

SELVA VISTA – TERMS & CONDITIONS

A luxury retreat framed by nature.

Thank you for choosing Selva Vista. Our Terms & Conditions are designed to preserve the tranquility, beauty, and elevated experience that define our property. By confirming your reservation, you agree to the guidelines below.

Reservation & Payment

To secure your stay, full payment and valid identification are required at the time of booking.

Rates are dynamic and reflect seasonality, availability, and length of stay.

A confirmed booking serves as acknowledgment and acceptance of these terms.

Arrival & Departure

- Check-in: 3:00 PM
- Check-out: 11:00 AM
- Requests for early arrival or late departure may be accommodated when possible and may incur an additional fee.

Property Etiquette

Selva Vista is a serene, design-forward sanctuary. To protect the guest experience:

- Parties, loud gatherings, or disruptive behavior are not permitted.
- Access is reserved exclusively for registered guests unless pre-approved.
- Smoking is prohibited indoors and on the balcony.
- Pets are welcomed on a case-by-case basis with prior approval.

Selva Vista's Natural Environment

Selva Vista is located in Cerritos, one of Colombia's most biodiverse and visually stunning regions, surrounded by untouched jungle, diverse birdlife, and expansive canyon views.

To preserve both your safety and the ecosystem:

- Wildlife sightings are common. This may include birds, small reptiles, butterflies, and insects typical of rural Colombia. Guests should keep doors closed, especially at night, to minimize insects entering the residence.
- Surfaces can become slippery, particularly in early morning dew or after rain. Please use handrails and walk carefully when enjoying balconies or outdoor pathways.
- Weather in Cerritos can shift quickly. Sudden rain, wind, or strong sun are part of the region's natural charm - please plan footwear and clothing accordingly.
- Avoid feeding or approaching animals in the surrounding area.

Our environment is beautiful, raw, and immersive. We kindly ask all guests to embrace this with awareness and respect.



Care of the Residence

Our spaces are curated with intention. Guests are expected to treat the property with respect and care. Any damage, missing items, or excessive cleaning will be charged to the payment method on file. Furniture and decor must remain as arranged; professional handling is required for any approved adjustments.

Safety & Liability

Because Selva Vista is integrated into a natural canyon landscape, guests accept personal responsibility for their safety while on the property.

For your awareness:

- Balconies and outdoor amenities must be used thoughtfully.
- Children must be closely supervised at all times, especially near balcony edges, stairs, and outdoor soaking areas.
- The sauna and soaking tub should be used in moderation and at your own risk.
- Do not lean over or sit on any balcony railings
- During rainfall, pathways and stairs may be slick - please use caution.

Selva Vista, its owners, and its representatives are not liable for accidents, injuries, or loss of personal property incurred during your stay.

Amenities & Wellness Spaces

Our amenities—including the sauna, outdoor soaking tub, balconies, and full kitchen—are provided for your enjoyment. Guests agree to use all spaces responsibly and at their own risk. Children must be supervised at all times.

Housekeeping

Each residence is thoroughly prepared prior to your arrival. Additional housekeeping services can be arranged upon request for an added fee.

Photography & Creative Use

Personal photography is welcome. Any professional or commercial content creation must be approved in advance and may require an additional fee.

Environmental Stewardship

Selva Vista is committed to sustainable living. We kindly ask guests to be mindful of electricity, water, and waste throughout their stay. Recycling and disposal instructions are provided in-residence.

Adherence

Failure to comply with these Terms & Conditions may result in removal from the property without refund.



CANCELLATION POLICY

Boutique property. Limited availability. Thoughtful protection for all guests.

We understand that plans may change. Due to the intimate nature of Selva Vista, cancellations impact us significantly. Our policy reflects a balance of flexibility and the high demand for our residences.

- Full refund for cancellations made within 48 hours of booking, provided check-in is 14+ days away.
- 50% refund for cancellations made 7 or more days before check-in.
- No refund for cancellations made within 7 days of arrival.
- Adjustments to reservation dates may be accommodated based on availability and current rates.
- No-shows or early departures are non-refundable.