



We would like to thank you for choosing **CASA LOLA DELUXE GALLERY** for your stay in the city. It is a pleasure to receive you in this house, born from our love for Cartagena de Indias ; amazing , cozy, amalgam of cultures and mirror of history city. We will make your stay comfortable and enjoyable; and put our best effort to fulfill the main objective:

### **¡Making this trip memorable and magical!**

We are at your disposal to answer any questions or concerns that may arise during the next days; and to help with anything you may need.

CASA LOLA is considered an artistic jewel in which to enjoy today's luxury. It shows the true Colombian magical realism, because every corner holds a story, and its ambience reflects the influence of the different cultures that forged Cartagena through the centuries. A plus, its location in the beating heart of the old town, Getsemani neighbourhood, that will make your visit very pleasant because everything the city has to offer is nearby.

The hotel is composed of two buildings, one the typical colonial house of the XVII century and the other a marvellous republican construction of late nineteenth century. Both fully restored and conditioned to give great comfort and excellent service. The main charm of Casa Lola is the respect for original architecture dressed with an eclectic high level decor, based on combining antiques, modern pieces, ethnical and artisan crafts that gives a cozy and elegant atmosphere.

**We give you the warmest welcome to CASA LOLA,** committed to make this place meet all your expectations so you can say you're a happier person when leaving.

*Casa Lola*



## GENERAL INFORMATION

### CONCIERGE

For any information you need, please come by or call **reception (dial 100 or 9)**. We are there 24 hours. It will be a pleasure to advise you on restaurants, activities and reservations or help with transportation, car rental, baby care, currency exchange, medical services or anything else you may need.

### MASSAGES AND SPA

You can check the massage menu in your room and **Book in the reception (dial 100 or 9)**. There you can also request any hairdressing and aesthetic service.

### CHECK - OUT TIME

**Departure time is 12.00h**

If you require a late checkout consult, in reception, the previous day at night the availability and cost.

### INTERNET

We have **free** high-speed **Wi-Fi** throughout the house. Ask at reception the name of the connection and the password.

### PHONE DIRECTORY

#### RECEPTION

Dial 100 or 9

#### BETWEEN ROOMS

**Dial 1 + room number**

Example: For room 3, dial 103

If you need a computer you can request it at reception, to print a document, send it to the following email **[repcion@casalola.com](mailto:repcion@casalola.com)**



## GENERAL INFORMATION

### CREDIT CARDS

**We accept:** American Express, MasterCard, Visa and Diners Club

### CLEANING

The room cleaning service is done daily, once you leave the room.

Please place the **green** ribbon on the door to indicate that we can enter your room.

When you do not want the staff to access you should place the **red** ribbon.

### LAUNDRY AND IRONING Service available every day.

The day of the service request if delivered before 10:00 a.m. it's returned the same day . Delivery after 10:00 a.m. will be returned the next day.

### SAFETY DEPOSIT BOX

Located inside the room, with it's instructions on top of it.

Please be sure to remove all valuables and documents you have placed in the box prior to departure and **leave the door open.**

The hotel is not responsible for objects that are not kept in the main reception box.

### ALARM CLOCK

We are at your disposal to wake you up after a nap, or in the morning if you need to leave early.  
Please **request service at reception.**

### ROOM SERVICE

You can order from our restaurant menu to your room **until 10:30pm**