

## General Policies of Hotel Colinas del Sol

- Check-In time: 2:00 p.m.
- Check-Out time: 11:00 a.m.
- **Non-registered persons are not permitted access to guest's rooms.**
- **The hotel reserves the right of admittance to companion or occasional visits in the hotel's installations, but will in no event allow same access to the rooms.** This is a security measure for the guest as well as the hotel.
- **The hotel prohibits clients from smoking in the rooms** in accordance with the National Anti-tobacco law, smoking damages the rooms and a 40% charge will be added to the total rate as an additional cleaning charge in each incidence.
- **The white towels of the hotel cannot be removed from the room for any reason**, 40% of the total rate will be charged as an additional cleaning charge in each incidence.
- **The hotel provides blue towels for use in the pool.** If a blue pool towel is lost, a replacement charge of \$20 will be incurred.
- The hotel's cleaning schedule is from 8:00 a.m. to 12:00 p.m., if the room is not available for cleaning during this schedule, the room will not be cleaned
- **The hotel maintains a strict policy of silence during the hours of 11:00 p.m. to 8:00 a.m. Guests are expected to adhere to this policy.**
- **The use or consumption of drugs or hallucinogens in the hotel's installations are prohibited**, if the hotel learns of any use, the pertinent authorities will be notified.
- The hotel is not responsible for valuable items that have not been left in its custody.
- **Room keys and towels or respective cards should be turned in at the reception desk at Check-out**, the loss of a key means having to replace the lock for the security of guests. In case of loss on the part of a guest, a total of one night's stay will be charged.
- **If you wish to extend your stay**, you must inquire at reception to confirm availability.
- **Breakfast is served** from 6:30am until 10:00am; breakfast will not be served at other times.
- **Pets are permitted.** Pets should always be on a rope. Pets are not allowed to get on the bed or sofas in the room or to get on the chairs or pool chairs in the pool area. If the guest is staying with the pet, the pet cannot be left alone in the room.
- **The hotel advises guests** that the exploitation and/or sexual abuse of minors in the country is punishable under current criminal and civil law. We do not support or promote this or any other type of exploitation. Colinas Del Sol believes that tourists using tourist facilities for sex with minors are committing a serious violation of the rights of children and adolescents.  
CSEC is against human rights and values of tourism. The Hotel is completely against the sexual exploitation of minors in tourism and rejects the business relationship with any person or company that is involved or associated with this type of exploitation.
- **Children 4 or under stay for free** in the room with their parents.
- **The hotel reserves the right of admission.**