

Please read and agree to the following policies:

We are delighted that you have chosen to stay at Sol de Quito Hotel, one of Quito's finest Bed & Breakfasts, where every guest reservation is important and special to us. Please read the following policies:

Reservations

In reserving a room, the guest agrees to the following terms:

1.-That he or she is responsible for all charges of indebtedness for room reservations and/or services rendered, the purchaser authorizes and grants Sol de Quito Hotel permission to charge his/her credit card for the amount of indebtedness.

3.-When making a reservation a 50% secure deposit of your entire reservation will be requested. If your reservation it's made 15 (fifteen) days prior to your arrival a 100% deposit of your entire reservation will be requested at the moment of your reservation. For cancelations please read cancelation policies.

2.-For stay over guest room service, maid must be able to service stay over rooms by 12:00 noon or service will not be provided. For long stays, bed linens will be changed after the third night's stay, unless guest request to do so every day (please check booklet info at the room). Sol de Quito it's a green environment participant and the constant use of unnecessary water and other products may affect our ecosystem and environment. Rooms staying over will receive fresh towels every day and any other needed amenities that are requested unless customer chose not to do so.

3.-Only registered Sol de Quito guests will be served breakfast buffet. Additional persons (including children*) may not be placed in a room without payment and registration.

*Children are defined as 8 years of age and younger. Nine and older are charged adult rate. Please call regarding the registration of children. Specific requirements for children are that they do not run or speak loudly and are not loud or distracting at the breakfast table.

4.- Sol de Quito reserves the right to interchange standard room bookings to accommodate reservations.

Check in/out

Sol de Quito **Check-in** is from **3:00pm**. In the event your room is available we'll make every effort to check you in earlier. Please let us know if you will be arriving late or have a late check in.

Check-out time is **11:00 a.m.** If you require a late check out please notify at front desk to check availability. A \$20usd charge per room may apply for late check out.

* Sol de Quito offers **shuttle transportation** from airport to the hotel at a convenience fee of \$16.00usd for one to three guests, (daylight arrival). Late arrival after 10:00 pm a convenience fee of \$18.00usd will apply. Additional guest please add 3.00usd. Please check box for shuttle transportation when making a reservation and leave fly information.

*Rates and policies are subject to change and vary during high season periods and for some special requests.(Please check **Special Offers**)

Services:

***Breakfast Buffet** its free of charge and it's included as part of your room rate. It's served buffet-style or by individual table if there are 8 guests or less staying in the inn. If there are more than 8 guests at the hotel, a cafeteria **buffet style breakfast** service offering a broad selection of foods, is set up in the dining room and open from 7:00 am to 9:30am. No room service for breakfast.

*If you have dietary restrictions and have a special dietary request, please request it at the time of booking or call it in several days prior to your arrival.

***Free WIFI** is provided **for email and unlimited web searches** in most areas of the hotel. By reserving a room, guests understand downloading multimedia such as movies and videos may not be performed a good speed. Guest may use hotel's computer for surfing the web for a small fee of 2usd per every 20 minutes or fraction.

* **No pets** or animals are permitted on the premises. Unless authorized by manager. If authorized pet will be charge as regular guest and owner its responsible for any damages pet may cause to the hotel.

* We maintain a **smoke-free environment**. Smoking of any kind is **strictly** prohibited inside the hotel you may smoke outside on the balconies and porches. Anyone in violation will be asked to leave and will be charged the full amount of their stay as well as a \$200 per room charge to their credit card to compensate for cleaning and lost revenue.

***Gift certificates** cannot be used to secure a reservation. Lost gift certificates cannot be honored.

Cancelation Policy:

Because of our size, last minute cancellations affect us significantly and we also have non-recoverable expenses. Furthermore, unlike big hotels, The Sol de Quito does not overbook its rooms. This is why we ask you to be certain that your plans are firm. By making a reservation at The Sol de Quito, you are agreeing to these terms:

1.-If your travel plans change and you must cancel your reservation, please call us or e mail us at least **30 (thirty) days** prior to your arrival date for a **full refund, after that date a 50% of your total reservation will be charged**. In the unlikely event that you must cancel with **less than fifteen (15) days notice**, shorten your stay or check out early, please understand that we must ask you to take responsibility and pay for your **entire reservation**.

2.- If we can rebook your room(s), a full or partial refund will be made. Cancellation may be made **ONLY** by personally speaking to a sales associate by telephone and confirmed through email at info@soldequito.com.

*Sol de Quito does accept all major credit cards as payment; Sol de Quito does not accept money orders or travel check.