VIAJEROS CON SABOR

PRIVATE TOURS · MEDELLÍN AND ANTIOQUIA

BOOKING TERMS

Terms and conditions

Your booking terms, the services included and the rights that accompany your experience.

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REAL ESTATE CAPITAL COLOMBIA SAS

NIT 901630707-1 · RNT 204034 · Tour operating agency

REVISION 03 · 5 OCTOBER 2026

THE CONTRACT

01 Service provider and scope

Viajeros con Sabor is a brand operated by **REAL ESTATE CAPITAL COLOMBIA SAS**, Colombian tax identification number (NIT) **901630707-1**, domiciled in Medellín, Antioquia, Colombia, and registered as a tour operating agency under National Tourism Registry (RNT) number **204034**.

Business address: Cl. 26, Av. Las Palmas #38-26, Edificio BIO 26, Medellín. Address for service of legal notices: Carrera 75 DA 2 B Sur 320, Medellín. Contact: **concierge@realestatecol.com.co** and **+57 302 2198159**.

These terms govern the private tours sold by Viajeros con Sabor. The tour description and booking summary identify the specific services purchased. Additional services arranged through other channels will be documented together with their terms and the customer's acceptance.

02 Information and acceptance

Before payment, customers may review the experience, date, travelers, estimated duration, pickup and return, inclusions, exclusions, restrictions, total price and cancellation terms. If partial payment is selected, the required deposit, outstanding balance, due time and available payment methods will also be displayed. Customers may correct their details before entering into the contract.

The purchase summary and full terms will be available to view and download. The “I accept the terms and conditions” checkbox will initially be unchecked and will link to the full text. We will retain verifiable evidence of acceptance, its date and the version applicable to each booking.

Later website updates will not unilaterally change the services already contracted. General exclusions do not override advertised or expressly offered services.

03 Prices and additional charges

Prices are stated in Colombian pesos unless another currency is expressly indicated. **The total shown before payment includes applicable taxes and is final for the services purchased.** Subsequent tax verification will not result in an additional charge to the customer.

Only activities, services or purchases outside the stated inclusions that the customer chooses will be charged separately, after their price has been disclosed and accepted. Optional services will not be added automatically.

Where documentation is required to establish a tax exemption for residents abroad, it will be arranged through a channel separate from online checkout and used only for the purposes disclosed. Foreign nationality alone does not confer this benefit. Photographs of identity documents will not be requested during online payment. This verification does not change the final price already paid.

04 Payment and confirmation

Payment options. Online bookings may be paid in full or, when the activity is **more than seven days away**, confirmed with a **deposit of 30% of the total price**. For bookings seven days or less before the activity, 100% is due when booking. The deposit is part of the price, not an additional charge or an automatically non-refundable payment.

Advance notice. Colombian time applies. When a start time is defined, more than 168 hours must remain; exactly 168 hours does not qualify. When only a date is defined, the activity must be scheduled at least eight calendar days after the booking date. Eligibility is checked when the payment order is created.

Amounts. The deposit is 30% of the total, rounded to the nearest Colombian peso, with halves rounded up. The balance is the total price minus the deposit and corresponds to 70%, subject to that rounding adjustment. The two amounts always add up to the contracted price.

Balance and payment methods. The balance must be paid **no later than the start of the activity** and may be paid earlier. Any payment method available through the company may be used: **card terminal, payment link, cash or bank transfer**. Confirmation will state the applicable start time; when the experience starts with pickup, payment is due then. Customers may arrange their payment method through the official channels before the activity.

Confirmation. The booking is confirmed once the payment required for the selected option is approved: either 100% or the 30% deposit. A deposit booking is confirmed with a balance outstanding; it is not fully paid. Pending or declined payments do not constitute approval. The company checks capacity and availability before accepting payment; confirmation is not subject to a further discretionary commercial approval.

Payment records. Every payment is credited to the same booking and a receipt is provided. Electronic payments are checked against the relevant approval or receipt of funds; cash is recorded with a receipt. The initial payment does not authorize an automatic charge of the balance. A second payment will not be required without first checking for a possible duplicate.

Unpaid balance. If the full price has not been paid by the start time, the situation will be checked with the traveler before starting the service. This does not create automatic forfeiture of the deposit or an automatic charge of the remaining 70% as a penalty. If the activity does not take place, its financial treatment will follow sections 9 to 13 and applicable statutory rights.

