

T H E  
**C L I C K · K L A C K**  
H O T E L

RIGHTS AND OBLIGATIONS OF THE HOTEL. A) THE HOTEL will provide the GUEST with the rental service of a room and its accessories by paying the fees and prices in force at the time of rendering the service and following the different plans. B) THE HOTEL may at any time arrange to change the room, and THE GUEST must accept it. C) The hotel day in THE HOTEL starts the Check-In from 3 pm and stipulates the Check-Out time at 12 o'clock the next day, times to which the GUEST is subject. The partial use of the hotel day causes the payment of the full rate. D) THE HOTEL has the right of prior retention on the GUEST's luggage and property rights that will become effective for the GUEST's breach of obligations. In this case, the HOTEL may retain the luggage mentioned above and goods as a pledge for a period of (30) days from the expired date of default, which THE HOTEL may freely dispose of the pledged objects and with its product to be able to cover the pending obligations including interest plus (20%) for costs and expenses. The surplus, if any, will be made available to the GUEST. In the event of a deficit, the creditor's actions will be protected. E) If THE HOTEL is unable to fulfill an accepted reservation. Whenever there is a prepayment or forced to terminate the accommodation in advance for a specified term, it must obtain accommodation for the GUEST in another establishment with a similar rate. If the substitute hotel rate is lower, THE HOTEL will refund the difference to the GUEST, and if it is higher, it will be assumed by the HOTEL. The decision will always be made by the HOTEL to ensure that as far as possible, there is no difference in rates. F) The GUEST who wishes to enter the hotel with a minor must prove that he or she is the father or mother of the same. Otherwise, the GUEST will present notarized authorization from both parents of the minor. Monkey Business Group S.A.S. collects personal information from these minors to verify their identity and guarantee their protection. With his signature, the guest authorizes the processing of this data on behalf of the minor.

G) Any additional person that the GUEST wishes to enter their room must be registered. The additional value per night must be canceled in advance, as applicable. H) The maximum accommodation of THE HOTEL is T.W.O. (2) people per room except for the suite (XL), which has a maximum accommodation of THREE (3) people per room. **I) THE HOTEL may review the GUEST's items if any missing element of the room is detected at the time of checkout.** L) THE HOTEL must provide all the information on the biosecurity protocols during the contingency produced by the SARS - C.O.V. 2 virus. M) Due to the contingency produced by the SARS - C.O.V. 2 virus, THE HOTEL will not be responsible for clothing sent by the GUEST based on and compliance with biosafety protocols, which recommend avoiding contact with guests' garments. N) The hotel agrees to disinfect the room with U.V.C. light robots before Check-in. Any request for additional disinfection generates an extra charge. O) To mitigate the virus's spread, the cleaning of the room will be done only at the guest's request through the Click Clack Phone or directly at reception. Q) The restaurant will not offer its floor services. All food and beverage services will be offered directly in the room. (Bed picnic)

RIGHTS AND OBLIGATIONS OF THE GUEST. A) THE GUEST declares to know the rate, fees, and prices of the HOTEL. B) THE GUEST is obliged to pay its cash value in cash or credit card at the time of the respective registration for the provision of the service. C) THE GUEST will be responsible even for the slight fault of their obligations and those of their companions. Any unregistered person who uses the accommodation exclusively reserved for the guest must register and pay a hotel's surcharge. D) THE GUEST and his companions must maintain decent conduct and dress appropriately. THE HOTEL will refrain from providing its services when the GUEST's behavior or clothing or their companions is not adequate. E) THE GUEST agrees to use the furniture, equipment, and in general, the HOTEL facilities adequately, keeping them in the state they are and, therefore, will be liable for any damage or loss of the elements and property of the HOTEL up to slight guilt. In the same way, the guest is obliged to carry out the Check-out process before making their final departure from the hotel, in case of not doing so, the guest authorizes Monkey Business Group S.A.S. to charge the guarantee

