

Dear friends and business partners,

As you all know, the Covid-19 virus has forced health authorities and local governments to implement a series of measures aimed to contain, as much as possible, the risks of contagion and spreading of the virus in each country, which is having a significant impact on the daily life of all of us. The tourism industry is no stranger to this, as some countries are imposing restrictions on the entry of their visitors.

As an additional measure, on March 14th port authority in Ushuaia, Argentina prohibited to disembark from cruises those passengers who have been in affected areas in the last 14 days. Also, on March 15th the Chilean authorities prohibited the docking of cruises in national ports.

The measures implemented by the port authority of both, Chile and Argentine, obliges us to end our season early and cancel all our scheduled departures from March 15, 2020, until April 8, 2020.

The experience gained in our 30 years of operation and our strict compliance with the preventive measures implemented by the Company, added to our team and crew members' commitment, encouraged us to continue operating until the end of the season to meet our guest expectations. However, as a responsible and sustainable tourism company, we owe more than ever to global security, and we understand that prevention to reduce the spreading of the Coronavirus is everyone's responsibility.

For those guests whose departure has been canceled will be able to reschedule their trip for next season or request a refund equal to the amount paid.

Through this letter, we want to thank you for your understanding in these unforeseeable circumstances. We are the first to regret this measure, and we empathize with you for the inconvenience that this unexpected situation has generated.

We are convinced that a responsible and collaborative action by all of us will help health authorities control this virus, and thus resume our normal activities to continue sharing with travelers from all over the world the wonders of one of the most pristine places on the planet.

To process the rescheduling or refund of your trip, please contact us via the following mails: **ylopez@australis.com**, **northamerica@australis.com** (North America) or **europe@australis.com** (Europe).

Sincerely,

Pedro Del Rio
General Manager
Australis