

This document constitutes an Adhesion Agreement by means of which the provision of services by GLAMPING LA CEPA S.A.S. to the user will be regulated and which in any case will be integrated with the offers included in the website www.glampinglacepa.co therefore, this document establishes the general conditions of execution of the services offered and contracted by the user that are specified in the offers selected by them.

By accessing the website and/or any of the services offered by GLAMPING LA CEPA, it will be considered that the USER is fully aware of the content of the offers made by GLAMPING LA CEPA, and that he/she knows and is well informed of the conditions of time, manner and place of each of them at the time of requesting the service. In case of doubt, you should contact GLAMPING LA CEPA prior to taking any service, since once the service has been booked, it cannot be cancelled or modified unless the exceptions described below apply.

In the same way, you know and accept our policies, which are published on the website www.glampinglacepa.co.

POL/GLC-01; Information Processing Policies. POL/GCL-02; Cancellation or rescheduling policies. POL/GCL-03; Policies for the accommodation of minors. POL/GLC-04; Policies for the handling of pets, assistance, guide and/or service dogs. POL/GLC-05; Environmental sustainability policies.

Read carefully the following indications that will make your experience even better; GLAMPING LA CEPA reserves the right to refuse admission in the event of non-compliance with any of these clauses, without legal prejudice to the establishment. The term "User or Policyholder" refers to the person who visits the GLAMPING LA CEPA.

DEFINITIONS.

1. The term "User or Policyholder" refers to the person who visits the GLAMPING LA CEPA.
2. The term "Suite" means a private area in which the user or policyholder will stay, which has a cart-type room, bathroom, jacuzzi, barbecue and gardens. Suites can be: Superior Suite (Shiraz), Deluxe Suite (Tempranillo and Merlot) and Family Suite (Dolcetto and Malbec).
3. The term contract refers to the ("Agreement") that the user enters into with GLAMPING LA CEPA.

RESPONSIBILITY.

1. GLAMPING LA CEPA will be responsible for providing the services offered on its website or those agreed between the user and the user, limiting their scope to that published on their website at the time of improvement. GLAMPING LA CEPA shall not be liable in the event that these conditions need to be modified without prior notice by GLAMPING LA CEPA, in the event of force majeure circumstances or acts of God.
2. THE POLICYHOLDER will be liable to GLAMPING LA CEPA, for the payment of the price of the service he/she chooses, for any damage that he/she or his/her companion causes in GLAMPING LA CEPA, to equipment, rooms, outdoor spaces, other guests, employees or third parties, as well as for all damages caused that may affect his/her good name and commercial reputation, for damages and bodily injuries or death suffered during the service whenever they result from causes beyond GLAMPING LA CEPA's control, for those traffic accidents and damages to third parties that occur as a result of the services taken as long as they do not come from force majeure, fortuitous event or fault of the victim.
3. Glamping the vine will not ensure the safety of the POLICYHOLDER, the loss of luggage or any personal effects of the POLICYHOLDER and/or his/her companions.
4. When the POLICYHOLDER acts as a marketer of a service operated by an affiliated third party, the POLICYHOLDER will be responsible to the POLICYHOLDER for: a) Guarantee the existence and provision of the service based on the information previously provided on its website, in accordance with its standards and the information provided to GLAMPING LA CEPA; b) inform the POLICYHOLDER, in a clear, concise and complete manner, of the relevant information so that the POLICYHOLDER is aware of the characteristics of the service(s) to be operated by the third-party provider and that its veracity is presumed; c) Receive and process any complaint or claim that the POLICYHOLDER submits.
5. GLAMPING LA CEPA shall not be held liable for any falsehood or inaccuracy in the information provided by the third party provider or for any incident of any kind that occurs under the contract or that is directly or indirectly related to the execution of the same.
6. In the event that GLAMPING LA CEPA acts as a commercial agent for products of third-party providers of travel and adventure travel services, the latter shall be responsible to the POLICYHOLDER for: a) informing the POLICYHOLDER of the existence and characteristics of the service(s) offered by the third party provider based on the information previously provided by the latter to GLAMPING LA CEPA and about which GLAMPING LA CEPA presumes its veracity; b) To put the third-party provider and the interested POLICYHOLDER in contact; c) to transmit to the POLICYHOLDER, in a clear, concise and complete manner, the additional information that the POLICYHOLDER may require about the service provided by the third-party provider and to which GLAMPING LA CEPA has access.

