, as outlined further ahead, and who simply does not embark on the ship and trip contracted, loses all rights to it.
- 5.- The ticket is issued nominative and cannot be transferred by the passenger to another person, without prior written consent of Navimag Ferries S.A.
- 6.- The passenger who wishes to postpone the date of the trip indicated in the ticket and change it for another later date, must apply to the company at least 48 hours ahead of vessel departure, and must pay, in this case, 10% of the ticket's value so that the company can make the postponement effective. However, Navimag Ferries S.A. may allow postponements requested after the 48 hours prior to vessel departure, provided that they are formulated with a minimum of three hours prior to departure, and provided that the passenger pays 50% of the ticket value. Aside from the above situations, the passenger is not entitled to postpone the travel date, meaning, that for all effects, he/she desists from its realization, applying the rules set forth for this situation.
- 7.- Passengers may desist from making the journey, at the times listed below, and being subject to the following conditions, applicable to the ticket itself, or to the booking deposit :

- a) 15 days before the departure date of the ship by itinerary, 10% retention.
- b) Between 14 days and 5 days prior to vessel departure, 30% retention.
- c) Between 4 days and 48 hours prior to ship departure, 70% retention.
- d) Between 48 hours and the ship's departure, 90% retention.
- e) After the departure of the ship, 100% retention.

The percentages of the aforementioned amounts retained, shall be made over the total value of the ticket booked, for both booking deposits and, obviously, for the tickets themselves.

8.- It is forbidden for passengers to carry firearms on their person or in the cabins or berths, or dangerous objects of any kind which are within the scope of the Firearms Control Act or any similar amended law. The passengers shall be liable for consequential damages or harm from the act of carrying or attempting to carry the aforementioned objects. The members of the Armed Forces and Police, who carry firearms due to their profession, are obliged to declare and deliver the weapons and ammunition to the custody of the ship's Captain when boarding as passengers. The same restrictions apply to civilians authorized to carry firearms. The Captain must give a receipt fully identifying the weapon and the ammunition received by him, and a form will be provided duly signed by the passenger at the time of returning the aforementioned objects.

9.- The passengers who disembark on their own account from the Company ships temporarily or interrupt the journey in intermediate stop-off Ports, must bear the costs of their stay on land, as well as the costs of embarking and disembarking and taxes, if applicable. When the passenger fails to board at the pre-set boarding time at the port of departure or at intermediate ports, or at the port where he/she voluntarily disembarked, the Captain may depart and request the cost of the ticket, with exclusion of the costs of meals.

10.- "The Company" reserves the right to not admit onboard those passengers suffering from any illness, whether mental or otherwise, that may endanger the safety of the ship, of the crew or other passengers. To this effect, passengers must report prior to boarding the ship, the illnesses affecting them. Should they not be allowed to embark for the above reasons, the "Company" will return the total value of the ticket that has been paid. Likewise, any passenger who discovers or suspects during the voyage that he/she suffers from some mental illness or other illness or disease or has become involved in a situation which, in the judgment of the ship's Captain, makes him/her inapt for continuing on the journey or who may endanger the safety of the ship and/or harm the welfare of the crew or other passengers, can be disembarked at any intermediate port before reaching its destination, requiring him/her to remain in that port and obtain transport to his/her destination, on his/her own account and at his/her own expenses, all of which will be duly left on record in the ship's log. If the passenger did not report the illness that led to the Captain's decision or who, by an event or act of his/her own accord, put the safety onboard at risk, resulting from, for example, the ingestion of alcohol, drugs, or other psychotropic substances, will not be refunded the fare

and the civil liabilities that could be derived from said infraction will remain in full force, resulting from the associated costs incurred by the “Company” for the ship’s detour.

11.- When, under normal circumstances, the passengers remain onboard the ship (with the Captain’s consent), either en route or after arriving at their destination, for more time than they would normally use to disembark from the ship, they are obliged to reimburse the Company for all expenses that have been incurred due to such permanence.

12.- All vacant berths, except when the entire cabin has been especially reserved and the respective amount paid, can be occupied in the intermediate ports. Each berth is hired on the condition that the passenger can be moved, if necessary, from one cabin to another, except when the entire cabin has been specifically reserved and the respective amount paid.

13. - Passengers must pay all consumption and purchases made on board, not included in the fare. Payment must be made in cash and at the time of the purchase.

14. - The Company cannot carry goods or merchandise as baggage; they will take personal items only carried in suitcases, handbags, backpacks, small boxes, and handbags.

15. - Navimag Ferries S.A. is not liable for loss or damages of cash, negotiable securities, jewelry or valuables such as gold or silver bullion, coins, plates, cutlery or utensils of precious metals or other similar nature, unless they have been delivered to the company for their deposit. In this case, the Company is liable to the legal limit only.

16. - No animals are allowed on the Company ships, except under special agreements.

17. - All passengers are expressly prohibited from accessing the cargo area.

18. - Passengers are required to comply with all regulations and standards issued by the Company with respect to the transport of Passengers and their goods, and to follow the Captain’s orders onboard the Company vessels.

19.- The transporter may cancel the departure of the ship in case of force majeure or fortuitous event, and the passenger in said situation will not have the right to refund of what was paid for the ticket or compensation for damages of any kind. In case of delay in the ship’s departure or delay in arrival at its destination, the passenger shall be entitled during the period of delay, to lodging in the ship and to meals, if the latter was included in the price of the ticket. However, if the delay in the departure or arrival is due to causes beyond the liability of the Company, the passenger shall not be entitled to request the refund of the ticket and/or to any compensation for any damages experienced. When the journey is temporarily interrupted due to causes which are the transporter’s responsibility, the passenger shall be entitled to lodging and meals, and Navimag FERRIES S.A. may not request additional payment. Should the interruption be definitive and due to force majeure or fortuitous event, the passenger will be refunded the balance in proportion to the distance travelled, and shall not be entitled to compensation of any kind.

