

UPSCAPE

UPSCAPE Update September 1st, 2020

Dear Partner/Traveler:

We hope you and your families are doing well. This update is to inform you that we are working on many inquiries regarding our return and refund policy, surrounding the COVID-19 pandemic.

- **UPSCAPE** has been in continual communication with our clients in search of the appropriate alternatives given the unexpected and difficult circumstances of the pandemic.
- Our main goal is to carry out all planned trips, providing as much flexibility to you as our client.
- We continue to work day to day with our sales team to fulfill our customers' dreams despite current challenges caused by the COVID-19 pandemic which has eliminated 75% of our workforce capacity.
- We are a well-established company with 18 years in the travel business and have always strived to provide personalized attention and a can-do attitude, seeking out the best options for our clients under many adverse conditions. Currently, we are experiencing the most extreme of these circumstances.
- With regard to the challenges presented by the COVID-19 pandemic we have developed the following policies regarding cancelations, refunds and rebooking:

ISSUE	APPLICABLE POLICY
REIMBURSEMENT FOR TRIP CANCELLATION	A. RESERVATION REFUND For travelers requesting a refund, it will be processed once hotels and airlines refund the money in the following way: 1) HOTEL DEPOSIT The total money paid by the client (minus that retained as a penalty by the hotel) will be reimbursed as soon as UPSCAPE receives these funds from the hotel company.

<p style="text-align: center;">REIMBURSEMENT FOR TRIP CANCELLATION</p>	<p>2) AIRLINE TICKET PAYMENT. All monies paid by the client (minus that retained by the airline as a penalty) will be reimbursed as soon as UPSCAPE receives these funds from the airline. This will only be feasible once the airlines normalize the reimbursement process, which thus far does not have an established date. In some cases, airlines such as LATAM have initiated an insolvency process and Aerolíneas Argentinas only permits change of tickets for new flights and have not indicated they will be making any refunds. They have been a real challenge to work with.</p> <p>B. OPERATIONAL EXPENSE DEPOSIT. Regarding the balance of monies paid by the client, which corresponds to Operational Expenses of the company and other contracted providers without prejudice—where UPSCAPE effectively fulfilled its commercial reservation management obligation. UPSCAPE will refund the money as soon as possible according to the reactivation of international trips up to a maximum period of 24 months, applying the following withholdings:</p> <ul style="list-style-type: none"> • For clients who paid by credit card, 3% of the total will be retained. This amount corresponds to the charge levied by our credit card processor. • Cancellation fee of US\$150 per person • To start this process, we kindly ask you to send us an email requesting UPSCAPE to cancel your trip.
<p style="text-align: center;">TRAVELERS WHO WISH TO MAINTAIN THEIR TRIP</p>	<p>C. HOLDING MONEY AS PAYMENT FOR FUTURE TRAVEL. Clients who decide to reschedule their trips, once the new conditions of the trip are set, we will proceed as follows:</p> <ul style="list-style-type: none"> • <u>Credit for future trips</u>: For customers who have paid for their trips and who wish to keep their reservations for future trips, the payment for the trip originally paid will be credited in full and it will be considered as a credit for new travel packages as agreed upon with UPSCAPE. The credit will be available for the future trip up to a maximum of 24 months after the opening of the border. • <u>Final payment</u>: If there is an outstanding amount, the balance payable will be charged according to the conditions of the providers at the time of finalizing the new reservation.

NEW TRAVEL DATES	<ul style="list-style-type: none">• The new travel dates will be proposed by UPSCAPE to our client once the local health authorities and those corresponding to the contracted destinations have lifted the respective restrictions and confirmed availability according to the wishes and dates that are convenient for clients.• UPSCAPE will work with the new proposed dates to make a new travel package, which is either similar to or superior to the one initially contracted by the client.
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Please email us with any questions or comments to info@upscapetravel.com or communicate with your Experience Designer for any clarifications.

With are sincerest appreciation and gratitude for your understanding,

Brian Pearson
Founder
UPSCAPE