

WAIRA ECOLODGE TERMS AND CONDITIONS

¡Thank you for choosing Waira Ecolodge for your next stay in Villavicencio!

Please note the following policies and conditions of our accommodation for your next visit:

CANCELLATION AND/OR MODIFICATIONS

Any modification or cancellation of the reservation must be made at least 5 days prior to check-in. No refunds will be issued unless it is due to force majeure (calamity, illness, or accident) and the corresponding documentation is submitted. In this case, if it is determined that the event requires a refund, the refund will be issued within a maximum of one month. If a cancellation is made for a different reason within the established timeframe and a refund is required, a penalty of 25% of the rate paid will be charged. Cancellations made less than 5 days prior to check-in cannot be rescheduled and are not eligible for a refund. Cancellations or failures to show up on the day of check-in are considered a no-show, which cancels all options for rescheduling or refunds.

SCHEDULE

Check-in time starts at 3:00 PM. Check-out time is 12:00 PM. The hotel doors close at 10:00 PM and open at 6:00 AM for the safety of our guests. If you arrive after 10:00 PM or leave before 6:00 AM, please inform us well in advance to ensure we can be reached. Arrivals after 10:00 PM will incur a \$30,000 surcharge.

LATE CHECK-OUT

If available, there will be a surcharge of \$200,000. Check-out time is no later than 5:00 PM.

RESTAURANT AND BAR SERVICES

Any restaurant and bar service that you wish to consume directly at the ecolodge will have a 10% surcharge. The introduction of alcoholic beverages from outside will have a surcharge of \$50,000 per cabin per day.

SMOKING POLICY

According to Resolution 1956 of March 30, 2008, issued by the Ministry of Social Protection, smoking is prohibited indoors. Our cabins and common areas are smoke-free and free of hallucinogenic substances. Please note that if you choose to smoke or consume these substances inside the hotel, this behavior will be grounds for eviction, and any damage caused by burns will be charged to your account.

JACUZZI TERMS OF USE

1. Time of use: The jacuzzi will be available to guests for no more than 3 hours.
2. Subject to weather conditions: Our jacuzzis operate on utility power. In the event of a power outage, our generators will be activated to provide power to the common areas and cabins. The jacuzzi cannot be used until the power is restored.
3. Resource use: The water used comes directly from the stream. For this reason, when it rains heavily it can be seen somewhat cloudy.

ABOUT PET ACCESS

We are a pet-friendly accommodation. There is a fee of \$60,000 pesos (per pet) for admission, and the following must be met:

- Pets must be accompanied by an adult and kept on a leash at all times outside the ecolodge.
- Specially managed breeds must wear a muzzle in accordance with the current Colombian Police Code. Pets must comply with health regulations required by law and carry a current vaccination record.
- Immediately report any special cleaning requirements or property damage within the ecolodge. The use of towels, sheets, beds, blankets, or linens from the ecolodge for pets is prohibited.
- Any direct disturbance caused by a pet will result in a warning to the guest so that appropriate measures can be taken. If the situation cannot be immediately controlled, your pet must be removed from the hotel or the guest must leave the hotel without a refund.

- Guests accept full responsibility for all property damage and/or personal injuries their pets may cause to a third party. Any damages caused must be borne by the responsible guest. Wairaparu is not responsible for any injuries your pet may suffer while traveling through the common areas caused by the terrain and/or animals in the area.

RESPONSIBLE TOURISM

- Wairaparu is located within the Buenavista Protective Forest Reserve, an environment that allows for a complete connection with the region's flora and fauna.
- Please note that various animals may be seen in our common areas; please do not feed them. We are committed to the preservation and conservation of the ecosystem, which is why we combat and denounce the illegal trade, movement, and possession of wild flora and fauna, which is penalized by Law 1333 of 2009.
- All types of burning (campfires, bonfires, barbecues, etc.) are prohibited within the ecolodge and within the hotel perimeter.
- At Wairaparu, we promote a connection with nature and the protection of natural resources. We ask our guests to conserve water and avoid wasting it.
- Our activities reject any type of commercial sexual exploitation of children and adolescents (CSEC) and racial or gender discrimination.

WAIRAPARU ECOLODGE REGULATIONS

- Our ecolodges are delivered in perfect condition and cleanliness. Guests occupying them must return them in the same condition. Guests are responsible for any damage or disturbance (cleaning) that may occur during their stay at Wairaparu, including damage to glass, mirrors, clotheslines, glassware, or any other object found inside the cabins or in the hotel's common areas.
- Guests accept and agree to use the ecolodge in a respectful and responsible manner; therefore, any conduct contrary to the rules of good coexistence, behavior, public order, and other standards will result in Wairaparu asking the guest who has violated these rules to leave the premises, without compensation or refund if payment has already been made. If no payment has been made, the guest must pay the price of the nights already enjoyed before leaving the property. This noncompliance will not lead to further legal action.
- Guests assume full responsibility in the event of any accident, injury, or animal attack, or in the event of loss, damage, or deterioration of any items or equipment they use. Both the host (hotel staff) and the property owner are therefore expressly exonerated from any liability for these reasons. The host is not liable for damages affecting the guest, companions, and/or pets, and they expressly waive any claim for robbery, kidnapping, theft, extortion, or any other personal loss that affects them and that is proven not to be the host's responsibility.
- Wairaparu is only responsible for items delivered to the accommodation manager for safekeeping. Guests are responsible for their valuables not delivered to the manager.
- Guests agree to maintain social respect and moral conduct, express equality, and refrain from engaging in acts of discrimination. Failure to do so will result in removal from the property, refusal to re-enter, and no refund of any percentage.
- Bringing any type of weapon into the establishment is prohibited.
- To use the net, guests must be in optimal physical and mental condition. Guests must not have any health restrictions that would prevent them from using it safely. The use of the net under the influence of alcohol and/or hallucinogenic substances is prohibited. The nets may only be worn by a maximum of two people, each weighing a maximum of 200 kg. Guests must not engage in positions or engage in activities that endanger their safety, including standing in the net, jumping, or running. Sexual acts must not be performed in the net or in any other public area of the hotel. Do not wear the net during rain or storms. Do not expose any part of your body outside the net.

The guest declares that he/she has read the accommodation regulations and accepts all its parts.