credit card or deduct from the cash of guarantee the value of the damage or loss of the hotel's goods, or of the additional consumptions and charges that are not paid during your stay. F) The guest undertakes to return to the HOTEL, at the time of termination of this accommodation contract for any reason, the room key. In case of loss or non-return of the key, the guest will pay the HOTEL the sum of ten thousand Colombian pesos (\$ 10,000). If the GUEST and / or their shares lose more than two keys during their stay, they must also pay the amount described. G) THE GUEST knows the non-smoking policy established by the HOTEL, assuming the penalty of COP 200,000 indicated for neglect of it. H) The GUEST is prohibited from consuming narcotic or psychotropic substances in the room or the HOTEL facilities. Likewise, the GUEST entering the HOTEL under the effects of said substances is prohibited. In the event of one of these events, this accommodation contract will be terminated. I) The GUEST recognizes the authority of the HOTEL Manager, in case of controversy or conflict, as well as the right of inspection or surveillance that HOTEL officials have to guarantee the adequate use of the housing units and common use. This right will be exercised reasonably and includes the power to enter or search the room when, in the HOTEL Manager's opinion, it is necessary. The GUEST provides access to their employees for the routine tasks in the room described below: Laundry: It is received until 10 am, and is delivered to the room after 6 pm. Housekeeping: From 8:00 am to 3:00 pm unless previously requested. L) It is the GUEST's responsibility to check and report their clothing status, leaving it in writing on the form before sending it. M) THE GUEST and their companions must make use of the mandatory personal protection elements and must abide by the biosecurity protocols implemented by the hotel in all common areas based on resolution 1285 of 2020 established by the Ministry of Health, at their discretion once THE HOTEL will be responsible for providing all pertinent information.

N) The guest accepts that upon entering the health status survey is carried out and the temperature taking if it exceeds 38 degrees Celsius, it must be isolated in a preventive way. TERMINATION OF THE CONTRACT. The hosting contract ends

A) By the expiration of the agreed term. B) For breach of any of the obligations of the parties. The GUEST's breach does not exonerate him from paying the full fee for the term and conditions accepted in the reservation. C) THE HOTEL will terminate the accommodation contract at the expiration of the hotel day, in which case the HOTEL may dispose of the room. D) In case of early termination, THE GUEST must pay the penalty according to the reserved rate policy. Unless there is reasonable cause that, in the HOTEL opinion, warrants the early termination of the contract. E) If the guest made a reservation with a refundable rate and during his stay, he must leave early, he must inform one day before the initial check out date and before 12:00 pm. Otherwise, a penalty of one night is generated. F) THE HOTEL will terminate the accommodation contract if THE GUEST and his companions do not comply with the duty established in points (M and N) of the guest's duties, taking into account the violation of the same against the public health.

DISAGREEMENT OF TERMINATION - If there is a disagreement between the GUEST and the HOTEL regarding the contract's termination. THE HOTEL, in addition to the suspension of the service, will take all the necessary measures so that the GUEST can dispose of their luggage and personal objects or will transfer them to a safe and adequate deposit without the responsibility of the HOTEL. Suppose the GUEST fails to comply with any of the obligations described. In that case, THE HOTEL will have the power, through its manager, to request the cancellation of the contract and the withdrawal of the guest from the facilities when their behavior or conditions of provision of the contract so warrant. . If the GUEST refuses to comply with the withdrawal request, the HOTEL will go to the relevant authorities to exercise the respective compliance. PROOF OF CONTRACT. The accommodation contract is proven through the hotel registration card that THE HOTEL issues, accepted by the GUEST's signature, certifies that the GUEST adheres to the stipulations herein. INSURANCE.

The HOTEL has an insurance policy at its disposal to respond to risks that affect both the person and the GUEST's assets. Suppose the GUEST takes the insurance mentioned above. In that case, they must pay the daily premium that the HOTEL has indicated, which will be added to the accommodation rate. In any case, when complying with a claim, the responsibility of the HOTEL is limited to insurance coverage, which may be consulted at the reception of the establishment.

