



Colombia

Bogotá - Coffee Region - Medellin - Cartagena - Mucura Island - Cartagena

14 Days



PROGRAM OVERVIEW

Bogotá

- Day 1 Transfer Airport - Hotel
- Day 2 City Tour + Cacao Experience
- Day 3 Transfer Hotel - Airport

Bogotá - Armenia

- Day 3 Flight Bogotá - Armenia

Coffee region

- Day 3 Transfer airport - hotel
- Day 4 Tour La Carbonera
- Day 5 Coffee Experience & Waterfall by bike
- Day 6 Transfer hotel - airport

Pereira - Medellín

- Day 6 Flight Pereira - Medellín

Medellin

- Day 6 Transfer Airport JMC - Hotel
- Day 6 City tour & Botanical garden
- Day 7 Tour Guatapé & Piedra del Peñol
- Day 8 Paragliding Medellín
- Day 8 Cooking workshop
- Day 9 Transfer Hotel - Airport JMC

Medellin - Cartagena

- Day 9 Flight Medellín - Cartagena

Cartagena

- Day 9 Transfer Airport - Hotel
- Day 10 City tour
- Day 11 Transfer Hotel - Port
- Day 11 Boat transfer port - island

Isla Mucura

- Day 12 Free day
- Day 13 Boat transfer island - port
- Day 13 Transfer Port - Hotel



Cartagena

Day 14 Transfer Hotel - Airport



ITINERARY

Bogotá

In the Andes, at 2600 meters altitude, we find Colombia's capital, Bogotá, with an estimated 9 million inhabitants. With residents from all around the globe and a thriving cultural scene, Bogotá is a city that has a lot to offer. The metropolis has several museums, such as the Gold Museum, the National Museum and the Botero Museum, where you can immerse yourself in Colombian history and culture. In addition, Bogotá is known for its graffiti street art. Amazing murals that often portray a political or historical message can be found throughout the city. Bogotá is also a popular city among cycling enthusiasts; nowhere else in Latin America will you find more bike paths in the city, and consequently the bicycle is a frequently seen means of transport. Most travellers go to the Candelaria district, the beautiful colonial centre of Bogota where it is enjoyable to stroll around the sloping streets with their colourful colonial houses. To the north, there are more posh, modern neighbourhoods, with world-class restaurants, as well as cocktail bars and cafés.

Transfer Airport - Hotel

Day 1

Arrival at Bogotá airport. When leaving, look for a sign with your names. Transfer to your hotel (+/- 40 min, +/- 20 km).

Hotel de la Opera

2 Nights



Hotel La Opera is located in the historic center of La Candelaria, just a few minutes away from the Colón Theater, the Palacio de San Carlos and Plaza de Bolívar. This colonial hotel from the Republican Era has 42 rooms. It has a spa with a swimming pool, sauna, a beauty area and gym. It also has two restaurants: La Scala and El Mirador, which serve a wide variety of national and international cuisine.

City Tour + Cacao Experience

Day 2

You will be picked up at the hotel by a local guide and start your city tour. First, you will walk through La Candelaria, Bogotá's historic center, and afterwards you will visit the famous Gold Museum as well as the Botero Museum. You will also take the cable car up to Cerro Monserrate, which has a great view over Bogotá at an altitude of 3000 meters where you can enjoy a panoramic view of the immense city of Bogota. At the end of the tour You will have an experience of one hour and a half, in a beautiful colonial house located in the neighborhood of La Candelaria. There you will learn about the history and the process of cacao production through your senses. From the cultivation of the seed to the elaboration of the products derived from it. The experience will end with a cup of hot chocolate with typical snacks that are a perfect match, such as almojabanas, amasijos and cheese.

Transfer Hotel - Airport

Day 3

You will be picked up from your hotel for your transfer to Bogotá airport.

Bogotá - Armenia

Flight Bogotá - Armenia

Day 3

Flight from Bogotá to Armenia with Avianca.

