

## Illas Inn Hotel

Dear Guests,  
ILLAS INN welcomes you and wishes you a pleasant stay. Below, please allow us to explain the establishment's policies. If you have any questions or special requests, please contact us via:

- WhatsApp: +51 962 125 127
- Email: [contact@illasinn.com](mailto:contact@illasinn.com)

### Schedule:

- Check-in: After 1:00 PM
- Check-out: Until 10:00 AM
- Breakfast: Daily from 7:00 AM – 9:30 AM
- House Keeping time 9:00 am – 12:30 pm

### Reservations:

- To make a reservation, you must be at least 18 years old.
- A successful reservation will include a confirmation number, which the booking system will send automatically. If you do not receive an automatic confirmation, the reservation has not been validated.
- For security reasons, the information provided during the reservation must match the details on your identification documents (passport or ID), which must be presented upon check-in.

### Cancellation Policy:

- For \*direct bookings, please notify us at least 2 days before check-in if you need to cancel or modify your reservation. Otherwise, we will charge for one night's stay plus applicable taxes.
- For bookings made through \*third-party platforms (Expedia, Booking, etc.)\*, please follow their respective policies.

### Rooms, Services, and Facilities:

- Rooms are equipped for your comfort, with all amenities in good working condition.
- If you need additional equipment, please request it in advance so we can make the necessary arrangements.
- Any damage to the room's equipment will be charged to your account.

#### \*Room Amenities:\*

- Smart TV
- Private bathroom (in rooms), towels
- Toiletries
- Extra blankets
- Safe box

#### \*Available upon Request at Reception:\*

- Electric heater
- Extra towels
- Hot water for infusions
- Additional blankets
- Toiletries
- Hair dryer

### Restrictions:

- The establishment reserves the right to deny entry to guests for security reasons or if they violate public order, decency, or the policies outlined here.
- \*Smoking in rooms: If smoke detectors are triggered or tampered with, a \*\*penalty fee of \$20 USD\* will be charged to your account.
- \*Pets\*: No animals are allowed.
- \*Unauthorized guests\*: Only registered guests may enter the rooms. External visitors may access the lobby after presenting ID.
- \*Dangerous items/weapons\*: These must be declared at check-in and stored in the reception safe.
- \*Prohibited substances\*: Strictly banned in all

areas of the hotel.

### Free Services:

- High-speed Wi-Fi
- Breakfast (during the hours specified above)
- \*Security\*: Valuable items should be stored in the safe at reception or in-room safes. The hotel is not responsible for lost belongings.
- \*Wake-up call\*: Available upon request at reception.
- Tourist information and advice

### Paid Services:

- Laundry: Available daily. Items delivered before \*\*8:30 AM\* will be ready by \*6:00 PM\* the same day. Otherwise, they will be returned the next day. Cost: \*10 soles per kilo\*.
- Transfers\*: Subject to availability and prior coordination. Prices:
  - Airport transfer (1–2 people): \*\$10.00 USD\*
  - Airport transfer (3–4 people): \*\$15.00 USD\*
- Parking subject to availability: \$10.00 USD/night

### Facilities:

The hotel offers shared spaces such as the lounge, garden, and gym for your comfort and enjoyment. Please use them responsibly.