No later than the calendar day after the order, we will send an acknowledgment with the reference, experience, date and time, travelers, pickup, exact tax-inclusive price, payment option and method, approved amount, balance and due time. Receipt of an order does not approve a pending payment. Confirmation will include inclusions, exclusions and specific conditions and may be retained or downloaded. If it does not arrive or contains an error, contact us without paying again.

05 Dates and booking deadlines

Bookings cannot be made for an activity taking place on the same day. Each experience has a booking cutoff time on the previous day, shown in its description and calendar according to the tour and vehicle required.

Bookings may be made up to eight months ahead, provided the activity takes place within the same calendar year in which the booking is made. Activities are not scheduled on **December 8, 25 or 31**. Calendar availability also depends on the operation and closures of each experience.

All times and advance notice periods under this policy are interpreted in Colombia time.

06 Pickup and tour timing

Tours include one pickup location and one return location selected by the customer within the Medellín metropolitan area, with no surcharge for this coverage. The two locations may differ. Additional pickups or stops are not presumed to be included.

The specific time is agreed and confirmed according to the experience's operating arrangements. Published durations are estimates and cover the scope stated in the tour description. An exact return time is not guaranteed if external circumstances affect the route.

If the customer is not ready at the agreed time, the vehicle will wait **up to one hour**. Delays attributable to the customer will be deducted from the tour duration. The waiting period starts at the confirmed time, provided the vehicle is present at the correct location and ready to depart. An early vehicle arrival does not bring that starting time forward.

If the customer has not arrived or is not ready to begin after the one-hour waiting period, a **no-show** will be recorded, together with the vehicle's arrival and reasonable attempts to make contact. Delays caused by Viajeros con Sabor will not be attributed to the customer. Justified circumstances will be assessed under section 10.

The waiting period does not carry a separate additional charge. In the event of a no-show, section 9 applies, without presuming automatic forfeiture of the entire payment.

07 Participants and specific requirements

All passengers, including children, count toward vehicle capacity. The number and ages of minors must be provided. Child rates, admission tickets and meals are governed by the conditions stated for each tour; free participation is not presumed to apply uniformly to all experiences. If the group's composition requires a different vehicle or a special quote, this will be resolved before payment.

Minors must travel with a parent, legal representative or authorized adult and provide the relevant documentation communicated for the activity. Permission to accompany a minor does not replace any other required documentation.

Spanish and English are available at no extra charge, with the language selected when booking. Accompaniment and staffing arrangements will be as stated for each service.

Customers must give advance notice of pets so that transport and admission to venues can be checked. Specific carrier and cleaning requirements, where applicable, will be disclosed before purchase; this document does not impose a general pet-related charge for all tours.

Relevant access restrictions, physical demands and safety conditions will be disclosed. Customers may voluntarily share dietary or mobility needs so that adjustments can be considered. Universal accessibility and the complete absence of allergens are not guaranteed; feasibility must be checked before purchase when relevant.

08 Voluntary rescheduling

Up to two date changes are permitted when requested at least 48 hours before the confirmed pickup time, subject to availability. The rescheduled activity must take place within the same year in which the booking was made and on an available date.

If the new date has a higher price, the difference will be disclosed and accepted before the change is confirmed. For a voluntary date change to the same service, a lower subsequent rate does not reduce the price originally agreed. This condition does not limit refunds due for failure to perform or allow the consequences of a company-imposed change to be passed on to the customer.

A request alone does not change the date: Viajeros con Sabor will provide a record of the newly agreed date. Justified circumstances will be considered under section 10.

For deposit bookings, payments already received will be credited to the same rescheduled booking. The agreed price, payments received, updated balance and its due time at the start of the new activity will be recorded. Reaching the seven-day threshold does not itself bring forward the balance due time for a booking already confirmed.

09 Voluntary cancellation and no-shows

Advance notice is calculated in elapsed hours from receipt of the request to the **confirmed pickup time**, not the scheduled admission time at an attraction. The recorded receipt through an official channel determines the timing, not the team's response.

Time of cancellation	Refund policy
At least 48 hours remain	**100% refund of amounts actually paid**, including the deposit. No deductions or charge of the outstanding balance.
At least 24 but fewer than 48 hours remain	**30% of the total contracted price is retained**. If only the 30% deposit was paid, it is retained in full. If more was paid, the excess is refunded. No additional charges or collection of the outstanding balance.
Booking made less than 24 hours before pickup and canceled within the first 60 minutes after payment approval	**100% refund of amounts paid**, with no deductions.
Fewer than 24 hours remain and the benefit above does not apply	**Individual review** of expenses, commitments and refundable amounts, in accordance with statutory rights.