Baggage policy:

- 1 piece weighing a maximum of 23 kilograms (50 pounds)
 - 1 carry-on piece weighing a maximum of 10 kilograms (22 pounds)
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Coffee region

Endless green mountains, colorful villages with traditional Paisa architecture, a mild and pleasant climate and many coffee plantations where the best coffee in Colombia is produced? This must be the Colombian Coffee Region. This region is located in the heart of Colombia and extends over the departments of Caldas, Risaralda and Quindío. The area was colonized in the second half of the 19th century by the Paisas of the neighboring department Antioquia, and the architecture, culture and cuisine are, therefore, very similar to those of the Antioquia people. Think of the white houses with tile roofs and colorful wooden terraces decorated with hanging plants, and cafés where farmers in white hats and shirts drink small cups of tinto, as the coffee is also called here. In many places in the green mountains you can see coffee plantations, and in many of these coffee farms it is possible to take a look and taste the delicious product. And if that is not enough, the nature of the Coffee Region is also beautiful, thanks to the iconic Quindío wax palms, an extremely tall species of palm that only exists in Colombia. In the area you will find several natural parks where you can go hiking and birdwatching, and where you can cool off in a river or waterfall. It is not without reason that UNESCO declared this entire region a World Heritage Site in 2011.

Transfer airport - hotel

Day 3

Arrival at Armenia airport. When leaving the airport, look for the person holding a sign with your name. Transfer to your hotel.

Hotel Finca El Ocaso

3 Nights



Finca El Ocaso is a colonial coffee farm over 100 years old, 4 km from Salento and surrounded by mountains, coffee plantations and tropical forest. The farm has four rooms, comfortably furnished and each with a private bathroom, where you can hear the sound of the birds and the river that runs through this area. Guests can relax in the hammocks in the garden, hike the various trails of the finca, meet the coffee pickers and learn everything about the coffee production process; from

the plant to a nice cup of coffee.

Tour La Carbonera

Day 4

Today you will visit a sanctuary of the iconic wax palms, the national tree of Colombia, called La Carbonera. In the morning you will be picked up from your hotel to be taken in a Willys jeep up a hill where you will have the opportunity to enjoy the diversity of flora, fauna and landscapes that include the Cocora Valley, the Nevado del Tolima and the Paramillo del Quindío. During the tour you will make stops to appreciate the high Andean forest, habitat of spectacled bears, cougars and eagles among other animals. Then you will take a walk through the largest wax palm forest in Colombia for approximately an hour and a half until you reach La Carbonera, a finca with a history of more than 200 years. Enjoy your time here drinking "agua de panela" with cheese and observing different species of hummingbirds. You will return by Willys jeep a few kilometers until you reach the ruined school La Rodillona, where you will resume the walk to the Nido de las Águilas farm for a traditional lunch. From there you will decide if you return to the town of Salento by Willys jeep again or if you want to walk this route, called the National Road - Route of the Colonizers (15 km).

Coffee Experience & Waterfall by bike

Day 5

You will be picked up by the guide at your hotel and you will explore the surroundings of Salento by bike. Today you will learn about the coffee process from the plantation to the cup. You will cross an old railway line, many country roads full of history and culture, roads where the liberator Simón Bolívar passed by, where Alexander Von Humboldt passed through on his expedition and you will learn about the Quimbaya indigenous culture. The tour starts from Salento descending by bicycle for 6 km until you reach the traditional coffee farm where, in addition to tasting the coffee they produce, you will visit their plantations going through the whole process until enjoying a cup of coffee from that farm. You continue more or less 6 km until arriving at a waterfall, where you can enjoy a beautiful and calm walk of 2 km through the Andean subtropical forest. You will return by vehicle to your hotel. This tour takes about 5-6 hours. It includes a bike with a helmet, entrance fees to the coffee farm, water and a snack.

Transfer hotel - airport

Day 6

A driver will pick you up from the hotel and take you to Pereira airport, a short drive of +/- 15 minutes.

Pereira - Medellín

Flight Pereira - Medellín

Day 6

Flight from Pereira to Medellín with Avianca.

