



Colombia

Medellin - Nuqui - Pereira - Santa Marta - Minca - Cartagena

19 Days



PROGRAM OVERVIEW

Medellin

- Day 2 City Tour & Proyectarte
- Day 3 Tour Guatapé & Piedra del Peñol
- Day 4 Transfer Hotel - Airport EOH

Medellin - Nuqui

- Day 4 Flight Medellín - Nuqui

Nuqui

- Day 4 4 -days - Pacific Plan - La Kuka
- Day 4 What to bring?

Nuqui - Pereira

- Day 7 Flight Nuquí - Pereira

Pereira

- Day 7 Transfer airport - hotel
- Day 8 Tour Cocora Valley, Salento & Filandia
- Day 9 Coffee tour Finca el Ocaso
- Day 10 Transfer hotel - airport

Pereira - Santa Marta

- Day 10 Flight Pereira - Santa Marta

Minca

- Day 10 Transfer airport - hotel
- Day 11 Free day
- Day 12 Tour Tayrona Park
- Day 13 Transport Minca - Santa Marta

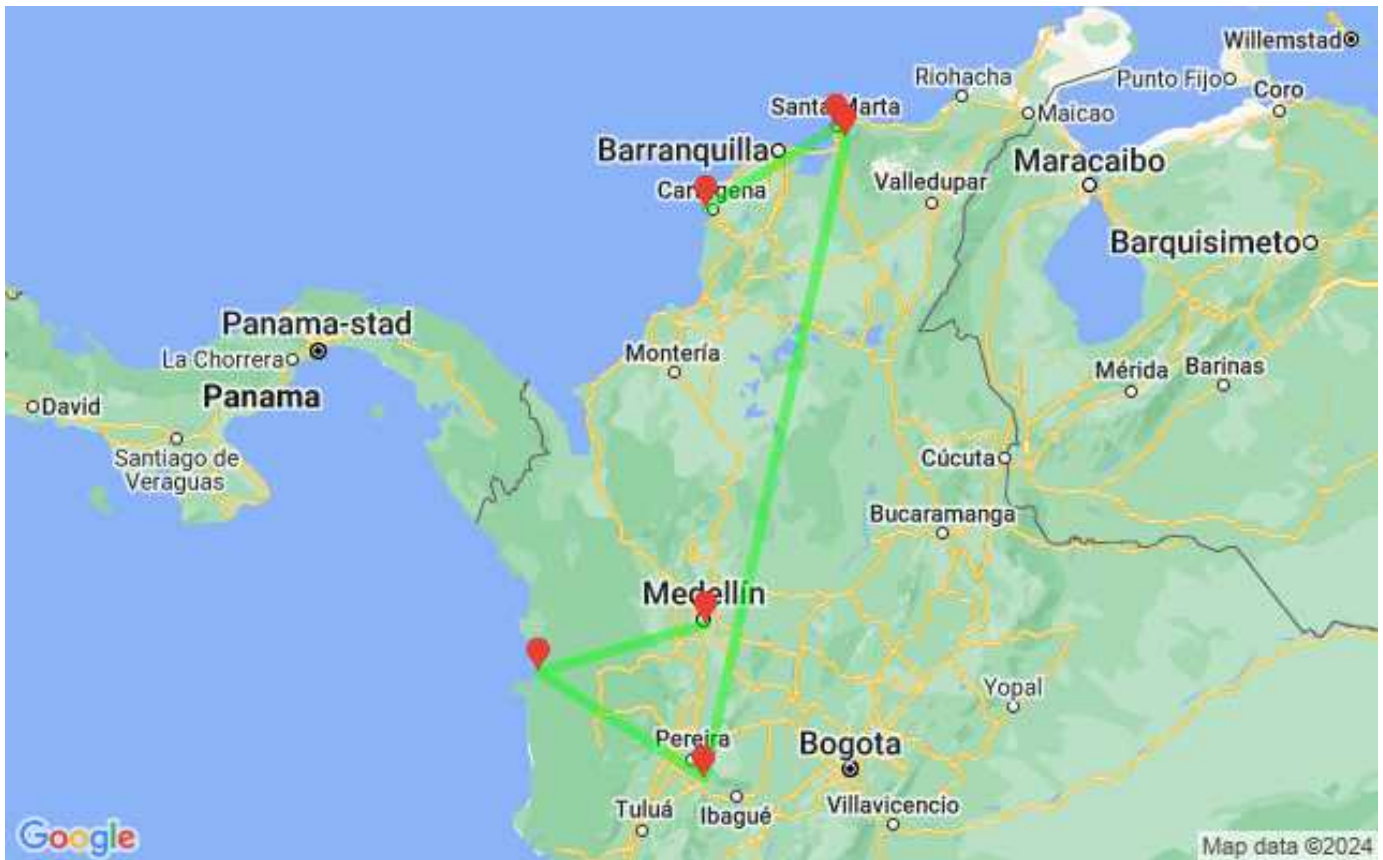
Santa Marta

- Day 14 Free day
- Day 15 Transport Santa Marta - Cartagena



Cartagena

- Day 16 Walking tour
- Day 17 Free day
- Day 18 Transfer Hotel - Port
- Day 18 Boat transfer port - island
- Day 18 Tour Islas del Rosario
- Day 18 Boat transfer island - port
- Day 18 Transfer Port - Hotel
- Day 19 Transfer Hotel - Airport



ITINERARY

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.

Hotel Patio del Mundo

3 Nights



Patio del Mundo is a villa in the heart of Medellín that has a tropical garden and a nice view of the city. Despite being located in the city, the hotel is very quiet and it is located close to the neighborhood's bars, restaurants, museums and shopping malls. Its architectural design is inspired by Colombian culture and art, and each room has its own theme based on different continents. In addition, the hotel offers massages, yoga classes, it has a jacuzzi, a bar and hammocks.

City Tour & Proyectarte

Day 2

A local guide will pick you up at the hotel for a 6-hour tour of the city of Medellín, combined with a visit to Proyectarte. You will take the metro for 20 minutes to get to the city center. Here you will visit, among others, the square of the famous Colombian artist Botero, with a special collection of his characteristic 'chubby' statues. After the tour of the center, you will take the cable car up to the Santo Domingo district, where you will walk to the viewpoint for one of the best views of the city. The second part of the tour consists in a visit to the foundation of Proyectarte, in the Prado Centro neighborhood. Here, you will experience how children, who were affected by the internal conflict, are reintegrated into the society with the use of plastic art. You will end the tour in the neighbourhood of El Poblado, where you will say goodbye to the guide.