Exactly 48 hours falls within the first band; exactly 24 hours falls within the second. For cancellations from 24 to fewer than 48 hours before pickup, retention is calculated on the **total contracted price**, using the same whole-peso rounding as the deposit. It is deducted once from amounts actually paid and cannot exceed them: **refund = payments received minus the applicable retention**. Payment gateway fees, taxes and Colombia's 4×1000 transaction tax are not added. The outstanding 70% is not charged for this cancellation.

Example for the 24-to-fewer-than-48-hour band: for a tour priced at COP $1,000,000, COP $300,000 is retained. If COP $300,000 was paid, the refund is COP $0 and the COP $700,000 balance is not collected. If COP $1,000,000 was paid, COP $700,000 is refunded. If COP $500,000 was paid, COP $200,000 is refunded.

09 Cancellations: review and rights

The first-60-minutes benefit applies only to new bookings made less than 24 hours before pickup. Paying the balance of an earlier booking does not start a new window. Receipt of the request determines timing, not the company's response.

For the final time band, an amount not yet disbursed may still be committed if there is an obligation to pay for a reserved service. Deductions must relate to applicable, disclosed and substantiated items. No duplicate penalty will be added for the same item, and the entire balance will not be presumed to be retainable.

Supplier commitments will be honored under their existing terms; the customer is not promised a renegotiation of those arrangements. This does not exclude refunds required by law or by the actual circumstances of the service. Any money actually recovered will not be described as permanently lost; its effect will be assessed without duplicating refunds or deductions.

For cancellation within the final 24 hours outside the first-hour benefit, or for a no-show, travelers may request an individual review through the official channels. Viajeros con Sabor will explain the booking-specific expenses and commitments and refund any amounts due. Only disclosed, substantiated and legally permissible deductions will apply, without duplicate charges. Allocating money to suppliers does not by itself mean that the entire payment is forfeited.

These commercial rules do not replace statutory withdrawal or payment reversal rights, liability for failure to perform, or other mandatory rights. Their application must not result in unfair charges.

10 Justified unforeseen circumstances

If illness, an accident, a death or another justified circumstance prevents participation, travelers may request rescheduling or a refund and provide available evidence, such as a medical certificate, death record or traffic incident report. A full medical history is not required as a general rule.

Notice must be given as soon as reasonably possible. If immediate notice or supporting documents were not possible, the traveler may explain why. Each case will be assessed according to its circumstances, services used, refundable amounts and applicable rights. No universal refund percentage is promised, and a request will not be rejected automatically because a specific document is initially unavailable.

11 Responsibility during the experience

Viajeros con Sabor is responsible for the delivery and quality of the services it offers and contracts to provide. The involvement of third parties does not generally release it from its obligations to travelers. Applicable provider and transport authorizations will be checked.

In cases of force majeure or unforeseeable events recognized by law, necessary operational adjustments permitted by tourism regulations may be made, with notice to the traveler. A closure or weather condition will not automatically be treated as force majeure or justify any substitution. Alternatives stated in the tour description will be explained, including their conditions and safety feasibility.

If a change affects an essential service, its scope and the applicable solutions will be disclosed, including equivalent services, rescheduling or refunds where appropriate. A booking will not be moved to another date, nor a lower-quality service imposed, merely for the company's convenience.

If the entire activity cannot be provided for a reason attributable to Viajeros con Sabor, **100% of the amount paid will be refunded, without deductions**. For partial failure to perform, the traveler's rights relating to the unprovided service will be addressed, without imposing a voucher instead of a refund that is due.

Travelers must follow safety instructions and venue rules. Any interruption due to serious misconduct will be justified and documented; it will not by itself extinguish all financial rights.

The company will disclose the documents required for travel and participation; travelers must meet the requirements communicated in advance. Travelers are responsible for the ordinary care of their personal belongings, without excluding liability for custody undertaken, attributable damage or liability imposed by law.

During transfers, travelers must use the applicable seat belts and restraint devices, respect vehicle capacity and follow instructions for boarding, leaving and placing luggage. Transport needs for children and pets will be arranged before the tour. Travelers must not distract the driver or request unsafe maneuvers. Any incident should be reported to the guide or VCS through its official channels.