20.- The ship may sail on any route, in and out of any Port, with or without pilots or tugboats; it may tow or be towed, and assist other vessels in all kinds of situations; arrive, return to Port, deviate and make a stop at any Port in any order, whether or not they are out of order or outside the ordinary course of the journey, and, if obliged to do so due to quarantine or other governmental or municipal provisions, or due to another force majeure, it may without prejudice to any other right or authority conferred by these conditions, omit calling at Ports specified in the itinerary without liability for any consequences derived from the aforementioned detour or omission.

21. - The date and time of departure indicated in the passenger ticket is tentative. The passenger must confirm the departure time 48 hours prior to scheduled departure. NAVIMAG FERRIES S.A. shall not be liable for the delayed departure of the ship, if it is due to force majeure or fortuitous event.

22. - When the entire trip or any party of the trip or any other services listed on the ticket, are provided by other means provided by the Company, upon issuing this ticket, the Company only contracts those services as an agent of the person, firm, or entity that provides such services. All contracts made in this way by the company as an agent shall be subject to the regulations and conditions of said person, firm, or entity.

23. - In addition to any other right or power conferred by these conditions, the Company is free to cancel all its obligations derived from the ticket contract, without any obligation whatsoever to refund the amount or to pay compensation for damages to the passenger by reason of force majeure or fortuitous event. In any case it will be considered as force majeure or fortuitous event, in the event that the Chilean government or any government confiscates the ship or the passenger accommodation in the latter, or any part thereof, or if in the opinion of the Company or the Captain, the imminence or existence of a state of war or of any hostility or military operation (whether or not the Republic of Chile is belligerent), or riots, civil commotions (having been declared or not), congestion in Ports or Docks, labor disturbances or strikes, or other causes beyond the Company's control, interfere with the proper fulfillment of these obligations, or if such circumstances or causes make their compliance risky or impractical.

24.- However, the designation of the Port of Destination on the ticket, in the event that, by the order or request of any competent authority, or by whomever is given authorization to issue such order or request, or under the terms of the insurance against risk of war of the vessel, the ship were to be deviated for any reason to any Port other than the destination designated on this ticket, the obligations of the Company under this contract, must be interpreted as if the Port to which the vessel was diverted would have been the one designated as its destination, in place of the Port of Destination specified in the ticket. The Company's liability, pursuant to this contract, concludes when the ship reaches the Port to where it was diverted.

25.- In addition to the powers expressly or tacitly consigned in the ticket, the ship is free to comply with any order or instructions in terms of the cargo, departure, routes, Ports of Call, interruption, transshipment,

unloading, arrival at destination, or others which could be issued by the Chilean government, or any Department thereof, or any other Government or any person acting or presents themselves as acting with authority of the Government, or by any committee or person who, under the terms of the Insurance against Risk of War on the ship, are entitled to give such orders or instructions. Any act, carried out or not, pursuant to or in compliance with such orders, is understood as contained in the Ticket Contract In the event that the Company is prevented, due to the aforementioned orders, from disembarking passengers at the intended destination on the ticket, the Company has the right to disembark them at any port where the ship calls (whether this port is located before or after the place of destination); and the contract contained in this ticket shall be understood as fully completed and executed as indicated and the responsibilities of the Company will cease at that time, not being obliged to refund the total or partial amount of their tickets to the passengers or to pay or arrange their transport to their destination, nor to compensate for any expenses incurred in during their stay on land while waiting to proceed to their destination or for any other reason.

26.- If the vessel referred to in this ticket (or any replacement for it) is not owned, chartered or leased by NAVIMAG FERRIES SA (as applicable, notwithstanding any appearance to the contrary) it is agreed, notwithstanding any other provision contained in this ticket, that NAVIMAG FERRIES S.A. may benefit in any case of any right, immunity, and exclusion or limitation of liability of any nature that is or may be applicable, under these conditions, to the owners or charterers pursuant to any law, order, regulation, or provisions of "Common Law".

27.- In regard to anything that these conditions of the Ticket do not explicitly specify, the provisions of Book III of the Commercial Code and its Complementary Laws and amendments shall apply. In the event of inconsistencies between these terms and conditions of the Commercial Code or its complementary laws or amendments, the latter shall prevail.

PASSENGER SERVICES

CHECK-IN

Process prior to boarding, in which the passengers identify themselves and make their purchased ticket valid for travel. The passenger's Cabin and berth is confirmed, and the accommodations of the shared Cabins arranged and any possible requirements of the passenger will be listed, that were not noted at the time of booking, such as for example: vegetarian passenger, requires low bed, Cabin near dining area, etc.

This is an indispensable process for boarding a Company vessel and shall be carried out on the day of departure.

At the time of check-in, the passengers will be requested to identify themselves with their ID Card, Passport, or other document with photograph, to present the corresponding ticket or voucher that confirms their booking. If the passenger does not have any of the aforementioned documents, their booking will be searched for online.

A Boarding Pass will be given that replaces the ticket; it indicates the respective accommodations and will serve as passenger identification, so that it must be conserved during the entire journey.

The check-in process is completed one hour before boarding. If passengers arrive with an issued ticket after the check-in process has ended, they will be checked-in provided that this does not alter the ship's itinerary, on the contrary, the passengers will be subject to the conditions of the ticket.

BAGGAGE CHECK-IN

Once checked-in, the passenger must go to the baggage area, with their respective boarding pass. The baggage officers will paste a self-sticking ticket on the baggage and the numbered copy will be pasted onto the boarding pass, and is necessary for claiming luggage.

