

The company **GLAMPING LA CEPA**, identified with Nit. 901461690 – 8, located in El Peñol, Antioquia, Colombia, has prepared this policy in compliance with the provisions of the law, which informs its customers, suppliers, employees, and the general public, in order to sufficiently inform about its content of our "**CANCELLATION OR RESCHEDULING POLICIES**" of which the following is highlighted:

- 1) Conditions according to the price:
  - a) Standard price: for customers who purchased their reservation through our direct channels, cancellation or date change must be requested at [reservas@glampinglacepa.com](mailto:reservas@glampinglacepa.com) at least 8 days prior to check-in. If the reservation was made less than 8 days prior to check-in, this does not give the right to reschedule the date.
  - b) Special price: For wholesale travel agency, corporate customers, OTAs, awards, gift vouchers and any other price different from the rates published on the website WWW.GLAMPINGLACEPA.CO the date change must be requested at [reservas@glampinglacepa.com](mailto:reservas@glampinglacepa.com) at least 8 days prior to check-in, does not admit cancellations, non-refundable.
- 2) The non-appearance of any of the guests will not give the right to a refund.
- 3) Changes to the date of the reservation can only be made subject to availability and it is subject to the conditions of GLAMPING LA CEPA to accept the change or not, the option to change the date is only available if the change is notified up to 5 days before the reservation date. For any change of date it will be necessary to pay a penalty of fifty thousand pesos (\$50,000 COP) if it is during the week and if the change of date is requested for Saturday and/or holiday the penalty will be (\$100,000) pesos per room.
- 4) The rescheduling of the reservation can be made to attend the GLAMPING LA CEPA maximum within 6 months from the initial date of reservation, after this time the reservation can no longer be used. If during this period there is a readjustment of rates due to a change of year, season or hotel strategy, this rate change must be assumed by the client.
- 5) If the user cancels their reservation while staying, they will lose 100% of the amount paid and will not have the right to reschedule.
- 6) GLAMPING LA CEPA will not reimburse the user any sum of money, if for any reason external or external to the establishment, the user does not show up on the day of the reservation for any reason or reason.
- 7) GLAMPING LA CEPA may modify in any way the offers published on the page, without prior notice, in the event that situations beyond its control that require it to do so, such as sudden alteration of the state of the roads, increase in costs, weather conditions, and other external factors that could limit the services offered. You may also modify the offer in any way due to security situations that warrant it, prior to the start of the execution of the service or during the execution of the same. This shall not constitute a breach by GLAMPING LA CEPA.
- 8) GLAMPING LA CEPA may cancel the service after its start and cause the POLICYHOLDER to withdraw in the event that the POLICYHOLDER does not comply with the rules of safety, use and behavior required in the facilities of GLAMPING LA CEPA, or when the USER causes physical or psychological aggression to other guests or third parties, or when their behaviour is dangerous, reckless and/or represents a risk to them or the people accompanying them. In this case, the user shall compensate GLAMPING LA CEPA for the losses suffered and any additional costs that may arise, GLAMPING LA CEPA will not have to make any refund of the payment of the SERVICE to the USER.

#### **CANCELLATION OR RESCHEDULING OF SERVICE BY GLAMPING LA CEPA**

- 1) GLAMPING LA CEPA may cancel the service to the user when they do not comply with the rules of behavior, safety and for non-compliance with the Terms and Conditions, if the user causes physical and/or verbal aggression to other users or employees of GLAMPING LA CEPA, or when their behavior constitutes a risk to them or their companions; the user must acknowledge GLAMPING LA CEPA for the damages and extra costs that arise due to their excessive acts, such as immediate return of the room, cancellation of extra services that may have been generated, damage to the establishment and its facilities.
- 2) In the cases indicated above, GLAMPING LA CEPA is not obliged to reimburse the user for the amount paid for the service..