Baggage policy:

- 1 piece weighing a maximum of 23 kilograms (50 pounds)
- 1 carry-on piece weighing a maximum of 10 kilograms (22 pounds)

Medellin

Welcome to Medellín, a captivating city nestled in the heart of the Andes Mountains, where innovation, culture, and natural beauty converge to create an unforgettable experience. Known as the "City of Eternal Spring" for its year-round mild climate, Medellín has undergone a remarkable transformation from a turbulent past to a vibrant metropolis celebrated for its forward-thinking urban development. Explore the colorful streets of Comuna 13, witness the innovative Metrocable system offering panoramic views, and indulge in the rich art scene at Botero Plaza and Museo de Antioquia. From the lush landscapes of Parque Arví to the Jardín Botánico's biodiversity, Medellín invites you to discover its dynamic spirit, warm hospitality, and the perfect blend of tradition and modernity in every corner.

Transfer Airport JMC - Hotel

Day 6

Arrival at José María Córdova International Airport in Rionegro. When leaving, look for the person holding a sign with your name. Transfer to your hotel in Medellín (+/- 1 hour).

Hotel Park 10

3 Nights



Located in the Zona Rosa of Medellín, Hotel Park 10 is surrounded by nice restaurants, bars and boutiques. It also has two restaurants; La Terraza for buffet breakfasts and Lussac which stays open until midnight. Don't forget to stop by their gym and Nirvana spa!

City tour & Botanical garden

Day 6

A local guide will pick you up at the hotel for a 4-hour tour of the city of Medellín. You will take the metro for 20 minutes to get to the city center. Here you will visit the plaza of the famous Colombian artist Fernando Botero, with a special collection of his characteristic 'fat' statues. After the tour of the center you will take the cable car to the Santo Domingo district, where you will walk to the viewpoint to get one of the best views of the city. Santo Domingo was considered a no-go area with a lot of poverty and gang violence in the 1990s, but thanks to the city's innovative policy, it became a pleasant working-class neighborhood. Complete your tour of the city with a visit to the Botanical Garden of Medellín. This nature reserve in the city center is home to no less than 4,500 different plant species, including an extensive collection of orchids. You will meet a local biologist who will take you around this beautiful garden, and will talk to you about the social and economic importance of this protected natural area. After the 2-hour tour, you will be taken back to the hotel.

Tour Guatapé & Piedra del Peñol

Day 7

A driver and guide will pick you up from the hotel for the day trip to Guatapé and Piedra de Peñol, a 2-hour drive from Medellín. You will climb the 740 steps of Piedra de Peñol, which is millions of years old, a 220-meter-high rock formation that offers an incredible view of the mountains, the town and the gigantic Peñol-Guatapé reservoir. You will have a traditional lunch in the town of Guatapé and then explore the lake by boat. There will also be time to explore the colorful colonial town with its houses painted in all colors and narrow cobblestone streets. At the end, you will take the same route back to your hotel in Medellín, a pleasant drive through the green mountain landscapes of Antioquia.

Paragliding Medellín

i : In the morning

Day 8

Today you will make a flight above the city of Medellín by paragliding. Transport will take you into the mountains where the instructor will give you some safety instructions before taking off for a flight around 15 to 20 minutes. Whether the activity can be performed depends on the weather conditions, so rain or a lack of wind will make this impossible. A snack and a drink is included.

Cooking workshop

i : In the afternoon

Day 8

Immerse yourself in the traditional Paisa kitchen with a cooking workshop in one of the best culinary schools in Medellín. A driver will pick you up at the hotel and take you to the culinary school. Here you will work with a local chef to prepare, for example, the famous Bandeja Paisa or a Sancocho Criollo. You will also taste the dishes of course. After the 3-hour workshop you will be brought back to the hotel.



Transfer Hotel - Airport JMC

Day 9

A driver will pick you up at your hotel and take you to José María Córdova International Airport in Rionegro (+/- 1 hour).



ACOTUR
Agencia de Turismo
Receptivo y de Naturaleza
Asociación Colombiana de Turismo Responsable

Medellin - Cartagena

Flight Medellín - Cartagena

Day 9

Flight from Medellín to Cartagena with Avianca.