12 Traveler assistance and optional activities

All our tours include Colasistencia traveler assistance under a plan suited to the booked activity. This also covers children participating without an additional tour charge, subject to their booking conditions. Assistance will be issued and active before the service begins. Before purchase, customers may review the plan's coverage, limits, exclusions and validity period; they will receive their assistance card before the activity. Protection applies during the contracted period, in accordance with the certificate and the provider's terms. This assistance does not limit Viajeros con Sabor's legal responsibilities.

To request assistance, contact Colasistencia on +57 310 315 7335, on 018000 510058 within Colombia, or via WhatsApp on +57 311 522 9880. Our team will help you contact the provider.

Optional activities, such as water activities or a helicopter flight, are not included simply because they are mentioned in an itinerary. The provider, availability, price and terms will be disclosed before purchase. For Guatapé, water activities are arranged through Viajeros con Sabor, while helicopter flights are paid directly to the relevant operator. Third-party involvement does not remove VCS's own obligations under the law.

13 Withdrawal and payment reversal rights

Where a distance purchase meets the requirements of article 47 of Colombia's Law 1480 of 2011, the consumer may exercise the statutory right of withdrawal (retracto) within five business days after entering into the service contract. The timing of performance, nature of the service and statutory exceptions will be assessed, including where performance has begun with the consumer's agreement. Payment alone or contracting suppliers does not automatically constitute the start of the tour.

Where withdrawal applies, the full amount will be refunded without commercial penalties. For e-commerce, the maximum period is fifteen calendar days from exercise of the right and fulfillment of the applicable refund requirements. The refund method will be disclosed and will be the relevant payment instrument or another method lawfully agreed with the customer.

Where statutory reversal of an electronic payment applies, the consumer must complain to Viajeros con Sabor and notify the payment instrument issuer within the five business days prescribed by law, counted from awareness of the event or the legally applicable starting point. This covers statutory grounds such as fraud, an unsolicited transaction, non-delivery or non-provision, and a mismatch with what was purchased. The consumer does not first have to accept a commercial cancellation. Eligibility and procedure are governed by article 51 and its implementing regulations.

Refunds governed by the tourism rules in article 2.2.4.3.2.4 of Decree 1074 will be made within the maximum period of thirty calendar days from the claim or the date the relevant decision becomes final. Where a shorter statutory deadline applies, that deadline takes priority, for example for online withdrawal or refunds due to unavailability under article 50 of Law 1480. The period does not begin only after discretionary internal approval.

14 Requests and complaints

To submit a request, complaint, suggestion, change or refund request, write to **concierge@realestatecol.com.co** or WhatsApp **+57 302 2198159**. Provide your name, a reply contact, the booking reference if available, what happened and the remedy requested. Attach only relevant supporting documents; do not send passwords or full payment card details.

Complaints will receive a **registration or case number and receipt date and time**. You may check their status through the same channels using that number. The website contact facility must allow submission and follow-up. A validly received request will be routed internally, without requiring you to repeat it to another department or use a form to exercise your rights.

For cancellations, the recorded receipt through the official channel determines timing, not when the team reads or answers. Direct consumer complaints will receive a reasoned response within the statutory **15 business days**. An upcoming activity requires timely operational attention. The response period does not replace the refund periods in section 13 or personal data request deadlines.

Where a refund is due, we will explain its amount, any applicable justified calculation, payment method and deadline, and provide confirmation when it is made. We will not routinely require a bank certificate if the refund can return to the original payment method; additional details will be requested only where necessary.

You may contact Colombia's Superintendence of Industry and Commerce and other competent authorities. We do not impose mandatory arbitration, waiver of legal action or a jurisdiction that restricts your rights.

15 Privacy and effective date

Data processing is explained in the Privacy Policy. Consent to receive offers, to use adults' images in advertising and to optional browsing analytics is separate from acceptance of this contract. Declining those permissions will not prevent booking. Identifiable images of minors will not be used in advertising.

These terms are governed by Colombian law. Acceptance does not waive any rights that cannot legally be waived. The accepted version and relevant booking-specific conditions will be retained for each reservation.

Revision 03 dated 5 October 2026. This edition applies to new bookings that accept it after publication. Each booking retains the accepted version and conditions; this update does not change earlier bookings unilaterally.

LEGAL REFERENCES

Colombian Consumer Statute · Law 1480 of 2011

Tourism regulations · Decree 1074 of 2015

Consumer protection · Superintendencia de Industria y Comercio