



INTERNAL LODGING REGULATIONS

- 1.** Without exception, all guests staying at the hotel are subject to these regulations during their stay. This document constitutes an adhesion contract that must be respected. In case of non-compliance, Management reserves the right of admission and continued stay.
- 2.** Room payment must be made in advance.
- 3.** Check-in time is set for 3:00 p.m., and check-out must be completed by 12:00 p.m. on the day of departure. Failure to vacate the room by the specified time may result in an additional charge according to the current rate.
- 4.** All guests must register before entering the hotel. Non-Colombian citizens must present a valid passport from their country of origin, along with the entry stamp issued by Colombian Immigration. A copy of this document will be taken at the hotel's front desk during registration.
- 5.** SUMANGÁ HOTEL BOUTIQUE reserves the right to allow occasional visitors on the premises. Under no circumstances are visitors permitted to enter guest rooms. Violation of this rule may result in the immediate removal of the visitor by decision of Management.
- 6.** Any damage caused by guests to hotel property, including furniture, equipment, or infrastructure, will be the sole responsibility of the guest, who must cover all costs for repair or replacement.
- 7.** All rooms are equipped with a safe for storing valuables. Guests are advised to read the instructions before use. The hotel is not liable for the loss of valuables, documents, jewelry, or money not placed under the hotel's custody. Guests are encouraged to store such items at the front desk for safekeeping.
- 8.** Lodging rights are non-transferable.
- 9.** Guests using the hotel's parking facilities must park their vehicles in the designated areas. The hotel is not responsible for partial damage, total loss, or items left inside the vehicle. Upon check-in, guests must register their vehicle information.
- 10.** Guests must maintain respectful and appropriate behavior within the hotel. Disruptive noise, offensive conduct, or the use of the room for unlawful acts or activities is strictly prohibited.
- 11.** The consumption of illegal drugs, narcotics, or psychotropic substances is strictly prohibited within the hotel premises. Violations will be reported immediately to the appropriate authorities.
- 12.** Failure to comply with these Internal Lodging Regulations may result in termination of the lodging contract, without any legal liability for the hotel.





13. Cancellation and Refund Policy:

- **Standard Rate:** Cancellations or date changes requested via reservas@hotelsumanga.com at least 8 days prior to check-in will be 50% refundable.
- **Special Rate:** Date changes requested at least 8 days in advance are permitted; cancellations are not allowed and are non-refundable.
- **Promotions / Last-Minute / Reservations via Booking, Expedia, Airbnb, or Tripadvisor:** Changes and cancellations are not allowed. Non-refundable.
- **SUMANGÁ Day Pass:** Changes and cancellations are not allowed. Non-refundable.

**Once the lodging service has begun, cancellations do not qualify for any refund.*



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