



PROCESS & RESERVATION POLICIES

ADDITIONAL SERVICES

W W W . I N N Y A C H T S . C O



@INNYACHTSCOLOMBIA



INN YACHTS

INN CHARTER

RESERVATION PROCESS

- Date availability confirmation.
- Review of rental policies.
- Advance corresponding to 50% of the total service.
- Contract signing by both parties.
- Payment of the remaining 50% 07 days before the day the service will be provided.

INN CHARTER

SUPPLY OF PERSONNEL AND EQUIPMENT

- The standard rate includes labor and transportation costs for the provision of services in vessels with embarkation and disembarkation in the marina and real estate within the urban area of the city. It does not include the cost of transportation for real estate outside the city.
- The chef, cook, bartender, sommelier service does not include the supply of food, drinks or any other product, only the cost of labor, if you require food included or a special menu, quote the personalized catering service.
- The driver service does not include a vehicle, if required, request an additional one with specifications.
- The DJ service for more than 20 people does not include a technical sound rider (quote according to the type of space and number of people).
- The maximum continuous work may not exceed 10 total hours per person.
- In the event that the service is provided on the islands or outside the urban area of the city, food must be provided to the staff (breakfast, lunch or dinner according to the applicable schedule).
- All staff have ARL and uniform to provide the service.
- Cases that are not covered by the standard rate and must be quoted personalized:
 - When the provision of the service is outside the urban area of Cartagena (additional transport surcharge).

INN CHARTER

SUPPLY OF PERSONNEL AND EQUIPMENT

- In the event that the provider must remain in the place after finishing the provision of the service in accordance with what was contracted for, an additional non-operative hour rate will be charged.
- In the event that the provider must spend the night at the work site, a special overnight rate per night will be charged and accommodation and food must be provided.
- Any requirement outside the conditions offered in the standard rate, either by operation or location.

CONCIERGE SERVICE

- Detailed specifications must be provided for purchases (suggested brands and purchase sites), in the case of personal items (sizes and all additional specifications).
- For food and beverages: In case of not finding any specified item, it would be contacted to look for a replacement, in case of not receiving a response, it would be replaced by a similar one.
- For personal items: If the specified item is not found and no response is obtained for its replacement by a substitute, the purchase would not be made.
- In case of not finding the requested products for reasons beyond the INN YACHTS company (due to exhausted stock, closed sites or non-response for substitutes by the client) and therefore the purchase cannot be made, the money in deposit is refunded for the purchase, but the Concierge Service fee is not refunded.

INN CHARTER

CONCIERGE SERVICE

- INN YACHTS is not responsible for defective products or in poor condition that are not visible, in this case the client must contact the brand or company that supplied it.
- Purchases will only be made within the urban area of the city.
- According to the type of purchase, the client will be given an estimated deposit and an additional fee for the Concierge Service. Once the purchase is complete, a photo of the invoice will be sent and it will be delivered in person to make the exchange (refund or replacement of money).
- In the event that the purchases exceed COP \$100,000 of the delivered deposit base, the client must make an electronic transfer to cover the excess and finalize the purchase, otherwise it would only be made until the deposit base is covered + COP \$100,000 per part of INN YACHTS, which must be reimbursed at the time of delivery of the products.
- The rate for Concierge Service varies according to the specifications of the purchase, the requirements must be detailed to offer an adjusted rate.
- In the event that during the execution of the service, the client requests to make additional tours, he will have a surcharge for the Concierge Service and also increase the base of the deposit, via electronic transfer.
- The Concierge Service applies only to purchases in commercial establishments to supply the final customer with the required items, it does not apply to sending personal items, documents or any other item to third parties, INN YAHCTS is not responsible for personal items delivered to third parties. providers of the Concierge Service for this concept.

INN CHARTER

CONCIERGE SERVICE

- INN YACHTS is not responsible for the negotiations between the final client and the Concierge Service provider that are made outside the conditions agreed in the formal quote issued by INN YACHTS.

FOOD AND DRINKS

- Modifications of types of food or specific brands are not available for standardized food and beverage packages, if you require a specific type of food or brand of it, you must request the catering service to provide a personalized quote.
- In the case of cancellations that include food and drinks, there will be no refund of money within 72 hours prior to the reservation, if it is a special request, it will not have once the purchase is made by the Company.
- In the case of services that include food and beverages, services are considered independent from the rental of real estate and boats, which means that their contracting does not depend on them.

In the event that it is impossible to use the contracted boat or property for any reason (nor is it possible to replace it with a similar one due to non-acceptance by the client or unavailability of the same in the entire area for the desired date), before 72 hours the money would be returned (except for foods that require more time in advance for the order, in this case, the order would be delivered in kind) and in the event that the event occurs within 72 hours, the order would be delivered completely in species.

INN CHARTER

PAYMENT AND BILLING POLICIES

- Reservation of the date 50% in advance.
- Payment of the remaining 50% 07 days before the service.
- The rental rates are NET to be received, if a collection account is applied (additional 1%), if an invoice is applied (additional % withholding) on the net values.
- In some cases, for boats and real estate, the concept of deposit is applied, which is refundable at the end of the reservation if damages occur within it and will be reported according to each case.
- Payment methods

Cash: If it is allowed according to the negotiation.

Dataphone: debit and credit cards.

Electronic transfer: Bancolombia – Davivienda.

Bank consignment: Bancolombia – Davivienda.

Digital payment gateway.

- In case of making the payment by bank consignment at the national level, the client must assume the cost of the rate.
- Foreign exchange

Payments will be calculated in COP Colombian pesos and the value to be paid will be estimated with respect to the currency according to the TRM of the day (this would apply to transactions with a dataphone, electronic transfer, bank consignment and automatically for the payment gateway).

For cash, they would be received at a price lower than the TRM of the day, using that of the local exchange offices as a reference).