The passengers who use the porter service, must declare the contents of their baggage becoming responsible for that transported.

BOARDING OF PASSENGERS

It is the passenger's responsibility to board according to the information received during the check in.

The Passengers leave the gate, once the ship gives permission and detains the loading process, the route to be followed is properly marked, in the courtyard and onboard the ship. This route is done on foot, the passengers will be accompanied by Company staff, except at the terminal in Puerto Montt where the approach route is carried out by bus.

Access is controlled on the vessel's gangway and the passenger must present their respective Boarding Pass; on the contrary, they will not be allowed to board.

Passengers will be guided by the ship's crew to their accommodations.

On board, the ship's staff, in accordance with departure conditions, will proceed to welcome passengers, and introduce part of the crew.

Onboard safety instructions are provided below, supplemented by audiovisual materials showing escape routes, meeting points, and life-saving items. If no material is available, the crew will give the proper instructions. It is the passenger's responsibility to be attentive to the safety instructions given onboard.

SAFETY INSTRUCTIONS AND DUTIES OF PASSENGERS WHILE SAILING

The ships are platforms on which passengers are not accustomed to moving on. It is the responsibility of every passenger to comply with the following rules and regulations:

- Do not run, always walk.
- Keep in mind that the outside decks are wet and very slippery.
- Always keep your hands free, especially when passing through stairways
- Observe and comply with safety signs.
- Going down the stairs, always use the handrails.
- Do not lean over the side; it is dangerous, and the consequences can be fatal.
- Do not enter areas with restricted or forbidden access, for example, the engine room.
- Smoking is prohibited inside the ship; you can only smoke on the outdoor decks.
- The ship can carry hazardous cargo, so passenger traffic is prohibited in cargo spaces; these will be closed to prevent accidents.

- If a passenger needs to go to their car or truck, they must request the service directly from the bridge; their identification shall be recorded and they will be accompanied to the place.
- Do not board the ship with alcoholic beverages.
- Driving under the influence of alcohol is prohibited to enter the ship and cargo decks.
- The consumption and transport of drugs on board is strictly prohibited.
- Transporting or boarding clandestine passengers is strictly prohibited.
- At the time of boarding, all military personnel, police, and private guards must surrender their weapons to the Captain of the ship, who will guard them in the safe available for this purpose.
- Reckless behavior is prohibited that endangers passengers' own safety and the safety of others.
- From the time of boarding, all passengers are under the full authority that the Law confers to the Captain of the ship.

The violation of these provisions, or any action that the Captain of the Ship considers that violates the Company policies, will lead to the respective denouncement and surrender of the offenders to the appropriate authorities.

ONBOARD SERVICES

The cost of the ticket includes the following meal services:

Puerto Natales Route:

All accommodations receive breakfast, lunch, and dinner.

Additionally, in High Season, that is, during the months of November to March, there is an Onboard Store. At this store, the passenger can purchase snacks, cigarettes, soft drinks, and alcoholic beverages. It is the passenger's responsibility to maintain self-control and avoid excesses. Notwithstanding the foregoing, the Company reserves the right to sell alcohol onboard or not, and even to deny the sales to someone who has had too much to drink. This condition is qualified by the Captain or Service Director onboard.

Chacabuco Route:

Accommodation for transporters, breakfast, lunch, "onces", and dinner.

Accommodation AAA, AA, A, BBB, BB, CC, C breakfast only. The other services must be requested and paid by the passenger at the time of purchasing the ticket.



Laguna San Rafael:

On this route the same conditions apply as established for the Natales route.

DISEMBARKATION OF PASSENGERS

Upon arrival at the port of destination, the ship's staff will inform all passengers about the estimated time of disembarkation, so that they are prepared for this process, indicating the place where the baggage will be claimed for those needing assistance with this.

Before disembarking passengers, the unloading process must start, in order to clear the exit to land where the passengers will transit.

Passengers will be escorted to the Boarding Gate in the Landing Port.

DISEMBARKATION OF IN-TRANSIT PASSENGERS

In the ship's intermediate ports of call, the in-transit passengers who will continue the trip to the next landing port may disembark, when the schedule so permits and the Captain considers that it will not affect the vessel's itinerary.

At landfall, the ship's staff will inform the passengers in-transit about the estimated time for the disembarkation and subsequent boarding, providing all relevant information to ensure a smooth stay without delays that could affect the vessel's itinerary.

These passengers are given an In-Transit Boarding pass to ensure their return to the ship. The re-boarding of every passenger will be verified with the return of the cards.

BOARDING AND DISEMBARKING OF PASSENGERS RESIDENT IN THE TOWN OF PUERTO EDÉN

The boarding process of the Passengers who embark on the Puerto Natales – Puerto Edén stretch, will be carried out at three different times according to the operations schedules for the particular ship's stay, which must be confirmed at the time of check-in prior to boarding, and at least one of these scheduled times must coincide with the boarding of the rest of the passengers. Prior access to the ship will not be permitted outside of the scheduled times, since the ship will be performing cargo loading work.



Access to the ship will not be allowed of other people who are not passengers on this journey, therefore, the passengers must board with their Boarding Pass, which they must carry with them and display upon boarding.

Once onboard, no passenger will be allowed to get off the ship.

Since it constitutes a safety hazard for themselves and the rest of the passengers on board, no passengers will be allowed to board who have been drinking excessively or are evidently drunk.

For the landing in Puerto Eden or Puerto Natales, passengers have to wait and follow the instructions issued by the ship's communication system. Therefore, passengers are prohibited from going down to the decks, until after completion of the mooring or anchoring maneuvers or until they are guided by personnel from the ship.

All cargo to be shipped to Puerto Eden, should be placed in the container provided for this purpose, therefore cargo on the deck will not be permitted.