USE OF FACILITIES

1. Service, guide or emotional support animal canine pets are allowed, they must not exceed 18kg. To enter, you must complete the Registration of Pets, Service Dogs, Guide and/or Emotional Support Animal form, which must be signed by the owner or person responsible for it.
2. GLAMPING LA CEPA, reserves the right to admit occasional visits and in no case will they be allowed access to the suites. In case of non-compliance, the management reserves the right to order the immediate departure of the visitor.
3. Due to the nature of GLAMPING LA CEPA's construction materials, our spaces are 100% smoke-free, therefore, smoking is prohibited inside or outside the facilities.
4. The illegal consumption of psychoactive substances, toxic drugs and/or narcotics is prohibited. The law enforcement agencies will be immediately notified of this infraction.
5. It is not allowed to enter the jacuzzi with sharp objects or use foamy liquids of any kind.
6. Drinks and food are not allowed, in case you enter you will be subject to a corkage fee that will be informed and paid at the time of entry; In case they have entered omitting their presentation at the time of check-in, they may be charged at check-out.
7. For the use of motorized nautical activities (jetsky, boat or planchon) or without motorized (kayak, boat or paddleboards) as well as to enter the Guatapé reservoir to swim, you must use a life jacket and follow the instructions for use by GLAMPING LA CEPA.
8. In the event that biological stains are present on the lingerie, it will be charged in full, all this in accordance with the health regulations required by the competent bodies.
9. It is not allowed under any circumstances to hang outfits and personal things outdoors that affect the aesthetics of the original design of the spaces, for this you can make use of the clotheslines arranged in the bathroom.
10. A collaborator of GLAMPING LA CEPA will give you each of the spaces that you will have at your disposal, leaving a record of the good condition in which each of the objects, movable and immovable property owned by the establishment are, so it will be the exclusive responsibility of the guest to use it consciously and reasonably; In case of damage, the repair or replacement of the same must be paid immediately.
11. When a guest makes use of the GLAMPING LA CEPA car park, they must place their car in a suitable place, the establishment is not responsible for partial damage or total theft of the vehicle or objects left inside. At check-in, the guest must register their vehicle details.

REQUIREMENTS TO BE MET BY THE USER OF THE SERVICE.

1. Indicate personal data, such as citizenship card, passport, identity card, among others, GLAMPING LA CEPA reserves the right to request documents or copies that prove the information provided.
2. Users under the age of 18 must be accompanied by their parents, who will sign all documents on their behalf or by a responsible adult duly authorized in writing by the attendant.
3. GLAMPING LA CEPA assumes that the user is informed and aware that, in order to travel in Colombia, he/she must comply with the required documents such as visa, vaccinations, certificates, among others; GLAMPING LA CEPA expressly declares that the user shall be solely responsible for complying with the regulatory documents required at any time by GLAMPING LA CEPA, as well as the consequences of any related non-compliance
4. The user and his/her companions, minors and/or adults, declare that they are in perfect physical, mental and health conditions and do not suffer from diseases, injury and/or disability and/or condition that disqualifies them from staying at GLAMPING LA CEPA.
5. It is understood that THE POLICYHOLDER is fully aware that if on the date of use of the services of GLAMPING LA CEPA, he/she and his/her companions present any of the following conditions: State of risky pregnancy, state of intoxication, under the effect of psychoactive substances, heart disease, and all those conditions that disable the use of Glamping.

BOOKING & PAYMENT.

1. The reservation of the services can be made through the website, WhatsApp, and other means authorized by GLAMPING LA CEPA. To make the reservation of the service, a payment of 50% must be made, and the payment of the remaining 50% must be made at the time of arrival at GLAMPING LA CEPA, until the user makes this last payment.
2. Payments made to GLAMPING LA CEPA must be made through the payment methods enabled on the website, bank account, payment links, or through the means that GLAMPING LA CEPA expressly authorizes or indicates to the user.
3. GLAMPING LA CEPA may make a change to the selected Suite if the user accepts it and it is a Suite with equal or better conditions, or in the event of a fortuitous event or force majeure.
4. Check-in time is from 3:00 p.m. on the day of arrival and check-out time is 12:00 p.m. on the day of departure. Early check-in or check-out after the indicated time will be subject to availability and the user must pay the amount corresponding to early check-in and/or late check-out. (until 15:00 pm and until 17:00 pm, arranged by GLAMPING LA CEPA.
5. GLAMPING LA CEPA uses mandatory hotel insurance.