Baggage policy:

- 1 piece weighing a maximum of 23 kilograms (50 pounds)
 - 1 carry-on piece weighing a maximum of 10 kilograms (22 pounds)
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Cartagena

Cartagena de Indias is by far the most beautiful city in the Caribbean. Its centuries-old walled-in city center, that has been declared a UNESCO World Heritage Site, seems to have been made for people to wander around for hours. It's maze of colorful colonial houses on narrow streets and alleys ending in shadowy squares where, in the afternoon, street musicians and dancers show the best of the swinging Caribbean culture. But there is also plenty to do outside the city walls. The archipelago Islas del Rosario is at an hour's boat ride from the port city. And of course they have the pearl white beaches and turquoise-colored sea that the Caribbean is famous for. Even closer are the beaches of Cartagena, where you can end the day with a swim in the sea and by watching the enchanting sunset.

Transfer Airport - Hotel

Day 9

Arrival at Rafael Núñez airport in Cartagena. A driver will be waiting for you at the exit to take you to the hotel, a short 15-minute drive.

Hotel Don Pedro de Heredia

2 Nights



Don Pedro de Heredia is a colonial-style hotel located in the historic center of Cartagena de Indias, close to the most important tourist spots in the city. It has a pool in the patio, solarium, an elevator and a rooftop terrace.

City tour

Day 10

An English-speaking guide will pick you up at the hotel in the morning, after which you will start exploring the old, colonial town centre on foot. You will pay a visit to the Castillo San Felipe de Barajas, the biggest colonial fortress ever built by the Spaniards. Visiting the huge, stone fortress with a maze of dark alleys, towers and cannons is an adventure in itself. You could easily imagine that you've traveled a few centuries back in time. You will also be visiting Parque Bolívar, Las Bóvedas, Santuario de San Pedro Claver and Plaza de los Coches. It can get quite hot in Cartagena, so bring along a bottle of water and protection against the bright sun. The city tour takes 4 hours.

Transfer Hotel - Port

Day 11

A driver will pick you up and take you to the port, a short drive of +/- 20 minutes. After registering your name and passport, you then take the boat to the island of your choice.

Boat transfer port - island

Day 11

In the Morning you'll take the boat from the port of Cartagena/Tolú to the hotel Punta Faro on the island Múcura, a trip of +/- 2 hours.

Isla Mucura

Beaches of the finest white sand, exotic palm trees and a sea with the clearest turquoise-colored water: the coral island of Isla Palma, part of the San Bernardo archipelago, is a paradise in the Caribbean. Relax on the beautiful beaches, explore the coral reefs with a snorkel, learn to dive, fill your belly with delicious coconut rice and fresh fish, and take a boat trip to one of the other islands, including the remarkable Islote de Santa Cruz, the most densely populated island in the world.

Hotel Punta Faro

2 Nights



Hotel Punta Faro is a luxurious resort on Isla Múcura, 2 hours by boat from Cartagena. The hotel's spacious and comfortable rooms have airconditioning and either a private balcony or terrace with a hammock. The complex has a private white-sand beach with sun loungers and hammocks, a spa and a restaurant serving international dishes. The hotel can also organize activities such as kayaking, paddling and diving.

Free day

Day 12

Enjoy a free day on Múcura Island. Have a nice cocktail on the white sand beach, swim in the sea, explore underwater life, go snorkeling or choose any other optional activity offered by the hotel.

Boat transfer island - port

Day 13

Today you will take the boat back to Cartagena in the afternoon, which is a trip of +/- 2 hours. The hotel will inform you of the exact departure time the same day, because the departure time depends on the weather conditions.

Transfer Port - Hotel

Day 13

You will be picked up at the port and brought to your hotel, a short drive of +/- 20 minutes.

Cartagena

Hotel Don Pedro de Heredia

1 Night

Don Pedro de Heredia is a colonial-style hotel located in the historic center of Cartagena de Indias, close to the most important tourist spots in the city. It has a pool in the patio, solarium, an elevator and a rooftop terrace.

