



USE POLICY CABINS - LODGING

GRANJA EL MOLINO



USE POLICY OF CABINS - LODGING

CONDITIONS OF THE BOOKING AND USE OF THE CABINS AND LODGING "GRANJA EL MOLINO"

Please read the following information in order to be clear about the conditions of the booking and use of the cabins and lodging.

The cabins and the lodging are booked to the first person who needed and make the booking (it will have priority who request the booking for several days). As advice you should book in advance for weekends, holidays and summer season.

If you need more information about the *cabins or the lodging*, you can contact us through our email, in person or by telephone.

HOW TO BOOK THE CABINS OR THE LODGING?

In the first place, to book a cabin you must send an email indicating the check-in day and the check-out date and number of people.

Then, through the same means you will receive the answer to your request. It will indicate whether or not there is availability. If there's availability it will be indicated the total to pay for the requested period and the banking information that will enable you to choose the method of payment.

If there is no availability at the time of your application, you will be given a proposal with tentative dates within which you can choose.

Then, to confirm the booking you must pay the 50% of the total by a bank deposit or electronic bank transfer (this payment is your guarantee of the booking).

Once you made the payment, you must send the receipt of payment by email.

Any reservation can be canceled without notice to you. This for not receive the receipt of payment of your booking.

Finally, when the notification and payment is verified, we will send you the booking confirmation by an email (the booking is not confirmed until you receive the confirmation email).

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FINAL PAYMENT

The pay-off may be canceled by bank deposit, electronic bank transfer or in person at our offices.

When you arrive you must show the receipt of the payment of the balance outstanding.

CANCELLATION OF BOOKING

If you want to cancel your booking and this is confirmed in the conditions described above; you must communicate the cancellation by email.

We will accept cancellations by phone call, however they must be subsequently ratified or confirmed by email.

The cancellation of the booking will be confirmed when the email is received. The terms that affect the guarantee of the booking are listed below:

All expenses for the cancellation of the confirmed booking or change of date will be deducted from the initial deposit.

1° If you communicated via email the cancellation of a confirmed booking 15 days in advance, the administration will refund you the deposit less 10% of the total, paid as a guarantee.

2° If you communicated via email the cancellation of a confirmed booking 10 days in advance, the administration will refund you the deposit less 20% of the total, paid as a guarantee.

3° If you communicated via email the cancellation of a confirmed booking with less than 72 hours in advance, the administration will not refund of your deposit as a guarantee.

DATES CHANGES IN A CONFIRMED BOOKING

It may be a change of date for the booking only if there is availability and in agreement with the administration, under the following conditions:

- If the date change is requested with less than 72 hours before the reserved period, you will have to pay an extra charge of 10% on the total cost.

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CHECK- IN AND CHECK-OUT OF CABINS AND LODGING

CHECK- IN

The check- in will start at 14:30 pm. When you arrive you need to complete a form with your basic personal data (names and identity card number), plus the period to stay in. As titular of the booking you need to complete the record with the basic personal data of each of your companions.

This is done for security reasons for you and the other guests.

In addition, on the record will stay the confirmation of the payment of the booking (cash, bank deposit or electronic transfer). For subsequent delivery of the ticket or voucher, as appropriate.

After the check-in, you will know the facilities and the terms of use. Also, the qualities and equipment (inventory) of the cabin or lodging.

CHECK- OUT

The check- out is at 12:00 am.

It is essential to respect the check- out hour, since, if it exceeds the time set you must pay the equivalent of half day or a full day, depending on the case and the number of hours has been exceeded.

Nevertheless, you can make an agreement check- out at a different time, but must have serious reasons. This has to be approved by the administration.

The check- out of the cabin or lodging will be verified by the delivery of the keys to the manager. Who must check that everything is in order and in the same condition that the property has been delivered. Any damage that is attributable to the tenants must be paid in accordance with the attached inventory that is in each cabin and lodging and has been delivered at the time of admission.

PASSENGER CAPACITY FOR CABINS AND LODGING

The cabins or lodging have a maximum capacity of 5 people. They are considered adults only for this purpose, children older than 7 years. To ensure transparency of the conditions as to not exceed the maximum capacity is requested to notify to the administration if you decide to increase the number of members reported (provided they do not exceed the number of 5 people).

If you decide to increase the number of members the rate will change as it is calculated according to the number of people.

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VISITS

The lease of the cabins or lodging in *Granja El Molino*, does not allow visits of guests. In purposes of this clause, they will be understood as visits: **"Anyone who has not been at the start of their lease in the records and / or not be included in the numbers of occupants declared who has taken responsibility initially in the rented cabin or lodging."** This is mainly to avoid confusion between tenants and / or strangers to the area.

As an exception, the entry of visits may be allowed if it is notice to the administration of such situation, which is subject to restriction. Everyone who enters to the area as a tenant visit will be checked- in in the book of registration.

