

POLICIES FOR THE CONTRACTING OF EVENT SERVICES AT THE HOTEL DANN CARLTON CALI

Thank you for trusting us to host your events. Understanding the importance of these events, our commitment is to offer professionalism and experience so that your company and guests receive our excellence.

1. CONTRACTING POLICY

1.1. VALIDITY OF THE QUOTATION

1.1.1. The prices offered in the quotation sent by the Hotel to the Client are valid for up to 30 days. If the client does not accept the quotation within this period, a new quotation must be requested. The rates announced in the quotation sent by the Hotel to the client can vary without prior notice if the client has not accepted/reserved/confirmed the same within the mentioned period.

1.1.2. Reservations are subject to availability and rate variations until confirmed. A reservation is considered confirmed when the client sends an email or commitment letter requesting the required services, indicating the person in charge of the event and the other documents mentioned below. A reservation is also considered confirmed when partial or total payment is made according to the case, and the respective service provision contract is signed; otherwise, the availability and rate cannot be guaranteed by the hotel.

1.1.3. To make a reservation for events at the Hotel Dann Carlton Cali, the following information must be provided to the Hotel 15 days in advance to confirm the reservation:

- Complete and sign the "Consent for personal data processing" document.
- Complete and sign the "Event acceptance form".

Once the client accepts the negotiated budget with the hotel, they must proceed to sign the corresponding contract.

1.2. FOOD AND BEVERAGE CONTRACTING

1.2.1. For events involving food and beverage services, the client must inform the exact number of participants 72 hours before the start. If attendance is lower than the guarantee, the agreed amount will be charged.

- 1.2.2. The client must provide the chosen options 5 days in advance according to the event's consumption. If not provided, they will be served at the chef's suggestion. For events confirmed 2 days before, the chef's suggestion will be used.
- 1.2.3. During the event, the Hotel provides a service 10% higher than the guarantee. If this 10% is exceeded, options will be offered at the chef's discretion and billed at the event's conclusion.

1.3. CANCELLATION AND MODIFICATION POLICIES

All requests for cancellation or modification of the event must be made in writing to the email of the Hotel's executive in charge of the event, without prejudice to the penalties or pecuniary sanctions imposed by the contract between the parties.

Edificadora Continental S.A – Hotel Dann Cali and Hotel Dann Carlton Cali grants the following deadlines for cancellations before the event, applicable to all reservations guaranteed with a confirmation letter or deposit:

1.3.1 Cancellation 3 months before the event: The total value of the reserved room will be charged. If the room value is covered by food and beverage consumption, the room value without consumption will be charged.

1.3.2. Cancellation 1 month before the event: 50% of the total event value will be charged, deducted from the amounts delivered to the hotel.

-1.3.3. Cancellation between 29 and 3 days before the event: 70% of the total event value will be charged, deducted from the amounts delivered to the hotel.

-1.3.4. Cancellation 72 hours before the event: 100% of the total event value will be charged, deducted from the amounts delivered to the hotel.

1.3.5. Changes: Changes are allowed a minimum of 72 business hours before the event. After this time, no changes are accepted, and the previously scheduled total value is charged.

1.3.6. The hotel's capacity to react to increases in the number of people depends on the confirmed attendees. If this value is exceeded, the hotel will offer options at the chef's suggestion, billed at the event's conclusion.

1.4. PAYMENT METHODS

For event payment, the Hotel accepts credit/debit cards, bank deposits, electronic transfers, and cash payments. For security, you may be asked for supporting documents to confirm the cardholder's identity, such as an authorization letter with a signature, identification document, and card copy. If the required documentation is not sent within the established period, the reservation will be canceled under the hotel's cancellation policies.

Service contracting with the hotel must be paid as follows:

1.4.1. If your company has approved and current credit with the hotel, billing will be according to the credit agreement. These clients must also send the Hotel the confirmation letter, purchase order, and/or service order as indispensable requirements to guarantee the event reservation and invoice delivery.

1.4.2. If your company does not have credit with the hotel: 80% of the total event value must be paid as an advance upon event confirmation as a guarantee, and the remaining 20% must be paid 8 calendar days before the event date, prior to the Hotel's invoice.

1.4.3. The client must send the hotel executive with whom the negotiation is being made the payment receipts via email when these are deposits or bank transfers.

1.4.4. Without exception, all additional consumption must be paid at the event's conclusion.

1.4.5. For unforeseen circumstances, a 15% guarantee of the total contract value must be left at the event's conclusion. This guarantee will be returned to the client if no additional services, unforeseen events, damages, or losses occur.

1.4.6. Additional expenses resulting from the event's execution, such as breakdowns, imperfections, destructions, or disappearances of the Hotel's supplies, will be borne by the client, provided they occurred during the event and were caused by the client or their attendees. These expenses must be paid 5 calendar days after the event.

Transfers can be made to the following accounts:

BANCO DE OCCIDENTE: Checking Account No. 015-01418-6

BANCOLOMBIA: Checking Account No. 06000-821328

In the name of EDIFICADORA CONTINENTAL S.A- HOTEL DANN NIT. 890.312.688-5. We are self-withholders.

1.5. REFUNDS

If the Hotel cancels the contracted event due to reasons beyond the client's control, such as force majeure or fortuitous events, it is obliged to refund the total advances or payments made by the client, provided it is not possible to reschedule the event.

If the client cancels the contracted event, the refund will be calculated according to the cancellation policies. The fact that the client makes an advance and/or payment for the contracted service implies acceptance of the conditions stated in this document.

1.6. THIRD-PARTY SETUPS

- 1.6.1. If third-party services are contracted, the hotel requires a list of people entering and the service each will provide, each with their EPS card, citizenship ID, and last ARL payment slip.
- 1.6.2. For setups at heights, the safe work at heights training certificate issued by competent entities must be presented. Additionally, prevention and protection equipment must be provided for each case.
- 1.6.3. Furniture, materials, and tools must be inventoried at the designated entrance and removed once the event ends, as the hotel is not responsible for their damage or loss.
- 1.6.4. If additional time is needed for setup, a room rental fee will be charged based on the required setup time. If courtesy is granted without charge, air conditioning will not be provided, and hotel staff will not be present during the setup, requiring patience as the staff may attend when available.

1.7. ADDITIONAL RECOMMENDATIONS

- 1.7.1. For hygiene, the hotel does not allow the entry of food and drinks not prepared in our facilities.
- 1.7.2. Before starting your event, it is necessary to allow time for the presentation of the safety video and evacuation routes of the specific location.
- 1.7.3. For events with more than 200 people, a medicalized ambulance must be available for timely response to medical incidents of the attendees.
- 1.7.4. The use of electronic fireworks is strictly prohibited within our facilities.
- 1.7.5. Logistics or third-party staff meals must be taken in designated areas and times, such as the Encuentro room, which must be left clean and orderly. Under no exception is the consumption of food and drinks outside the hotel allowed in the event rooms.

Acceptance Signature