The boarding process for passengers traveling on the Puerto Montt – Puerto Eden stretch, will be performed as scheduled.

The passengers who are travelling on the stretches from Puerto Edén to Puerto Natales and Puerto Edén to Puerto Montt, shall inform the Port Captain, so as to be registered on the passenger list at least 24 hours ahead of the projected trip, which will allow the ship to receive this information in a timely manner, and once the ship is able to receive passengers, they will be guided from the gateway to their accommodations, after checking their tickets and identification.

BAGGAGE CLAIM AT PORT OF DESTINATION

Luggage will be transferred to the Boarding Gate to be claimed and withdrawn by the passenger at the time of landing.

Note of interest:

It is recommended to passengers to avoid making reservations for connections to buses, airplanes, or other transport, or other reservation contracts, with tight schedules very close to the arrival time of the ships. The recommendation is not to contract continuity programs with less than 5 hours from the ship's estimated time of landfall.

CARGO SALES

RESERVATION

The reservation system arises with the user's booking requirements of our maritime shipping services, which can be made by telephone, fax, email, or directly at our Offices or Shipping Terminals.

The process begins when the customer approaches us through any of the above channels and proceeds to make the Reservation, according to the availability shown by our Sales System.

To complete the Booking, the customer will be asked the date of the trip, embarkation port, Name, ID N°, type of equipment, type of cargo, weight, length, width, and height of the equipment to be shipped. In the case of Merchandise classified as hazardous, the customer must submit in writing, via fax or email the characteristics and quantity of the product, along with the UN number corresponding to the IMDG code (International Maritime Dangerous Goods).

The booking is immediately created, generating a reservation code. In the event that the customer is not created in the system, his/her RUT, name, and phone number is sufficient for registration.

Although a partial payment it is not necessary to guarantee the booking, the customer must confirm it at least 48 hours after making it. In general the payment of services is in cash prior to boarding. However, all users who use the service on a regular basis can apply for a line of credit at Navimag Ferries S.A.

Once the customer completes the booking process and payment of services, he/she must appear for boarding at the respective Ferry Terminal, with a maximum of 5 hours prior to departure.

RATES

The customer must indicate whether the equipment type corresponds to a small vehicle (Car, Pickup Truck, or Station Wagon) or a large Ro-Ro Vehicle (Truck, Flatbed Trailer, or Semi-Trailer, Machinery, or other).

Office Address, Contact Phone, Fax and Business Hours, see Post-Sales

Maritime Transport of this cargo is regulated by the National Maritime Authority, which renders applicable the recommendations of the IMDG Code (International Maritime Dangerous Goods Code), published by the IMO (International Maritime Organization) dependent on United Nations, as a recommendation to the Member States.

For further information, see Credit and Collections.

Depending on the type of equipment, Navimag Ferries S.A. applies the standard rate which is published at its Sales Offices, on our website www.navimag.com, and in Annex B of this Manual.

The rates include maritime shipping services, but not the costs that port companies apply by way of transfer, weighing, or other services aside from the shipping itself, or other services which do not fall within the concept that the maritime shipping company has defined as part of the service they provide.

DISCOUNT POLICY

Regular customers have the possibility of discounts for the transport of their cargo equipment. The application of this discount considers four elements of analysis; Payment Behavior, Physical Volume of Sales, Type of Equipment, and Regularity in the use of our services.

Access to the discount plan

To have access to any type of discount, the customer must have a regular user status on the route. A regular user on the route is one who maintains a permanent monthly presence of shipping on the route. The other prerequisite is for the customer to comply with payments for services within the agreed time and to maintain his/her line of credit in force.

Limitations to the discount

Customers will cease to be eligible for discount plans who present:

- a) Default in payment commitments on three occasions during the calendar year.
- b) Extension of payment period for over 100% of the agreement.
- c) Their credit line occupied to the limit.

Table of discounts

Regularity

To achieve and maintain regular customer status for RO-RO transport service, a 5% discount is given on the total of equipment shipped by route in question. This discount is applied deducting the average price weighted by the application of other types of discounts. A Regular customer is one who maintains a presence in at least 75% of the ship's departures by route and this status has been maintained in the past year of service.

Equipment Type

Those customers will have access to a 5% discount per type of equipment shipped, are those regular clients who have 75% or more participation of cargo equipment (without traction), over the total of equipment shipped by route in the month in question. This discount is applied deducting the average price weighted by the application of other types of discounts. This benefit is applied in addition to the regular customer benefit.

Volume

For all regular customers who give priority to the multimode service on our Company ferries becomes entitled to a discount for volume precisely according to the volume transported measured in linear meters. The application of this table of discounts by volume is measured monthly and is applicable in a scaled manner.

ROUTE	DISCOUNT
200 - 300	5,00%
301 - 400	7,50%
401 - 500	10,00%
501 - 600	12,50%
601 - 700	15,00%
701 - 800	17,50%
801 - 900	20,00%
901 - 1000	22,50%
1001 o mas	25,00%

CONDITIONS OF THE CARGO TRANSPORT CONTRACT AND SUGGESTIONS

1 1. Suggested Safety Conditions:

- 1.1. Attachment points, desirably located on the chassis of transport units to achieve suitable fastening of the equipment to the ship's deck with its system of lashings.
- 1.2. Support points, desirable on transport units to support "jacks" or "trailers jacks" to cancel the effect of spring packages and suspension systems.
- 1.3. Absence of defects affecting structural strength.
- 1.4. Brake system in good condition
- 1.5. Appropriate support legs in good condition.
- 1.6. Internal cargo properly stowed and secured.

