



## RESERVATION AND PAYMENT POLICY BEACH HOUSE HOSTEL

- By making a reservation, it is considered that you have full knowledge of the Hostel's policies (payment, cancellation, reservation, pet friendly and hostel rules and regulations). These policies will be sent to the email address that you provided on the reservation.
- We are not responsible for VAT, for this reason we don't do electronic invoicing.
- Children from 0 to 5 years old stay free of charge, sharing the existing bed. Starting from 6 yo, they count as an adult and will be charged the same rate.
- All rooms are subject to availability, unless the guest has guaranteed the reservation by making a deposit (money transfer to Bancolombia). As long as this requirement HAS NOT BEEN FULFILLED, the rooms will be available for rent, prices and/or promotions are subject to change without notice.
- In case of deposits and/or bank transfers, it is mandatory to notify your payment by sending proof of it to the Hostel WhatsApp +57301282323146 or via email to [info@hostelbeachhouse.com](mailto:info@hostelbeachhouse.com). This message should include a picture of the successful payment and all the contact info (the person who is making the reservation) within 24 hours after the reservation is made. To confirm your reservation is all done, you should receive an email back from the hostel or one of our team members will contact you by phone.
- The rates are subject to changes by season, which will be valid until January 15, 2024.
- It is important to clarify that all our special rates and discounts can be subject to changes without prior notice. With that being said, if you're interested in making a reservation using any special rate or discount, you will need to double-check with the hostel. You can contact us for more information about vacancy, availability, prices, monthly promotions or any discounts (only if applicable) by reaching out via email to [info@hostelbeachhouse.com](mailto:info@hostelbeachhouse.com) or making a phone call. We will send this document to your email address, plus all the payment information.

### Reservations made by travel platforms

- In case of reservations made through travel agencies such as Booking.com, Hostelworld.com, etc. It is necessary for the guest to communicate by phone, mail, or WhatsApp confirming your arrival, in addition to sending proof of the reservation payment.



- Only reservations in which the payment has been made are considered GUARANTEED.

We hardly recommend to those interested on reserving bedrooms, that read this document thoroughly, specially the cancellation policies, before proceeding to make your reservation.

#### **PAYMENT POLICY**

- In order to do the payment, you should do a transfer or bank deposit to our Bancolombia account. The amount of money to make the reservation depends on what kind of accommodation did the guest choose; for private rooms the price for the reservation will be 100.000COP, for shared bedrooms, the payment will be equal to the first night 45,000COP and/or 65,000COP depending on the type of accommodation (bedroom 15 people / shared room for 4).
- At the time of check-in, the guest must do the full payment of the stay in cash (COP).
- In case you've done the payment through the link, you will be charged with 3% on the transfer amount.