Tour Guatapé & Piedra del Peñol

Day 3

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.

Transfer Hotel - Airport EOH

Day 4

A driver will pick you up at your hotel and take you to the Olaya Herrera National Airport in Medellín (drive of 15 to 30 minutes).

Medellin - Nuqui

Flight Medellín - Nuqui

Day 4

Flight from Medellín to Nuqui with Clic Air.

Baggage policy:

- 1 piece weighing a maximum of 15 kilograms
- 1 carry-on piece weighing a maximum of 5 kilograms
- More kilos will have an additional cost

Nuqui

Steep beaches bordered by dense jungle without any crowds, and lively Afro towns where the residents welcome you with love and the tastiest fresh fish and coconut rice; fortunately, Colombia's Pacific Coast remains a closely guarded secret. Around the town of Nuquí there are several fishing villages where tourists can stay in cabañas. You can walk non-stop along the beaches with coconut trees, hike to the waterfalls in the jungle, explore the surroundings and taste the local cuisine of this region, or just relax in a hammock, overlooking the Pacific Ocean. Also, from June to October you can observe whales and dolphins swimming so close to the coast that they can be seen from the beach. You will fall asleep to the sound of the sea, the birds and the howler monkeys in the forest, there is no better place to relax.

NB: The yellow fever vaccine is recommended for this area.

4 -days - Pacific Plan - La Kuka

Day 1

A host from Hotel La Kuka will meet you at the airport in Nuquí for a private boat transfer to the hotel, a journey of approximately 40 minutes with views of the coast. You will stay in a room or cabin with private bathroom, hammock and terrace overlooking the sea. Includes three meals prepared by native cooks such as tasty local dishes with fresh fish and seafood, as well as coffee, water and fresh fruit juices, also included is a guided hike through the jungle or to the hot springs.

Among the activities offered by the lodge are: Kayak & Paddle Board in the sea and river, diving or snorkelling, surfing, fishing, visiting different sites such as the Utría National Natural Park, the hot springs, the Jovi River, the mangroves of Coquí, the indigenous community of Chori or the waterfall of the Terco River.

