

TERMS AND CONDITIONS OF LODGING.

1. The reservation is guaranteed with at least 50% of the total value of the same. At the time of the Check out the outstanding balance of the reservation and the values for additional consumptions during the stay will be canceled. If you do not make the initial payment, at the time of check-in you must pay 50% of the reservation.

Horarios:

El Check-In:
3:00 pm

El Check-Out:
12:00 pm

Use of Pool:
8:30 am – 8:30 pm

Cooking Service:
7:00 am – 9:00 pm

Breakfast from 7:00 a.m and until 10:00 am.
(it is included in the accommodation).

3. The hotel rate includes: Accommodation - WI-FI - Tax (except for exceptions) - Accident Policy and Breakfast.

4. In case of no show (No show) will be charged 100% of the total stay.

5. Right to smoke in the assigned area.

6. People are not allowed into the rooms if they are not properly registered; the visits will only be attended in the common areas.

7. We have security cameras.

8. The parking lot is not guarded by a person 24 hours a day, therefore the hotel is not responsible for damages or losses in the vehicle.

9. Pets are not allowed In case you are allowed to enter, you must commit to our policy: Income Pets.

10. GUEST'S RIGHTS AGAINST SUSTAINABILITY. Know the information on the management of natural, sociocultural and economic resources that impact the Hotel. Enjoy the sites of tourist interest in the region. Enjoy the facilities of the Hotel. Know the information of the legal requirements applicable to guests for tourism and accommodation activities. Know the policies and guidelines for the provision of hotel services.

11. DUTIES OF THE GUEST AGAINST SUSTAINABILITY. Respect for the culture, beliefs, traditions and habits of the people of the Region Make proper use of the facilities of the Hotel. Make rational use of natural resources (water, energy, air, public spaces). Respect the social spaces of the Hotel Comply with the legal requirements for the prevention of the sexual exploitation of minors. Comply with the contractual conditions for the provision of the service. Respect for the tranquility of other guests. Make separation at the source of the waste generated. Do not consume psychoactive substances, bazuco, marijuana, cocaine, ecstasy, and other drugs. The guest will respond to authorities in case he/she does not comply, exonerating Finca Hotel el Palmar from any responsibility.

12. The guest undertakes to comply with all the provisions of Law 1335 of 2009 by means of which Law 679 of 2001 Resolution 3840 of 2009 is added and strengthened, which adopts measures to counteract and prevent the sexual exploitation of children, girls and teenagers in tourism; It is committed to the Law 17 of 1981 subject to the regime of responsibility that regulates the protection of flora and fauna of our region; It is subject to the liability regime established by Law 103 of 1931, which promotes the conservation of archaeological monuments and / or cultural heritage of our region; it complies with the requirements demanded in Decree 4000 of 2004 Regarding the Control of Foreigners; Meets the requirements of Law 1335 of 2009 Antitabaco; It is committed to non-discrimination excluding vulnerable populations.

13. AUTHORIZATION FOR THE PROCESSING OF PERSONAL DATA. In accordance with the procedures contained in Law 1581 of 2012 and Decree 1377 of 2013, the owner of the consigned data enables Finca Hotel el Palmar to continue with the processing of their personal data in accordance with the privacy policies that have been established. under the parameters of the law 1581 of 2012 of Protection of Personal Data in Colombia, mainly for promotional, commercial, administrative, contact and in general, to make possible the provision of their services and promotion.

