



CONTRACT FOR THE PROVISION OF THE DAY OF SUN SERVICE.

ARBELAEZ ESTRADA S.A.S., which from now on and for the purposes of this contract will be called GUARACU HOTELES, with its commercial establishments HOSTERIA GUARACÚ RNT 6770 AND CASA HOTEL GUARACÚ RNT 12717, supplies the GUEST with the sun day service, space and its accessories (consumption in the different areas of the Hotel), by paying the price in force at the time of the provision of the service and in accordance with the different plans offered, said payment must be paid in full before entering the HOTEL.

2. The purpose of this contract is to regulate, specify the relationship between the customer who acquires the DIA DE SOL program, and establish the obligations of each of the parties.

3. The SUN DAY, includes; Entrance - Lunch - Enjoy wet areas and its hours are from 9:00 am to 5:00 pm

4. THE CLIENT will be responsible for even the slight fault of his/her obligations and those of his/her companions. Any unregistered person who makes use of the accommodation exclusively reserved for the guest, must register and pay a surcharge of 100% of the current price.

8. The CLIENT must behave in a decent manner and dress appropriately. THE HOTEL will refrain from providing its services when the accompaniment or clothing of the USER is not adequate.

9. The CLIENT admits that the practice of sports, physical exercises, use of instruments, tools and in general any activity that involves a risk, are the responsibility of the CLIENT.

10. The CLIENT undertakes to use the furniture and equipment in general in an appropriate manner, keeping them in the condition in which they are, and therefore will be liable for any loss or damage to the elements of the HOTEL and objects or goods in its custody due to cause attributed to the USER or their dependents, the latter will recognize the price set by the HOTEL.

11. The CLIENT acknowledges the authority of the HOTEL manager, in case of controversy or conflict, as well as the right of inspection and surveillance of the HOTEL officials, to guarantee the proper use of the housing units and common use. This right shall be exercised in a reasonable manner, including the right to register the Hotel when, in the opinion of the manager of ARBELAEZ ESTRADA S.A.S., he deems it necessary, the USER in turn undertakes to observe the schedules and rules set by THE HOTEL for the provision of its services.



12. THE USER must always respect the members of the HOTEL, as well as the other GUESTS without prejudice to their stay in the HOTEL, under penalty of being removed by the Police authorities.

13. The HOTEL reserves the right of admission.

14. AUTHORISATION FOR THE PROCESSING OF PERSONAL DATA

I declare that I have been informed:

That ARBELAEZ ESTRADA SAS. hereinafter, "The Hotel" will act directly or through third parties as the person responsible for the processing of my personal data and has made available to me the email reservas@guaracu.com.co and the customer service offices for the attention of requirements related to the processing of my personal data and the exercise of the rights mentioned in this authorization.

Therefore, I AUTHORIZE the hotel to collect, store, use, circulate, delete and, in general, process my personal data, in accordance with the terms of Law 1581 of 2012, so that such processing is carried out for commercial purposes.

Please see our data processing policy at www.guaracu.om.co

15. Liability for loss If the GUEST does not deliver to GUARACÚ HOTELES the objects that the GUEST wishes to be safeguarded, the HOTEL is exonerated from all responsibility, in case of loss of valuables such as: jewelry, cameras, money, luggage or utensils that remain in the room or common areas, in any case it will always be the responsibility of the GUEST to keep their belongings.

The objects forgotten by the client will be kept in our hotel for 3 months after the end of the stay, after which they will be donated or destroyed as the case may be if they are claimed from us.

To request a lost item within 3 months, you must contact our reservations area or the hotel reception and make the request, which will take up to 5 business days. After this date the object will be delivered to the hotel or to an address in the city of Medellin owned by the hotel for pick-up, if shipping is required outside the city, it must be incurred by the client. Any news regarding the object will be reported to the customer within the same business days



16. If you have special needs, reduced mobility, allergies among others, please inform us without fail at the time of booking to adjust our services to your needs. Failure to report this could result in not being able to provide the service properly

TERMS AND RESTRICTIONS CLAUSES.

CHAPTER II.

1. The User is not allowed to enter the **HOTEL** under the influence of alcohol or psychotropic substances, as long as these effects cause harm to the **HOTEL** staff or other guests.
2. The **HOTEL** will not refund monies paid if the User has to leave before the end of the time in the facilities.
3. The **HOTEL** may separate the user from the facilities if it observes this bad behavior.
4. The CLIENT must always respect the schedule assigned by the **HOTEL** for the provision of its services.
5. **Beverages, snacks and/or cold cuts are not allowed to enter our facilities** and the entry of these will be charged the respective corkage, **which will be 50% of the value of the product** in our facilities or of the similar product sold in the hotel.
6. If you are visiting us with **pets, please ask for the pet policy** and possible costs and deposits and inform us about it during the booking process. Compliance with the pet policy is mandatory.
7. It is mandatory **to present the ORIGINAL identity document** (civil registry, citizenship card, passport or foreigner's card) or digital identity card, of all the members of the requested reservation including adults, children and babies. Failure to do so could prevent you from entering the hotel.
8. IF REGISTERING WITH MINORS: Minors must **stay with a parent and prove this through the birth registry, or in the company of a responsible adult duly authorized by means of a notarized document** signed by at least one of the minor's parents, a copy of the authorization must be provided at the time of check-in, as well as the identity card or copy of the child's civil registry indicating that the minor can travel with this person. Minors must always be accompanied by their parents or legal guardian or authorized adult in all Hotel facilities, including common areas and rooms



9. If you wish to POSTPONE the reservation, you must do so in writing at least 24 hours before the stay and once this process is authorized, 6 months are granted to resume the reservation without the right to extend this period again. In case you want to CANCEL, the minimum period is 48 hours before the trip and once this process is authorized, the full refund will be made within 8 business days following the cancellation. Once the refund has been made, the payment confirmation will be sent to the completed email. tags. If this period for cancellation or postponement is not met, the total amount paid for the reservation will be charged, unless it is ONLY due to force majeure, death up to the first and second degree of consanguinity, and first degree of affinity, medical incapacity valid only for the person who has it. In a multi-person reserve, disabilities only apply to the disabled person and not to the other persons in the reserve unless they are of the first degree of consanguinity. Disability or death must be proven with a duly certified death and/or disability certificate. Any unfulfilled reservation without prior cancellation generates a No Show charge without exception. Regarding postponements, if the new date has an additional cost or is outside the purchased promotion, the excess must be charged; On the contrary, if the new date has a lower value, no refund will be made.

11. CHILD PROTECTION LAW: Colombian laws protect minors from all forms of sexual exploitation and violence caused by national or foreign tourists. Contraventions of this principle entail the criminal and administrative sanctions provided for in Law 679 of August 3, 2001.