Day 2 and 3

You can relax on the Pacific beaches, explore the surrounding area or take one of the optional tours mentioned above.

Day 4

After breakfast, your host will return you to Nuquí.



What to bring?

- Sunscreen and hat or cap.
- Sunglasses
- Insect repellent (not spray)
- Bags for storing wet clothes
- Bathing suit
- Beach clothes, shorts
- Quick-drying clothes
- Lightweight waterproof jacket
- Pants, long-sleeved shirts and an evening sweater
- Water shoes
- Sandals
- An extra pair of shoes
- Personal medications
- Binoculars (optional)
- Flashlight
- Camera
- Cash (there are no ATMs in the area)

Not included and to be paid upon arrival:

- Tourist tax in Nuquí (30,000 COP per person).
- Entrance fee to hot springs (15,000 COP), entrance fee to Utría National Park (52,500 COP) and entrance fees to other organized activities of your choice.
- Alcoholic beverages and other charges not mentioned

La Kuka Ecolodge

3 Nights



La Kuka Lodge is an ecological hotel on the Pacific beach near the town of Guachalito, 45 minutes by boat from Nuquí. The rooms and suites of the lodge have sea views and have a private bathroom, a terrace with a hammock and mosquito net beds, with an open structure to enjoy the sounds of the sea and the jungle. Electricity comes entirely from solar panels. All meals are included and prepared by Afro-Colombian chefs, using recipes from the region. A walk through the jungle and the local town

with a guide is included. The hotel also organizes activities such as surfing, river tours, diving and snorkeling, kayaking, etc.

Nuqui - Pereira

Flight Nuquí - Pereira

Day 7

Flight from Nuqui to Pereira with Clic Air.

Baggage policy:

- 1 piece weighing a maximum of 15 kilograms
- 1 carry-on piece weighing a maximum of 5 kilograms
- More kilos will have an additional cost

Pereira

Pereira, located in the heart of the Coffee Region, is a relatively young city (160 years old) but one of the most thriving in the region. It has an international airport, excellent road infrastructure and a mixed economy that includes: Industry, agriculture, commerce and of course tourism. Its strategic geographical location positions it as an ideal starting point to discover the region declared a heritage site by UNESCO: The Coffee Cultural Landscape, one of the greenest regions in Colombia, with picturesque landscapes and colorful and unique architecture. From Pereira you will know the charm and all the work behind a cup of coffee, beautiful and fresh bamboo forests, the tallest palms in the world, the magic of chocolate and much more.

Transfer airport - hotel

Day 7

Reception at Pereira airport. When leaving, look for a person holding a sign with your name. The driver will then take you to the hotel, a journey of +/- 15 minutes.

Ecohotel La Cabaña

3 Nights



hiking and birdwatching, and there is a restaurant that serves local dishes.

Ecohotel La Cabaña is a traditional farm from the 1900s with the typical architecture of the Coffee Region, surrounded by nature at just two kilometers from Salento. The hotel has comfortable, stylishly decorated rooms with wooden floors and views of the green mountains, which open onto a balcony where guests can relax in hammocks. On the hotel grounds there is a dairy farm where guests can experience the milking of cows. La Cabaña also organizes activities such as horseback riding,

Tour Cocora Valley, Salento & Filandia

Day 8

A driver and local guide will pick you up from the hotel in a traditional Willys jeep for your trip to the Cocora Valley. On the way, you will stop at the Salento viewpoint, where you will have a view of the Cocora Valley and the mountains that surround it. In good weather, you can even see the peaks of Los Nevados National Park in the distance. You will also learn more about nature in this area and see avocado crops and cattle farms. You will then continue to the Cocora Valley, 30 minutes by car. In this green valley you will walk among the iconic wax palms, a species of palm trees that can grow up to 60 meters in height and is officially the national tree of Colombia. The 2-3 hour walk between the wax palms and the misty waves that give the valley a mystical feeling is a unique experience. The trail can be quite muddy, so please wear comfortable shoes. After the walk you can enjoy a natural juice of one of the typical fruits of Colombia. You will continue to Salento by jeep for a visit to the historic center and to learn about the traditional architecture of the municipality of Salento and the Camino Real, which is part of the road that passes through South America and ends in Venezuela. Salento plays an important role in a big part of Colombian history. The tour will continue in Filandia, a town also known as "the illuminated hill" located at 2000 meters above sea level. Here you can enjoy the local architecture and the sunset and then you will return to Salento.