When the visit check- in the titular will have to pay \$10.000 per person (for use of the general facilities) and will not exceed the visit of 1 day. In case of exceeding the aforementioned permanence, the administration will consider that person within the members of the lease and will pay the respective rate; in case they do not exceed the maximum capacity of 5 people.

In case of non-compliance of such conditions, the administration will warn the responsible of the lease, just once. If insist on the non-compliance the lease will stay without effect, reserving the right to withhold the difference in money by the number of days.

PARKING

Each cabin and lodging has a parking area, which are intended solely for the use of the tenants. The capacity of the parking for each cabin or lodging is 1 car. *Granja El Molino* will not be responsible for any damage caused to vehicles that are outside the area, being responsible of their owners the decision to park outside the area intended for the vehicle. This is extended and applied to the visits.

COMMON AREAS

It is requested to bear in mind the following:

- Children can play, quiet and safely in all public areas, not being considered: those for other cabins terraces, parking lots, or exit of vehicles to avoid accidents.
- Every child must be cared by an adult.
- It is allowed to play with paddles and balls into the area, in the soccer field.
- Tenants are requested to keep the access door closed to the cabins or lodging.
- If pets are kept, you must take care that they do not disrupt the daily coexistence with other tenants and grooming pet waste.

POLICY AGAINST HUMANS AND CHILD EXPLOITATION



Granja El Molino is a socially responsible company, oriented towards sustainable tourism, in its capacity enclosure Tourist Accommodation. It has a policy against humans and child exploitation, particularly sexual, and especially when this could affect minors.

It is important to note that although *Granja El Molino* is against the exploitation of humans and child; does not mean that we can ensure that this does not happen. But if happen, we wish to state that we are aware of these problems and we want to collaborate by taking preventive measures to support this campaign.

Our measures are:

1. **Do not promote sex tourism through the sale of tourist services** by carefully selecting and evaluating our service providers. Also, stop working with suppliers that may support the exploitation of human beings.
2. **Train our staff on the prevention of exploitation of human beings.**
3. **Inform our customers and suppliers about our policy.**
4. **Report**, to the competent authorities, any act of sexual exploitation or abuse of human beings, especially on minors.
5. **Prohibit and reject** any person from the staff of or any suppliers, which possess pornographic material with minors during business hours of the company through the use of company facilities, including computer networks.
6. **Prohibit through networks of our companies use illegal material with minors.**
7. **Do not accept that our workers**, provide guidance or promote sexual contacts.
8. **Disseminate information to users** about the existence of legislation against sexual exploitation of minors.

Being part of this campaign allows:

- Discourage and prevent potential offenders, to engage in illegal practices.
- Improve the reputation of our company and safeguard the ethical and responsible development of the tourist trade. Supporting the fight against the exploitation of human beings and the environment.
- Driving growth through the development of ethical principles of sustainable tourism. This can be done together with our suppliers, customers and partners.

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IMPORTANT:

The non-compliance of any of the conditions set out in these manual will lead to the possibility of not making refunds already paid for the lease. Any inconvenience or doubt about the conditions of use of cabins or lodging that is not on this manual is requested to submit to the administration; with the porpoise to provide an answer or solution to any problem. Your suggestions make us grow and improve our service.

Nevertheless, annex or instruction that is published or has been expressly notified to the customer are part of the conditions of use.



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CABINS AND LODGING “GRANJA EL MOLINO”

SCHEDULES

RECEPTION	: 8.00 AM - 23.00 PM
BREACKFAST	: 8.30 AM - 11.00 AM
LUNCH	: 13.00 PM - 16.00 PM
DINNER	: 19.00 PM - 21.30 PM
CHECK- IN	: 12.30 PM
CHECK- OUT	: 12.00 AM

CUSTOMER SERVICES IN RECEPTION

- Hair dryer
- Clothes iron
- Ironing board
- Alarm Service

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CLEANING ROOM SERVICE

Schedule: 10:00 a.m. to 12:30 p.m.

Granja El Molino is committed through the following actions with the environment:

- Residue left by detergents in the water is an alteration to the natural environment, that's why our company wash the sheets to the 3rd morning of use.
- Towels are changed every two days, unless the guest requests before any changes.
- The use of water heaters through solar panels.
- Before leaving the room please check all the lights are switched off.

SMOKING AREA

The following areas are established as smoking areas over strict compliance with the legislation of the law:

- In open spaces as in terraces and patios **smoking is allowed**
- The closed areas of common use for our customers will be **non-smoking areas (restaurant, rooms, cabins housing units training, or and pool)**
- Private areas, such as rooms, are declared **non-smoking areas**
- **The non-smoking areas have smoke detectors, which if activated by negligence of the tenant it will have to pay a fine of \$20.000**

For more information or questions regarding designated areas ask to the staff.

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EMERGENCY TELEPHONES NUMBERS

- SAMU (Emergency Care System): 131
- Emergencies: 257 456 67
- Hospital: 257 455 55
- Ambulance: 257 456 67
- Firefighters: 132
- Firefighter Melipilla: 283 234 66 - 283 232 66