

RESERVATION POLICIES

- Check- In Time (arrival): 03:00 p.m.
- Check- Out Time (departure): 12:00 p.m.

PAYMENT AND CANCELLATION POLICIES

- All reservations must be guaranteed by Credit Card, Letter of Guarantee or total advance payment of the total accommodation through the "Payment Link" option.
- All reservations can be canceled 24 hours before the arrival without penalty. Otherwise, No Show will be charged corresponding to the value of the first night plus VAT (when applicable).
- In the event of an early departure, 100% of the entire value of the reservation will be charged.
- The hotel reserves the right to cancel a reservation if valid credit card details are not available. In case of non-refundable reservations, the total amount of the reservation is charged at the time of confirming it. Changes or cancellations are not allowed.
- In case of refundable reservations, no credit card charge is made prior to arrival.

GENERAL POLICIES

- Identity Documents: It is an essential requirement, at the time of registration, to present the Identity Document: Passport for foreigners, Citizenship Card for nationals; Identity Card for children, and Civil Register or Birth Certificate for infants.
- Safe in the Room: A safe is at your disposal at no cost. The Hotel is not responsible for objects not deposited in it.
- Pets: Pets are not accepted.

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- Smoking Area: Please take into account that smoking is not allowed in smoke-free rooms or areas. If this policy is breached, there will be a charge of One Hundred Fifty Dollars (USD 150), as well as additional charges for damage to the room due to this practice.
- Protection of Minors: Elcielo Hotel adheres to Colombian laws that protect minors from all forms of exploitation and sexual violence caused by national or foreign tourists. Violations of this principle carry criminal and administrative sanctions provided for in Law 679 of August 2001.
- Policies for Minors: Children under five (5) years old do not have an additional charge. Children between 5 and 11 years old can stay for COP 50,000 per night. Children over 12 years old must pay the adult rate.
- Additional Cribs and Beds: Additional cribs and beds are subject to availability and the capacity of the room chosen. It is recommended that this be verified beforehand with the accommodation.
- Children under 18 years of age: If the two parents travel in the company of children under 18 years of age, they must present a Birth Certificate and Photo Identification of the minor; if only one of the parents, a family member or guardian accompanies the child, they must present a notarized consent from both parents.
- The guest refrains from entering, carrying, possessing firearms and / or explosives within the hotel and restaurant facilities.
- The guest declares that during his stay and throughout his stay he used, allocated, administered the private and social spaces, as well as the room reserved and used according to the general contracting conditions and the accommodation contract.

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H O T E L & R E S T A U R A N T

•It also declares that, during its stay, the use, destination and administration of the private and social spaces, as well as the reserved room were limited to Legal activities and releases the establishment - hotel from any responsibility for the improper use of the spaces and the reserve; especially declares that during your stay I did not execute or facilitate 1. The trade, production or distribution of hallucinogenic or prohibited substances; 2. It did not execute or facilitate the possession, manufacture, trade of firearms; 3. It did not execute or facilitate the production of media and digital, audiovisual, written, printed, photographic, filmic content of sexual content with or without commercial purposes; 4. No executed or facilitated the production, trade of media and digital, audiovisual, written, printed, photographic, filmic content of sexual content with or without commercial purposes, with the participation of minors or destined for them; 5. He did not use the facilities of the establishment - hotel or locations, private or social thereof, for commercial, musical, acting or advertising.

•The falsehood in any one of the previous statements by the guest will reduce all validity and effectiveness to the confidentiality agreements previously entered into between the parties and will constitute the guest in debtor of the establishment - hotel, by way of penalty, in an amount equivalent to THOUSAND Minimum Legal Monthly Wages in Force (1,000 S.M.L.M.V) on the date the above statements are made.

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ACCOMODATION CONTRACT

HOTEL'S RIGHTS AND OBLIGATIONS: A) THE HOTEL will provide the GUEST with the room accommodation of the type described in the hotel registration card and its accessories, by paying the agreed rate at prices in force at the time of booking or, failing that, the provision of the service. The rate is the one that appears on the hotel registration card. The provision of these services will be subject to the available room and the schedules, shifts or physical stocks of the supplies, goods, facilities or spaces necessary for it. B) THE HOTEL, may at any time, at its discretion, arrange to change the room and THE GUEST must accept it. C) THE HOTEL, has available to the public the rates, prices of the service and hours of entrance and exit, to which THE GUEST is subject. D) THE HOTEL, has the right of retention and lien on the GUEST's luggage and property, rights that will be effective for the breach of the obligation to pay for the services received by the GUEST, In this case THE HOTEL may retain the mentioned luggage and goods as a lien or pledge for a period of thirty (30) days, from the date of the breach, after which, the HOTEL may freely dispose of the pledged objects and their product cover pending obligations including interest plus (20%) for costs and expenses. The surplus, if any, will be made available to the GUEST and in the event of a deficit, the creditor's actions will be protected.