Coffee tour Finca el Ocaso

Day 9

You will visit finca El Ocaso, a traditional coffee farm at a 20-minute drive from Salento. On this finca you can take a look at the coffee plantations and at the so-called beneficiadero, where the recently harvested coffee beans are washed, peeled and dried. Of course you can also taste the freshly roasted coffee. After the tour you will be taken back to the hotel.

Transfer hotel - airport

Day 10

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

Pereira - Santa Marta

Flight Pereira - Santa Marta

Day 10

Flight from Pereira to Santa Marta 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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Minca

To enjoy the best view of the Caribbean coast, head to the Minca town, an hour's drive from Santa Marta. The Sierra Nevada de Santa Marta mountains are so close to the sea that in Minca, at an altitude of 660 meters, you have a clear view of both the green mountains and the Caribbean coast. But even when the valley is filled with mist and you literally look up at the clouds, the view is spectacular. The small town, located in the dark green foothills of the Sierra Nevada, is the perfect place to relax among the coffee and cocoa plantations. Thanks to the altitude, the temperature is a few degrees more pleasant than on the coast. It is the ideal place for hiking, swimming under a waterfall or relaxing in a hammock.

There is no ATM available here, please bring enough cash.

Transfer airport - hotel

Day 10

Arrival at Simón Bolívar International Airport in Santa Marta. When leaving the airport, look for a sign with your names. Transfer to the hotel.

Hotel Ecohabs Minca

3 Nights



Ecohabs Minca is an ecological hotel on the outskirts of the town of Minca, with views of the Sierra Nevada de Santa Marta. The hotel has bamboo huts, thatched roofs and window screens. All cabins have a private bathroom and a terrace with hammock, and are surrounded by the tropical forest with mountain views. At the hotel you will be able to observe birds and hummingbirds, walk along the ecological trails that surround the hotel and pass along the coffee plantations and fruit trees. There is also

a restaurant serving vegetarian dishes.

Free day

Day 11

Enjoy a day off in the mountain village of Minca. Hike through the tropical green mountains of the Sierra Nevada. Spot exotic birds like the local toucan with its rainbow beak, while enjoying spectacular views of the mountains and the coast. Or visit one of the beautiful coffee farms in the area to taste the best Colombian coffees. Those who want to swim can walk to the nearby Marinka waterfall. After paying a small entrance fee, you can swim in the pool under the falling water. Finally, you can also relax with the best view of the Caribbean, just from your hammock.



Tour Tayrona Park

Day 12

Caribbean beaches are famous for their crystal clear waters and the beauty of their surroundings. Today you will enjoy one of the best beaches in the Colombian Caribbean on this day trip to Playa Cristal at the Tayrona Natural Park. After the transfer from the hotel to the entrance of the park, a local guide will take you for a walk through a rural road to Neguanje bay and on the way you will cross the viewpoint of 7 waves a beautiful beach with strong waves in which swimming is not allowed, when you arrive to Neguanje you will take a boat to Playa Cristal a beautiful crystal clear beach ideal for snorkeling, at the end of the free time on the beach you will return by boat to the port of Santa Marta and a vehicle will return you to your hotel.

Transport Minca - Santa Marta

Day 13

A driver will pick you up from the hotel in Minca for your transport to Santa Marta, just (+/- 2 hours, +/- 55 km) by car through the mountains, arriving in the Caribbean coastal city.

Santa Marta

The city of Santa Marta has a special location, nestled between the mountains of the Sierra Nevada de Santa Marta and the Caribbean Sea. The city was founded in 1525 by the Spaniards, making it the oldest colonial city in South America. Santa Marta is a good starting point to visit the Tayrona National Natural Park and the Sierra Nevada Mountains. The city itself is also a very interesting destination to visit thanks to its rich history represented in its various museums. You can also enjoy a great variety of restaurants and nightspots or just admire the beautiful sunset over the bay.

To be more comfortable, we recommend good hydration, sun protection and a hat during your visit. Santa Marta has a warm climate all year round, which makes it the ideal destination for a vacation in any season.