1.7. For any vehicle traveling without a driver, the keys should be handed over after loading, which are received by Terminal Staff and then delivered to the ship for safekeeping onboard and delivered to the disembarkation terminal.

1.8. If in the opinion of the Terminal Director or the Captain of the Ship, a transport unit presents irregularities in its structure, mechanical condition, or internal cargo, the shipment could be subject to overcoming these problems.

2. Insurance: The cargo transported is covered by P&I cargo insurance of Navimag Ferries S.A. This insurance operates for any damages caused by the ship to the cargo. The conditions are established in the respective policy and has a maximum amount of liability assumed by the Company. If a customer wishes to have more extensive coverage than that indicated, he/she must exercise this option at the time of paying for the booking and/or prior to boarding, having to pay the additional amount which that insurance implies to Navimag.

3. Presentation at Boarding Terminal:

3.1. The Company shall have parking places in a stacking mode for freight shipping. In Puerto Montt and Puerto Natales this is available 24 hours prior to commencement of loading and in Puerto Chacabuco 8 hours prior to starting the loading.

3.2. Most of the time that the equipment remains in the terminal will be at the sole responsibility and expense of customers, who will have to pay the cost of parking directly to the "Local Port Authority."

3.3. The Company requires the presentation of the CARGO, 5 hours prior to the ship's departure time.

3.4. The equipment that has a reservation, but that reaches the terminal after the presentation time, will be conditional and subject to availability for its shipping or at the determination of the Company.

3.5. Every vehicle that leaves the terminal after its check-in will automatically lose its reservation and must register again to re-enter the terminal.

4. Ro-Ro Cargo Weight:

4.1. The Company suggests respect for the regulations provided in the Decree No. 158 of the Ministry of Transport and Communications dated 01/19/1980 which sets the maximum weight limits of vehicles permitted to travel on public roads. Transport units exceeding the legal permitted weight, may be subject to objections for shipment or to the payment of additional fees.

4.2. The weight of the cargo will be one of the determining factors for stowage.

4.3. In those terminals where there is Weighing Service, the vehicles will be boarded after updated weighing.

5. Ro-Ro Cargo Measurements

5.1. The Company suggests respect for the regulations provided in Resolution N°. 001-95 of the Ministry of Transport and Communications dated 01/03/1995 that establishes the maximum dimensions of vehicles that circulate on public roads.

5.2. The maximum width of Ro-Ro cargo will be 2.60 meters and the outside mirrors and brackets, must be the swing type. Vehicles wider than that should pay the larger space using the table of surcharges.

5.3. The maximum height will be 4.30 meters. Taller equipment may be shipped according to type of vessel in which the services are provided.

5.4. The physical length of a vehicle is defined as the distance between its salient points, including the cargo it is carrying.

5.5. In the case of trucks with ramp, the length is measured corresponding to the complete assembly, that is, just as it travels on the highway. For trailer trucks, the sum of the measurements of its parts will be considered, without considering the drawbar.

5.6. Any discrepancy between the measurements paid and reserved measures with the actual measurements of the transport unit verified at time of boarding shall be immediately paid or, if applicable, charged to the customer account.

5.7. The presentation of a transport unit with actual measurements greater than the reserved ones may signify the objection of its shipment.

6. Embarking Order:

6.1. The order of embarking is defined by the Company, considering safety aspects, priority disembarking, weight, cargo requiring special attention, and so on.

6.2. Every customer that has made their reservation by any of the established channels and paid within 48 hours of booking, and always prior to the day of departure, will have Embarking Preference. This preference status will be annulled if the information provided while making the respective reservation regarding the type of cargo is not complied with (especially if it is hazardous) including the dimensions, weight of equipment, or if the customer arrives at embarking dock after the stipulated time.

7. Boarding of Drivers:

7.1. The Company will consider and accept a truck driver for the effects of the facilities and special rates established for this purpose.

7.2. Truck drivers usually board with their vehicle and must have previously purchased their ticket.

7.3. Truck drivers will be accommodated in specially designated berths.

7.4. In each ship there is a dining room for the exclusive attention of transporters (truck drivers). Food services will be set in a schedule that requires respect.

8. Shipping of Live Animals:

8.1. Navimag will require from its users, cattle transporters, the updated SAG certificate for transportation of livestock by type, from all vehicles carrying livestock. Annual term.

8.2. The Equipment which is carrying calves on two floors, that presents apparent anomalies such as abnormal inclinations resulting from structural problems, the condition of the tires, lack of rigidity of its rails, etc., its shipment will be conditioned to overcoming these observations.

8.3. All equipment carrying livestock requires footropes and steps for access and movement of caregivers or guardians of the animals.

8.4. On the Route to Puerto Natales, all equipment carrying livestock is required to have its respective air ring for receiving hay to be eaten during the trip.

8.5. Inside the ship, the equipment carrying animals shall be located in response to sailing conditions expected for the trip and as permitted by its final time of presentation at the loading dock.

8.6. A Certificate of Exemption from Liability may be required if the Terminal or Vessel deems it appropriate.

9. Shipment of Refrigerated Units:

9.1. The refrigerated transport units fitted with internal combustion generator sets shall be stowed separately from the units that carry livestock.

9.2. These units will have the ability to connect to the power of the ship, if they are provided with the appropriate connectors, and have timely requested it from the sales department and have made their corresponding arrangements.

9.3. Eventually, those units equipped with internal combustion generator sets that cannot connect to the energy of the ship and that issue gasses in an evidently exaggerated manner, its embarking could be conditioned to being stowed on open deck and, if not possible, they will not be shipped until remedying the excess emissions.