GUEST'S RIGHTS AND OBLIGATIONS: A) The GUEST declares to know the accommodation rate and prices of the services provided by THE HOTEL and with respect to the latter, admits that they may be modified without prior notice. B) THE GUEST is obliged to pay the total amount of the provision of the respective service, and also and in any case, at the time of cessation of their stay in THE HOTEL. The hotel day includes the 24-hour period of stay of the guest, from the initiation set by THE HOTEL. The partial use of the hotel day causes the payment of the full rate. C) THE GUEST will be responsible even for the ordinary negligence of their obligations and those of their companions. Any person who uses the accommodation exclusively reserved for the GUEST must register and pay the corresponding rate established by THE HOTEL. However, THE HOTEL reserves itself the right to admit additional guests or companions at its absolute discretion. D) THE GUEST must have decent conduct and dress appropriately. THE HOTEL will refrain from providing its services when at its discretion, the behavior or clothing of THE GUEST is not adequate. E) THE GUEST declares to know the Regulations and Rules for the use of the pool, especially the necessary accompaniment of minors by adults and admits that the practice of sports, physical exercises, driving ships or vehicles, use of instruments or tools, and, in general, any activity that involves a risk implies that THE GUEST has the skills and knowledge that allows them to assume mentioned risks, as well as the responsibility in case they suffer any damage or injury from which they expressly exempt THE HOTEL. F) THE GUEST commits to use the furniture, equipment, and in general, THE HOTEL's facilities in an appropriate manner, keeping them in the state in which they are and, therefore, they will be liable even for ordinary negligence of any damage or loss of the elements and assets of THE HOTEL. In the event of total or partial loss or damage to THE HOTEL's assets due to causes attributable to THE GUEST or their dependents or authorized persons, the latter will recognize the price set by THE HOTEL, plus 50% as a penalty or fine. G) THE GUEST, recognizes the authority of THE HOTEL Manager, in case of controversy or conflict, as well as the right of inspection or surveillance, that THE HOTEL officials have, to guarantee the use of the housing units and common use. This right will be exercised reasonably and includes the power to get in or search the room when a judgment of THE HOTEL Manager is accurate. THE GUEST in turn is bound to observe the schedules and rules set by THE HOTEL for the provision of its services and facilitate access to its employees for routine work in the room. H) When THE GUEST enters THE HOTEL with minors, THE GUEST commits to demonstrating, by any suitable means of evidence, the relationship with the minor or minors and in the case of relatives different than the parents, the authorization of the parents or one of them, must be in writing way and be accompanied by the civil registry that accredits such filiation with the authorizer. I) THE GUEST agrees to supply a credit card number which will only be used to pay for the goods purchased and the services provided by the HOTEL.

SPECIAL AUTHORIZATION OF THE GUEST TO CHARGE THEIR CREDIT CARD: By signing this contract, THE GUEST freely and spontaneously authorizes HOTELES DE LUJO S.A.S. to charge or charge to the credit card provided by him at the time of entry to the HOTEL all the sums of money that are pending payment derived from his stay at the HOTEL and the provision of its services, including accommodation services, service to the room (room service), restaurant, bistro, Bar, transportation, and other goods and services acquired and provided to him/her by HOTELES DE LUJO SAS During his/her stay at the HOTEL, of the charges made to his/her credit card, the HOTEL will present him/her the respective receipt or bill of charges. Said data will remain in our database during the GUEST's stay at the HOTEL and up to 30 more days.

CONTRACT TERMINATION: The accommodation contract ends A) Due to the expiration of the agreed fixed term; B) For breach of any of the obligations of the parties. THE GUEST'S non-compliance will not exonerate them from paying the full rate for the agreed term; C) When the contract is concluded day by day, which means that, the hotel registration card does not expressly state the term of stay of the guest in THE HOTEL, the contract will be terminated at the expiration of the hotel day set according to the contract; D) When the contract is within a specified period, it will end when it expires, in which case THE HOTEL may freely dispose of the room. In case of early termination, THE GUEST must pay the rate related to the full term, unless there is a reasonable cause that, in the opinion of THE HOTEL, warrants the early termination of the contract, such as domestic calamity, illness of THE GUEST or of the group at its request. cargo, air quota problems.