Hotel Boutique Don Pepe

2 Nights



Don Pepe is a luxurious boutique hotel located in the historic center of Santa Marta, 150 meters from the beach, offering spacious, air-conditioned rooms, a large rooftop terrace with seating areas, a jacuzzi, a patio and a garden, a swimming pool, spa and the Bacota restaurant that serves regional gourmet dishes.

Free day

Day 14

Enjoy a day off in Santa Marta. Explore the charming colonial center of the city, drink a cocktail on Rodadero city beach and eat some fresh lobster or ceviche, while enjoying the view over the Caribbean sea. But even outside the city, there are also many other things to do. Visit the tropical white beaches surrounded by jungle of Tayrona National Park, or rest on the beach of the nearby village of Taganga.



Transport Santa Marta - Cartagena

Day 15

Transport from Santa Marta to Cartagena takes (+/- 5 hours, +/- 250 km). It's a nice drive along the coast during which you can look out over the ocean and the Ciénaga of Santa Marta, and the city of Barranquilla also lies on this route.

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.

Hotel Kartaxa

4 Nights



Kartaxa is a boutique hotel located in the historic center of Cartagena. The hotel's interior design is inspired by artists, composers, musicians and writers of the 1930s. It has three floors with comfortable rooms as well as a viewpoint and a swimming pool.

Walking tour

Day 16

Today you will learn about the historical importance of Cartagena while visiting incredible places that will take you on a journey back in time to relive the era of the Spanish conquest. An English-speaking guide will pick you up at the hotel for a guided tour of Cartagena's historic center. You will visit all the iconic places of the walled-in, colonial city center, such as the Parque Bolívar, Las Bóvedas, Iglesia de San Pedro Claver and Plaza de los Coches. It can get quite hot in Cartagena, so bring along along a bottle of water and protection against the bright sun. After the 3-hour walk, the guide will accompany you back to the hotel.

Free day

Day 17

Enjoy a day off in Cartagena. Both in the old, walled-in city center and in Getsemaní, the city district just outside, there is always something new to discover. Marvel at the remarkable murals in the streets, drink a fruit juice prepared by the Palenqueras in their African dresses, eat coconut rice with fresh fish in one of Cartagena's many good restaurants, dance salsa and drink a cocktail overlooking the sunset. The beach is also pretty close by, for those who prefer to rest.



Transfer Hotel - Port

Day 18

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 18

In the morning you'll take the boat from the port of Cartagena to the hotel San Pedro de Majagua on the Rosario island, a trip of +/- 1 hour.

Tour Islas del Rosario

i : Lunch included

Day 18

You will be picked up from the hotel to be taken to the port from where you will depart to the Rosario islands by boat. Once there, you can relax on the private beach. There are several optional activities, such as snorkeling, which can be organized on site. The typical Colombian lunch is included as well as towel service. At the end, you will return in the same boat to the harbor of Cartagena where the driver will be waiting to take you to the hotel.

Note: You will go to Hotel San Pedro de Majagua. You have to be present at the port of La Bodeguita at 8:00 am. From the port to the island by boat it will take about 45 minutes.

Boat transfer island - port

Day 18

Today you will take the boat in the afternoon, it is a trip of +/- 1 hour. The hotel will inform you of the exact departure time the same day, because the departure time depends on the sea condition.

Transfer Port - Hotel

Day 18

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

ACCOMMODATIONS

Medellin

3 nights Hotel Patio del Mundo

[website](#)

Nuqui

3 nights La Kuka Ecolodge

[website](#)

Pereira

3 nights Ecohotel La Cabaña

[website](#)

Minca

3 nights Hotel Ecohabs Minca

[website](#)

Santa Marta

2 nights Hotel Boutique Don Pepe

[website](#)

Cartagena

4 nights Hotel Kartaxa

[website](#)

Flight(s):

Date	From	To	Departure	Arrival	Flight Nr	Reservation
19-09	Medellin (EOH)	Nuqui	09:45	10:30	VE6972	

Date	From	To	Departure	Arrival	Flight Nr	Reservation
22-09	Nuqui	Medellin (EOH)	10:50	11:40	VE6973	
	Medellin (EOH)	Nuqui	15:00	15:45	VE9058	

Date	From	To	Departure	Arrival	Flight Nr	Reservation
25-09	Pereira	Bogotá	13:40	14:34	AV8504	
	Bogotá	Santa Marta	15:52	17:23	AV9822	

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.

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!