10. Shipment of Hazardous Cargo:

10.1. In regard to hazardous cargo, the Company requires it to be declared at the time of booking the space, accompanied with the "SAFETY DATA SHEET" referred to in the official Chilean Standard NCh 2245 and which forms part of the Obligations of the Carrier according to DL N° 298 of the Ministry of Transport and Telecommunications, dated November 25, 1994 and published in the Official Gazette on February 11, 1995, which regulates the Transport of Hazardous Cargo on Streets and Roads. The above is for the purpose of requesting the timely authorizations and special safety measures to be taken in the stacking, movement, and maritime transport of this type of cargo.

10.2. Prior to shipment, Navimag will verify if the information contained in the SAFETY DATA SHEET is

consistent with that informed in the reservations list; it will also verify that the equipment or the cargo is duly packaged, labeled, and in good condition for its transport. The equipment or cargo that does not comply with the above or that is not labeled, or presents anomalies such as cracks, leaks, and so on, will be rejected and will not be embarked.

10.3. The freight not approved due to lack of documentation or data will be maintained as a conditional booking until it meets regulatory requirements for its transport.

11. Navigation

11.1. During Navigation, free access will be restricted of the passengers to the cargo decks, requesting them to obtain authorization for accompanied access, directly from ship personnel.

11.2. The Company requests not bringing alcoholic beverages aboard ship for personal consumption.

11.3. From the moment that a person boards the vessel, he/she is under the full authority that the Law confers to the Captain of the ship.

12. Other Requirements:

12.1. Transport and Consumption of Drugs is strictly prohibited aboard the ship.

12.2. Is strictly forbidden to carry or take on clandestine passengers.

12.3. The violation of both provisions will be grounds for the respective denouncement and delivery of offenders to the appropriate authorities by the Captain of the ship.

RO-RO (Roll on – Roll off) CARGO SERVICES

RO-RO CARGO means all vehicles, large or small, freight trucks, passenger busses, specialized equipment or machinery, among others, that require being transported on ferries.

The Reception of the Ro-Ro cargo is the formal act by which the responsibility for the product provided by the customer is delivered to the hands of the Company.

All cargo embarked has to be duly received and inspected, a situation that in every event must be recorded in some of the documents established as “Act of Reception”:

- Reception of Large Vehicles
- Reception of Small Vehicles

The reception of the Ro-Ro cargo will be performed in the places and facilities located in the diverse ferry terminals where the transfer tasks are carried out.

For transport purposes, the vehicles and their cargo will form a unit.

Only Ro-Ro cargo, duly identified and authorized to embark shall be received, according to the Company’s commercial and administrative provisions (Booking List or Shipping Application).

In order to obtain an optimal reception process of the Ro-Ro cargo and embarkation planning, the users should present themselves at least 5 hours ahead of the ship’s departure.

RECEPTION OF LARGE VEHICLES (CHECK IN)

The reception will be carried out with the Ro-Ro Reception form.

The customer and their vehicle will be identified in the Booking List or Shipping Application.

Then, upon receipt of the cargo to be shipped, the following information must be recorded in the Reception Form:

- Name of the Loading Dock, Destination Terminal, Date and Time, Vessel Name, Voyage Number, and Date of Departure.
- Identification of the Shipper and person who delivers the Cargo.

- Identification of the unit, weight, length and measurements. It will be verified if the weight corresponds to the authorized weight and measurements reserved and paid for.
 - Classification of unit according to Navimag's classification of vehicles and declaration of content with indication of any hazardous cargo.
 - The vehicle will be inspected externally according to the form, marking obvious abnormalities, such as: damages, cracks, scratches, broken tarps, mooring ropes, cut lashings, tires, lights, and accessories in the existing arrangements for this purpose.
 - It will be verified that the general condition of both the unit and its cargo, adjusts reasonably to that established as Suggested Safety Conditions in the Cargo Transport Contract.
- As there is any doubt in regard to the state of self-propelled equipment, the following will necessarily be checked: starting motor, steering, brakes, and reverse gear.
- The signature of the Shipper must be obtained, giving a copy to the client.

RECEPTION OF SMALL VEHICLES (CHECK-IN)

The reception will be carried out with the reception form for small vehicles.

The customer and their vehicle will be identified in the Booking List or Embarking Application.

Classification and Inspection of Small Vehicles:

The reception process continues as follows:

- Name of the Loading Terminal, Destination Terminal, Date and time of reception, name of ship, voyage N°, and date of departure.
- Customer identification and of the person delivering the unit.
- It is established who will drive the unit for loading and unloading.
- Identification by license plate, type, make, model and color.
- Request for parking is established.
- The general mechanical condition will be mentioned, whether it is a new or used vehicle and mileage as per the marker.
 - Inventory will only be taken of the elements of the vehicle itself.
- The unit will be inspected externally according to the form, marking obvious abnormalities, such as: damages, cracks, scratches, dents, tires, lights and accessories in the existing arrangements for this purpose.
- It must be made clear in the form, through an observation, if the vehicle is not clean when handed over, it makes the company exempt from liability in cases such as scratches, dents, etc.
- The signature of the Shipper must be obtained, and a copy given to the customer.

CARE OF RO-RO CARGO IN TERMINALS

The cargo, once received in the terminals of origin and until its delivery in the destination terminals, will be under the Company's responsibility.

The Company will provide a parking space for a specified period of time in the terminals while waiting for embarkation:

Terminal Puerto Montt.- For 24 hours prior to initiation of Embarkation.

Terminal Puerto Chacabuco.- For 8 hours prior to initiation of Embarkation.

Terminal Puerto Natales.- For 24 hours prior to initiation of Embarkation.

All Small or Large Vehicles exceeding these limits must pay the daily parking fee established in the Port Terminal.

The parking will be paid directly by customers to the local Port Authority. Therefore, the collection of parking costs are the sole responsibility of the port and will not, under any circumstances, be imputable to the Company.