PRIVACY OF PERSONAL DATA:

1. Dear guest, please be aware of the restrictions and conditions of the policy POL/GLC-01 "INFORMATION PROCESSING POLICIES" are published on our website WWW.GLALMPINGLACEPA.CO.
2. The only source of information to which GLAMPING LA CEPA will have access will be that provided exclusively by the user, who must guarantee the veracity of the information provided. The information provided that does not comply with these characteristics will be considered as grounds for exoneration of liability of GLAMPING LA CEPA.
3. The personal data provided by users or visitors on the website will not be shared with third parties, except with the express authorization or requirement of the competent authority, which applies to the personal data protection law 1581 of 2012.

CANCELLATION OR RESCHEDULING

1. Dear guest, please be aware of the restrictions and conditions of policy POL/GLC-02 "CANCELLATION OR RESCHEDULING POLICIES". Which is published on our website WWW.GLALMPINGLACEPA.CO.
2. GLAMPING LA CEPA, may reschedule the stay if requested by the user or policyholder, but under no conditions will it make refunds.

ACCOMMODATION FOR MINORS.

1. In favor of the prevention of the Commercial Sexual Exploitation of Children and Adolescents (ESCNNA), GLAMPING LA CEPA establishes restrictions and conditions within policy POL/GLC-03 "POLICIES FOR THE ACCOMMODATION OF MINORS". Which is published on our website WWW.GLALMPINGLACEPA.CO.
2. The user will be solely responsible for the care of the minors who access with him, so they must comply with the attention or calls made by the GLAMPING LA CEPA staff.

SOMOS PETFRIENDLY:

1. Dear guest, please be aware of the restrictions and conditions of the policy "POL/GLC-04" HANDLING OF PETS, ASSISTANCE DOGS, GUIDE AND/OR EMOTIONAL SUPPORT ANIMAL SERVICE. That is published on our website WWW.GLALMPINGLACEPA.CO during the enjoyment of the facilities together with your pet and/or assistance animal.
2. For the entry of pets, the responsible owner must fill out a form with his/her and the pet's data, being responsible for any eventuality that may arise during the stay at GLAMPING LA CEPA.

LUGGAGE, CARS AND OTHER PERSONAL BELONGINGS

1. GLAMPING LA CEPA will not be responsible at any time for the loss of luggage, personal belongings inside vehicles, damage or loss of vehicles or loss of any personal object of the USER and/or his/her companion if it is the case that they occur inside or outside the facilities of GLAMPING LA CEPA.
2. GLAMPING LA CEPA, provides you with a safe deposit box which is located inside the room that can be used with an automatic password generated by yourself or can also be used manually with the use of keys which are given to you at the time of your entry.

RISKY ACTIVITY.

1. THE POLICYHOLDER is aware of the risks and consequences involved in participating in the activities offered by GLAMPING LA CEPA, in its facilities and the risks involved in lodging at GLAMPING LA CEPA. That in addition to the existing risks, some of the activities that will be carried out during the course of the accommodation may be of high risk causing physical, mental or cognitive damage generated by adverse weather conditions, development of the activity offered at high altitudes, traffic rules, heavy traffic or not, conditions of the routes or roads that require to be taken, among others.
2. Be very careful with your companions and especially with minors, understand that we are located in a mountain area and that at any time unwanted animals such as snakes, toads, frogs, insects, opossums, among others, could appear; They are in their natural habitat and we are the invaders, which is why you should avoid accessing dark spaces, lifting stones since that is where these animals are possibly located. In the event of any suspicion of the existence of any animal that may put your integrity and that of your family at risk, you must immediately notify any employee of GLAMPING LA CEPA or through the communication channels that were agreed upon upon arrival.
3. For minors, be very careful, avoid leaving them alone for a long time using the damp areas, as well as at night access to dark places in the gardens.
4. Likewise, there may be risks derived from the remote location in which the service is executed and that prevent timely medical assistance and other benefits to which there is access in populated places, there may also be situations of insecurity, theft, robbery, among others.

COMMITMENT TO CARING FOR THE ENVIRONMENT.

1. We are aware of the care and protection of the environment, that is why we require your valuable collaboration in the good use of the different garbage collection points that are arranged in the private area of the Suite.
2. Please be respectful of other guests and avoid making noise during your stay.
3. Do not flush abrasive chemicals, underwear, condoms, sanitary napkins and/or trash down the toilet as these can cause clogged pipes in addition to misuse of the septic system.
4. Dear guest, please be aware of the restrictions and conditions of the policy "POL/GLC-05 "ENVIRONMENTAL SUSTAINABILITY POLICIES". Posted on our website WWW.GLALMPINGLACEPA.CO

SIGNATURE

NAME: _____

N IDENTIFICATION: _____

