

## **TERMS AND CONDITIONS OF CANCELLATION AND RETURN POLICIES.**

The GUEST may exercise the right of withdrawal only in non-face-to-face purchases made through web portals or in the telephone reservation center. The request must be made within a maximum of five (5) business days after the purchase is confirmed. If the date of entry is before five days, the right to withdraw will not proceed and in case of cancellation the cancellation and return conditions will apply and they are:

- If the cancellation of the reservation is made 8 or more days before the check-in date, a refund of 80% corresponding to the deposited value will be made.
- If the cancellation of the reservation is made within 8 to 3 days before check in, 50% of the deposited value will be charged.
- If the cancellation of the reservation is made within 48 hours before check in, the total amount deposited will be charged.
- In case you are staying, you have an early departure and you have made the total payment for the accommodation, you will have a credit balance that you can use in any establishment operated by Grupo Hoteles SAS, which must be redeemed in 1 year. Once the request is received, we will refund the return value within a maximum term of 30 calendar days from your request. We will do so by bank deposit to the reservation holder or by credit card reversal.