EMBARKATION OF LARGE VEHICLES

Boarding preference will be given to the cargo that is located in on the Terminal, 5 hours prior to departure and with its booking pre-paid.

The Cargo will be moved as follows:

- Transport units such as non-self propelled trailers, semitrailers, carts, etc., will be mobilized by the Company.
- The self-propelled transport units such as trucks, buses, cars, pickup trucks, etc., may be mobilized by the client's drivers or, at the customer's request, by the Company.
- The specialized machines and devices must be deployed by an operator of the customer.
- The embarkation tasks will be interrupted for the purpose of enabling prompt and safe boarding of passengers.

EMBARKING OF SMALL VEHICLES

Small vehicles shall be embarked and disembarked, always driven by chauffeurs employed by the Company, unless otherwise requested by the customer.

Once in their stowage spots, the doors of smaller vehicles must be closed, exterior mirrors folded in, and antennas down.

STOWING AND LASHING OF RO-RO CARGO

The stowage of the Cargo will be supervised by the First Pilot and guard official on duty.

The lashing of the Cargo will be carried out according to that indicated in the Handbook of Lashings (M. Letonja L.), a document belonging to the Company and approved by the General Directorate of Maritime Territory and the Merchant Marine on July 08, 1988. This document, found onboard each vessel, considers the particular characteristics of the transport units applied based on the experience of the Captain and good seamanship practices.

ATTENTION TO THE CARGO DURING THE MARITIME TRANSPORT

During the voyage, the Captain will be responsible for the cargo transported and will ensure that the different cargo decks remain closed, if possible, during navigation, restricting entry only to those authorized by him.

The Captain will order periodic inspections of the cargo spaces during the trip, to check the condition of the cargo and its lashings.

During the summer months, controlled access will be granted to the automobiles belonging to the families or groups travelling in them.

For vehicles transporting animals, the ship will provide drinking water and will provided facilities for access to drivers or animal caretakers for their feeding and watering (only Natales Route) and the general care of livestock during the voyage.

DISEMBARKATION, STORAGE, AND DELIVERY OF RO-RO CARGO AT PORT OF DESTINATION

The disembarkation and moving of the cargo will be carried out as follows:

- The Transport units not self-propelled such as trailers, semitrailers, carts, etc., will be mobilized by the Company.
- The self-propelled transport units such as trucks, buses, cars, pickup trucks, etc., may be mobilized by the client's drivers, or at the customer's request, by the Company.
- Specialized machines and devices must be deployed by an operator of the client.
- The disembarkation of vehicles will be detained for the time necessary for the prompt disembarkation of passengers and their luggage.
- Preference will be given to the disembarking of smaller vehicles with passengers.
- The cargo will be parked in transient parking lots in the terminals.
- The cargo will be delivered to the customer, consignee, or person in charge, placed in the parking lots of the destination terminal.

For the formal delivery, the person claiming the cargo must sign the Ro-Ro Cargo Reception Form, or the Small Vehicle Reception Form, as the case may be, having to identify themselves with personal information and signature.

In cases where there are observations of damages to the cargo, the customer may make the claim reporting the Incident in any of the Puerto Chacabuco, Puerto Natales and Puerto Montt terminals initiating the corresponding process.

The cargo not claimed by customers will be given to the Local Port Authority, after the departure of the ship, ending the Company's liability at that time.



CREDIT AND COLLECTION

The granting of credit is a benefit that the Company provides to its regular customers and who have shown an acceptable level of compliance in their payment obligations. The procedure for applying this policy defines the status of regular customer.

For the purposes of the procedure, the following definitions are considered:

Good Customer Behavior: those who have shown good compliance with their payment commitments and for whom the Company has opened a Line of Credit, (pays within established terms, maintains credit line with a balance, does not show any checks protested without clarification).

Fair Customer Behavior: those who have shown fair compliance of its payment commitments and who have a Line of Credit in force (violates some of the requirements defined for good customer behavior).

Poor Customer Behavior: Those who have shown systematic arrears in meeting their payments obligations, for whom there is NO Line of Credit (or it has been blocked).

New Customer: those who request the service for the first time, for whom there is NO Line of Credit.

GENERAL POLICIES AND STANDARDS

The embarkation of cargo and passengers who pay on credit is prohibited, for those customers who do not have an approved line of credit, have an insufficient or blocked line of credit due to payment defaults, protests, and any other situation that gives rise to the blocking of the latter.

A 30 day period will be given to clear protested documents, after transfer to Judicial Collection.

Customers with protested documents, and/or Judicial Collection, may only be permitted to use the service upon payment in cash.

Customers with overdue payments can only be attended upon payment in cash or by check cashable on the same day. Other special situations must be analyzed by the Credit Committee which shall determine the required authorization levels.



Arrears over 30 days in the payment of an invoice will generate the immediate blocking of the Customer's Credit Line, passing it to the category of delinquent. Delinquencies of over 30 days will imply its registry in DICOM and/or Judicial Collection.

CREDIT STANDARDS FOR RO-RO CARGO TRANSPORT

The following payment methods/ documents are considered valid:

Cash Payment: Money in cash, bank transfers, or credit cards

Spot payment: Document with expiration date no longer than the date of the commencement service. Payment with a post-dated document will exceptionally be accepted with a date not exceeding the termination of the service.

Third Party Document: with maximum expiration of 30 days, provided that it belongs to serious renowned Institutions, that it is verified in Dicom, and after the customer's prior endorsement. For control purposes, they will be treated as if the document was issued by the Customer.

For Good Behavior Customers service is provided without documenting the payment, provided that they have space available in their Line of Credit. Except for cash payments, any document is considered as credit until money is actually collected.