Transfer Hotel - Airport

Day 14

A driver will pick you up at the hotel and take you to the airport in Cartagena, a short 30-minute drive.

ACCOMMODATIONS

Bogotá

2 nights Hotel de la Opera

[website](#)

Coffee region

3 nights Hotel Finca El Ocaso

[website](#)

Medellin

3 nights Hotel Park 10

[website](#)

Cartagena

2 nights Hotel Don Pedro de Heredia

[website](#)

Isla Mucura

2 nights Hotel Punta Faro

[website](#)

Cartagena

1 night Hotel Don Pedro de Heredia

[website](#)

Flight(s):

Date	From	To	Departure	Arrival	Flight Nr	Reservation
04-10	Bogotá	Armenia	10:10	11:08	AV4887	Flex

Date	From	To	Departure	Arrival	Flight Nr	Reservation
07-10	Pereira	Medellin (JMC)	10:35	11:18	AV8400	Flex

Date	From	To	Departure	Arrival	Flight Nr	Reservation
10-10	Medellin	Cartagena	11:15	12:25	AV8520	Flex

TRAVEL CONDITIONS

Including:

- National flights
- Accommodation in private double rooms (standard, if not mentioned otherwise) with breakfast
- Meals as mentioned
- Transfers and transport as mentioned with Spanish-speaking drivers
- Tours and activities as mentioned with entrance fees and English-speaking guides
- 24/7 assistance

Not included:

- Services mentioned as optional
- International flights
- Insurance
- Meals and drinks not mentioned
- Voluntary tips for guides, drivers, etc.
- Personal expenses

** Please note that the price might have to be adjusted, depending on the constantly changing USD-COP exchange rate, flight prices, availability of services, etc.*

***If domestic flights are included in the booking, regardless of the time of cancellation 100% of the flight price will be charged.*

****Hotels are only suggestions and will only be reserved at the time of booking. If there is no availability, a similar or equivalent alternative will be offered.*

GENERAL INFORMATION

Contact information

DE UNA Colombia Tours Cl 99, No 49 -38 Oficina 1003 Bogotá	Office number	+57 350 316 07 07
	Responsible	
	Emergency number	+57 350 316 07 07 (24 hours) (English/Spanish)
	Reservations 1	+57 312 451 89 07 (office) (Spanish)
Emergency number in Colombia		123 / 911
The country code for Colombia is		+ 57

General information

Language

It is important to mention that not all tourist sites and lodging establishments, restaurants or others will be able to communicate in English or other languages (other than Spanish). For this reason, we recommend planning and visiting the activities and tourist sites in the company of an English speaking guide.

Money

You can withdraw money from ATMs with your debit and/or credit card. Please note, however, that it is not always possible to withdraw money in small towns and/or remote areas. When using ATMs, preferably they should be located in shopping malls or on busy streets. When visiting these types of destinations, we recommend that you bring enough cash. It is better to exchange USD, GBP or EUR to the Colombian currency (Colombian pesos) in the big cities, since the exchange rates are the most favorable there. To use a credit card it is important to know the corresponding code. Tipping in Colombia is common and very appreciated. Restaurants and cafes will ask if they can add a 10% tip to the bill. In the services of drivers and guides the tip is not included and you can decide by yourself if you want to give it or not, according to the quality of the service you have received. An indication of tips can be found in the following table. In addition, you may like to help people living on the streets. Our advice is that you can give them money when they offer a service or a product (crafts, chewing gum, etc.). If that is not the case, you can give them a coffee or sandwich, for example.