CONFIRMATION OF THE CONTRACT: The accommodation contract is proven by THE HOTEL registration card signed by THE GUEST, which certifies that it adheres to the stipulations it contains. THE GUEST recognizes that the amount reflected on his invoice must be paid in full to THE HOTEL.

LIABILITY FOR LOSS: Unless THE HOTEL has received in deposit and / or custody, the objects that THE GUEST has delivered in such capacity, THE HOTEL is not responsible for the loss or damage of them, therefore, the objects of value such as: such as jewelry, cameras, money, equipment or utensils that remain in the room outside the security box or service areas other than those that THE HOTEL has for deposits, will be under the sole and exclusive risk of THE GUEST and in these events, THE HOTEL is exonerated of any responsibility in case of loss or deterioration.

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THE HOTEL RESERVES ITSELF THE RIGHT TO PROVIDE THE ACCOMMODATION SERVICE IN THE EVENT OF NON-COMPLIANCE WITH THE FOLLOWING FORMALITIES:

WARNINGS- A) ON THE LIGHT OF THE PROVISIONS ESTABLISHED IN THE ARTICLE 17 OF LAW 679 OF 2001, ADDED AND STRENGTHENED BY LAW 1336 OF 2009, THE HOTEL WARNS THE GUEST THAT THE EXPLOITATION AND SEXUAL ABUSE OF MINORS IN THE COUNTRY ARE PENALTY AND CIVILIAN PUNISHED IN ACCORDANCE WITH CURRENT LEGAL PROVISIONS; B) THE HOTEL, IN ACCORDANCE WHICH THE ESTABLISHED IN LAW 17 OF 1981 AND ITS REGULATIONS, COMBATS ALL FORMS OF COMMERCIALIZATION AND TRAFFICKING OF FLORA AND FAUNA, AS WELL AS ILLICIT TRAFFIC OF CULTURAL GOODS, ACCORDING TO LAW 397 OF 1997 AND ITS REGULATIONS; C) THE HOTEL IS A SMOKE- FREE PROPERTY, HENCE SMOKING VIOLATES LOCAL LAWS AND WILL HAVE A PENALTY OF USD \$ 150 IN ADDITION TO THE PENALTIES ESTABLISHED BY LAW. D) THE HOTEL RESERVES ITSELF THE RIGHT OF ADMISSION ACCORDING TO THE ESTABLISHED IN THE COLOMBIAN INTERNAL LEGAL ORDER, THEREFORE IT WILL NOT BE ALLOWED, BY ANY CALLING OR CAUSE, THE ENTRY TO THE PROPERTY OF ANY ACCOMPANYING WITH PURPOSES OF PROSTITUTION.

PROCESSING OF PERSONAL DATA: In compliance with Statutory Law 1581 of 2012 on Data Protection and concordant regulations, I authorize as the owner of the data collected in this form and on behalf of minors who register here, for these to be used by HOTELES DE LUJO SAS for the purposes of Marketing, Opinion Surveys, Administrative Management, Offering of products and services; and for fines related to its corporate purpose and especially for legal, contractual, commercial fines described in the of Policy of processing Personal Data.

The owner of the data may exercise the rights of access, correction, suspension, revocation, or claim, by writing to HOTELES DE LUJO SAS at the email address gerencia@elcielohotel.com indicating in the subject the right you wish to exercise or by ordinary mail sent to Carrera 32 No.5G-38 Barrio Provenza Medellín, Colombia.

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It also declares that, during its stay, the use, destination and administration of the private and social spaces, as well as the reserved room were limited to Legal activities and releases the establishment - hotel from any responsibility for the improper use of the spaces and the reserve; especially declares that during your stay I did not execute or facilitate 1. The trade, production or distribution of hallucinogenic or prohibited substances; 2. It did not execute or facilitate the possession, manufacture, trade of firearms; 3. It did not execute or facilitate the production of media and digital, audiovisual, written, printed, photographic, filmic content of sexual content with or without commercial purposes; 4. No executed or facilitated the production, trade of media and digital, audiovisual, written, printed, photographic, filmic content of sexual content with or without commercial purposes, with the participation of minors or destined for them; 5. He did not use the facilities of the establishment - hotel or locations, private or social thereof, for commercial, musical, acting or advertising.

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