



Puerto Montt, December 31, 2021

Dear Customers:

To ensure our passengers and staff's safety and health on board, each person boarding the Esperanza ferry must comply with the following measures, which we will request at the time of check-in:

- International Health Passport, which you obtain at [www.c19.cl](http://www.c19.cl) to enter Chile.
- Mobility pass authorized for Chilean tourists, approved by the Ministry of Health (Minsal) for foreigners.
- Negative PCR test with validity not older than 72 hours at the time of boarding, issued by a laboratory recognized by the local health authority (for people over 12 years old).
- Answer the Minsal's "Preventive Health Condition Survey" before boarding.
- Complete a self-reporting form for symptoms and location for 10 days . We will send this survey daily to your email.
- If you have symptoms compatible with COVID-19, you must start self-isolation, report your situation and wait to be contacted by the health authority. In this case, we will not allow you to board.

Also, the following measures are being taken on board our Esperanza ferry to minimize the risk of contagion while sailing the Patagonian Fjords route:

1. Alcohol gel supplies (dispensers and refills) available and installed in the areas with the highest concentration of passengers on the vessel.
2. Footbaths at the primary access to reduce COVID-19 contamination of people boarding the ship.
3. Our on-board health professionals responsible for providing First Aid on the ship are fully trained to manage a suspected or potential contagion.
4. Posters with instructions and practical advice on preventing the spread of the virus available in the areas with the highest concentration of people on the ship.
5. Temperature checks to allow early identification of fever, preventing people with symptoms from continuing their activities, and minimizing the possibility of contagion.
6. Mask and glove dispensers available at the most relevant points where onboard entertainment activities take place.
7. Cleanup and disinfection of common areas throughout the voyage in compliance with our Onboard Passenger Area Cleaning and Disinfection Program. There will be official records of these events.
8. Cleanup and disinfection of all ferry areas at both departure docks in compliance with our Protocol for Cleaning and Disinfection of Environments. There will be official records of these events.

Sincerely,

**NAVIMAG FERRIES S.A.**