If the GUEST refrains from taking this insurance, he assumes all the risks covered by the policy. In the event of a claim, he waives any claim regarding the HOTEL. LIABILITY FOR LOSS. If there is no delivery to the HOTEL of the objects that the GUEST wishes to be safeguarded, the HOTEL is exonerated of all responsibility in case of loss. Therefore the valuables such as jewelry, cameras, money, equipment, or utensils that remain in the room or Service areas other than those that the HOTEL has for the deposit will be under the sole risk of the GUEST since, in this case, the HOTEL does not assume any responsibility, in case of loss or deterioration. THE GUEST authorizes the HOTEL to fill in the blank spaces on the hotel registration card.

\* The Click Clack Hotel adheres to the provisions of resolution 383 of 2010 that prohibits the trafficking of fauna and flora that, through Law 1333 of 2009, establishes the environmental sanctioning process. Therefore, the GUEST understands and accepts that any conduct or activity that involves illicit trafficking of National Natural Resources constitutes a crime and that it will be punished following the provisions of Law 599 of 2000. The guest declares to know the crimes against natural resources and the environment and is obliged to comply with Colombian laws.

\* The Click Clack Hotel promotes prevention policies against the exploitation, pornography, and sexual tourism of children and adolescents following the provisions of Laws 679 of 2001, 1336 and Res. 3840 of 2009 of the Ministry of Commerce, Industry and Tourism. The guest is prohibited from entering the hotel rooms or facilities for sexual purposes by minors. In non-compliance with this prohibition, this accommodation contract will be terminated, and the measures required by law will be taken.

\* The Click Clack Hotel adheres to the provisions of Law 1185 of 2008, which modifies and adds Law 397 of 1997 –General Law of Culture– and other provisions are issued. Therefore, the guest undertakes to safeguard, protect, and stimulate the assets that constitute the Nation's cultural heritage and comply with all the rules contained in the laws mentioned above.

\* The Click Clack Hotel does not allow or accept practices that encourage sex tourism.

The GUEST undertakes to use the Click Clack Phone (Huawei Y5 cell phone in black) appropriately both inside and outside the HOTEL, keeping it in the state in which it was received and making the return of it in the lobby at the time of the Check-out. If the total or partial loss or damage to the Click Clack Phone, it will recognize the price set by the HOTEL plus 50% as a penalty or fine.

\* In compliance with the provisions of Statutory Law 1581 of 2012 and its Regulatory Decree 1377 of 2013, Monkey Business Group S.A.S. has adopted the Treatment of Personal Data policy. The purposes of processing the personal data of guests of legal age are as follows, which are authorized by signature: - Register and control people who enter, purchase and cancel accommodation and additional services within the hotel establishment. - Contact customers to disseminate information and measure user satisfaction with the provision of hotel services. - Compliance with commercial obligations within the framework of the reservation made. - Process and ensure the fulfillment and delivery of the products and / or services purchased by the guests and prepare the corresponding billing. - Sending advertising about products and services of Monkey Business Group S.A.S. - Preparation of performance reports for the commercial and marketing areas. - Offering products from the different commercial lines of Monkey Business Group S.A.S. - Communication of discounts, promotions, and new product launches. Carrying out analysis and profiling of customers allows defining the products that suit their tastes and purchasing preferences.

- Communication about the activities and events organized by Monkey Business Group S.A.S. - Development of market research and consumption habits, statistical analysis, and customer behavior reports. - Design and offer loyalty and benefit programs for clients. - Sending satisfaction surveys or any other mechanism to evaluate the quality of the products and services provided by Monkey Business Group S.A.S. - In compliance with resolution 1285 of 2020 issued by the Ministry of Health, data on health status are collected to prevent the spread of the Sars-Cov 2 virus.

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GUEST SIGNATURE