Services based on 2 persons	Private	Shared
Drivers during short transfers	5 USD/EUR	4 USD/EUR
Drivers for multiple days (day price)	10 USD/EUR	N/A
Guide half day	10-20 USD/EUR	8-12 USD/EUR
Guide full day	20 USD/EUR	14-20 USD/EUR
Doormen (Price per suitcase) or similar services	from 2 USD/EUR	N/A

Passport

In Colombia it is obligatory to be able to identify oneself at all times, if requested by the police. Make sure you have a valid identity document at all times (passport, identity card, driver's license, etc.). The passport must be valid for at least 6 months before the end of the trip. We recommend that you make a copy of your passport so that you can leave the original at the hotel. PLEASE NOTE: As a tourist, you do not have to pay 19% VAT (Value Added Tax). Therefore, this tax will not be charged on the accommodations booked in the program. To be excluded from this tax, it is important that upon your arrival to Colombia you indicate that you will be traveling as a tourist for a maximum period of 3 months. This in order to receive the correct stamp. The required stamps are: PIP-5 and the 'V' visa. For cases in which other stamps or visas are used other than those mentioned above, DE UNA Colombia Tours will not be responsible for any VAT that must be paid in the reserved accommodations. If you are traveling with a Colombian nationality, you are responsible for proving that you are living abroad and that you will remain in Colombia for less than 183 days per calendar year, in order to be excluded from VAT.

COVID-19

Upon arrival in Colombia, the following rule applies:

You must complete the online form of the migration service, [Check-Mig](#). We've created a [10 Step Plan](#), so you can follow all the 10 steps here to avoid doubts and mistakes. You must fill out this form upon arrival in Colombia and upon departure from Colombia, each time 24 hours before the start of the international flight. In addition to this, the use of a face mask is not mandatory anymore.

https://dev.deunacolombia.com/Protocolos_bioseguridad_EN.pdf

There are no further requirements to enter Colombia.

Vaccines

Please ask your general practitioner for information on the necessary vaccinations for your trip, in advance. Required and/or recommended vaccinations depend on the areas visited. In cases where a destination is to be visited that requires some type of specific vaccination, it will be mentioned to you in advance of the trip. Yellow fever is recommended to enter Colombia but not mandatory.

Weather

The temperature in Colombia is very constant throughout the year and has few fluctuations. This depends mainly on the altitude of each region, the higher you are above sea level, the lower the temperature. The seasons in Colombia are characterized by 2 periods of relative drought and 2 periods of rain. The enormous diversity of altitude, the fact that sometimes several climatic zones are visited in a single day and the current unpredictability of the seasons, make it advisable to be prepared for all types of weather.

Accommodation

In the travel program you will find an overview of the booked accommodations. The reservations are in the name of the client. In case of problems during check-in, please mention that the reservation was made by DE UNA Colombia Tours. If coupons are required for certain activities and accommodations, these will be sent separately. In general, only breakfast is included in the accommodation, unless otherwise indicated. **Keep in mind that check-in hours are around 15:00 and check-out hours around 10:00.**

Flights

For domestic flights, it is recommended to be present at the airport at least 1 hour in advance. For international flights it is recommended to be at least 2 to 3 hours before the flight. Baggage policies and other conditions may vary according to the airline. For possible baggage limitations and conditions, we recommend that you consult the baggage information stated in the travel program. With several airlines it is possible to check in online one day before the flight, for which only the reservation code is required. **To avoid overbooking issues with the airline, passengers are required to do the web check-in 48 hours before the flight or as soon as it is available (24 hours in some cases).** If for any reason it is not possible to do so, please notify the agency immediately for review. If notification is not made, DE UNA Colombia Tours will not be responsible for the completion of the flight or for any additional payments arising from any inconveniences with the airline. We recommend that you do so to avoid possible waiting times at the airport and to keep up to date with the latest flight information. E-tickets no longer need to be printed and registration with a valid identity document (passport) is sufficient.

Transportation

The transportation organized by DE UNA Colombia Tours is reserved with different transportation companies. Therefore, it is possible that a driver may not always be aware of the entire itinerary, but only of the service he is currently performing. In case of questions or comments about the transportation, please contact us.