For Customers with fair behavior service will be provided after documenting the payment in any of the above alternatives (Cash, Check cashable on same day, Post-dated or Third Party Document), provided that they have space available in their Line of Credit. Except for cash payments, any document is considered as credit until money is actually collected.

For Delinquent Customers, service will only be provided against payment in Cash or Third Party Document.

For New Customers, service will be provided only against Payment in Cash, Check cashable on same day, or post-dated document verified with Dicom, or third party document.

A period no longer than 6 months should pass, without analyzing the customer, in order to redefine their credit status.

Lines of credit may be approved up to a maximum amount equal to the last three months of sale.

Nonpayment of a document due, or arrears exceeding 30 days in the payment of an invoice, will generate immediate blocking of the Customer's Credit Line, changing the category to delinquent.

CREDIT STANDARDS FOR ISSUE OF TICKETS FOR PASSENGER TRANSPORT

Tickets are issued only after documentation of payment, when the final Customer is a serious renowned institution, or a passenger brokered by an operator approved by the Credit and Collections Committee. For these cases a Purchase Order of the company or copy of the deposit in a national account or foreign account will be requested as supporting document.

For all other cases, the general rule is that the company only finances passengers directly and can receive post-dated documents from them only in accordance with current regulations (check to the company for direct sales and with solidarity endorsement through a travel agency).

OBTAINING LINES OF CREDIT

The Commercial areas shall submit applications for credit to the Finance Department for which they must provide the following information:

- Customer identification, Tax Payer N°, postal and business address.
- Name and Tax Payer N° of legal representative.
- Commercial evaluation of the customer, sales forecast for next 3 months.
- Terms and conditions of credit applied for.
- Customer's financial background, VAT last 6 months, last income tax return, copy of RUT, DICOM history.
- Natural persons must sign authorization letter for registration of delinquencies in DICOM.

With this information, the Credit Committee shall approve or reject the credit applications, and the credit line will enter into force upon signing the credit line agreement.



POST-SALES

PASSENGER COMPLAINTS AND SUGGESTIONS

Process through which the comments or observations made by the passengers onshore or aboard ships of the Company are channeled, evaluated, and responded to leaving a written record in the complaints books or through other means such as e-mail, telephone, letter, or fax.

To contact the company, the passenger may contact:

Complaints book available in the terminals and ships.

By email at: sales@navimag.cl

By phone or fax to any of our offices:

SANTIAGO DE CHILE

Av. El Bosque Norte 0440, 11th floor, Las Condes

Telephone: (56-2) 442 31 20

Fax: (56-2) 203 50 25

Monday to Friday from 9:00 am to 6:30 pm

PUERTO MONTT

Angelmó 1735

Telephones: (56-65) 432 360

(56-65) 432 361 - (56-65) 432 362

Fax: (56-65) 276 611

Monday to Friday

9:00 am to 1:00 pm and 2:30 pm to 6:30 pm

Saturday 10:00 am to 2:00 pm

COYHAIQUE

Paseo Horn 47, Local "D"

Telephone: (56-67) 233 306

Fax: (56-67) 233 386

Monday to Friday

9:00 am to 1:00 pm and 3:00 pm to 7:00 pm

Saturday 10:00 am to 2:00 pm



PUERTO CHACABUCO

Ferry Terminal

Telephone: (56-67) 351 111

Fax: (56-67) 351 192

Open only on the day at time of embarkation.

PUERTO NATALES

HOTEL COSTAUSTRALIS

Pedro Montt 262

Telephone: (56-61) 411642 - (56-61) 411421

Fax: (56-61) 412003

Monday to Friday

9:00 am to 1:00 pm and 3:00 pm to 7:00 pm

Saturday 10:00 am to 2:00 pm

Once the complaint is received, an answer will be provided within seven days.

CARGO COMPLAINTS AND SUGGESTIONS

The customer is responsible for checking his/her vehicle or equipment at the time that it is delivered and sign the receipt for small and large vehicles with or without observations.

If the customer finds any abnormalities in his/her vehicle or equipment, he/she must report it immediately without leaving the port. Claims made after removal from the port area are not the responsibility of Navimag and there will be no option of any type for coverage from the Company.

Once the damage have been verified and compared with the check-in, boarding and landing photographs, the liability of the company is determined. If the damage is effective or not, the customer will be contacted by a claims manager within 3 working days from the date of the damage claim.

If the company is liable for the loss, the customer must submit 2 quotes for the repair of damages, together with the documents of the vehicle or equipment (circulation permits and technical revision) in a maximum of 30 days after the event occurred; after this period, Navimag Ferries S.A. shall not respond for the repair of the damage.



Once the quote is accepted by the insurance company, Navimag will give the okay, so that the affected may proceed to repair the equipment or vehicle.

Payment for the repairs made, will be formalized through the signing of an extrajudicial agreement between the parties. Importantly, the amount payable to the affected party, considers the net amount for the repair in the event that the latter possesses a commercial line of business; in the case of a natural person without commercial line of business, the gross amount of the repair will be paid.

Navimag's Responsibility

Navimag's responsibility is stipulated in the check-in form received by the customer when he/she delivers his/her equipment or vehicle.

All damages resulting after the reception of the vehicle with the interaction of Navimag's staff, until the delivery of the latter to the customer shall be the responsibility of our company.

Navimag is only liable for any possible physical damages that may occur.

The insurance coverage includes the repair of possible damages; it does not include monetary refund associated to the damage.

Customer's Responsibility

The customer must follow the above steps within the corresponding time for an agile and prompt termination of the process. The customer should assume that if the vehicle arrives dirty, Navimag will not respond for scratches or dents on the vehicle.

Contact Navimag: Claims Manager. Telephones: (65) 432394 or (09) 8091314