Insurance

Every aspect of the tour organized by DE UNA Colombia Tours has a special insurance: hotel insurance, insurance for organized transportation, insurance for the activities and insurance for the flights. However, it should be kept in mind that incidents may occur. For example, an accident, theft or illness. Therefore, we recommend the client to request travel insurance in his country of origin and that it is valid and adjusted to the planned trip in Colombia. This insurance must have coverage for COVID-19. Other insurances, like the cancellation insurance, are the responsibility of the client and DE UNA Colombia Tours cannot be held responsible for this. We ask you to provide us with information about your travel insurance, as well as an emergency contact in your home country (name, phone number and mail).

Security

Nowadays Colombia is a very safe country for tourists, who are kindly received in all regions. However, it never hurts to take precautions as in any place in the world. We recommend always to be aware of the environment, to have common sense when you go to an unknown place. It is not recommended to take cabs in the street, it is always suggested to ask the hotel to request this service. Take care of your personal belongings and avoid carrying your passport, please leave it in the hotel security box and carry only one copy of it. It is recommended that you ask for directions from the police or army in case you are out of place. When using ATMs, preferably they should be located in shopping malls or on streets that have been passed by.

Responsible and sustainable tourism

For DE UNA Colombia Tours, responsible tourism is very important. We not only seek to be respectful of the environment, we are also committed to protecting Colombia's cultural heritage and treating local communities with respect, while seeking to promote the local economy. The (sexual) abuse of children, and the use, purchase or sale of drugs is prohibited and will be reported to local authorities. On the other hand, we try to minimize the impact that the trip will have on the environment, prioritizing our commitment with hotels, restaurants, tour guides and drivers who take the necessary measures for the conservation of resources, the protection of biodiversity and the cultural characteristics of each region. To us, responsible and sustainable tourism means opportunity and commitment. As of 2017 we became members of the TourCert community; we implement and we are certified according to the TourCert

guidelines. Similarly, we see the client as an important ally to address this matter in a responsible and conscious way. To achieve this, we are committed to providing correct and honest information to the client, so that their experience in Colombia is unforgettable.

https://dev.deunacolombia.com/Politica_de_sostenibilidad.pdf

https://dev.deunacolombia.com/Code_of_Conduct_Clients.pdf

Travel without plastic

In order to accomplish our sustainability policies, we recommend you to bring a reusable bottle to use during your trip. Most hotels have a water station, bottle or filter water to fill your bottle with drinking water. When you arrive, ask at the reception where you can fill it for free or for an additional cost. In some destinations such as Caño Cristales, Pacífico, La Guajira, and all the National Parks it is mandatory to bring a reusable bottle because single-use plastics are not allowed.

Plugs and connectivity

Type A and B sockets are used in Colombia. The mains voltage is 110V and the frequency is 60Hz. It is best to bring a world plug that allows you to charge small electronic devices such as mobile phones and cameras. Devices from Europe with higher power consumption, such as hair dryers or straighteners, cannot be used in Colombia due to the lower voltage. They will work, but only at half power. There is free Wi-Fi in most hotels and public places. You can also always buy a local sim card from Claro, Tigo or Movistar upon arrival. In Colombia, people communicate a lot via Whatsapp and almost everyone has a smartphone.

DE UNA Service:

The accompaniment of a DE UNA Colombia Tours tour guide will depend on the agreed upon travel program. The tour guide is the direct contact and the face of DE UNA Colombia Tours. We also use third party services and local contacts (hotels, drivers, local guides, etc.), all of them used to work with foreign tourists, able to offer the service and quality that we represent. In the unlikely event that something goes wrong, or if there are any questions during the trip, you can contact us at the emergency number 24 hours a day, 7 days a week. It is preferable that in the event that something does not go as estimated, you contact us as soon as possible, so that we can work quickly on a solution. During office hours, first call the person responsible for the tour (see contact details). Outside office hours, during weekends and during vacations, you can call the emergency number (second number on the list). If for some reason you do not get an answer, you can still call 'reservations', which can only assist you in Spanish.

For general questions, terms and conditions and other info, please have a look on our website:

<http://www.deunacolombia.com/>

<http://deunacolombia.com/nl/images/stories/de-una-terms-and-conditions.pdf>

DE UNA Colombia Tours wishes you a happy trip!