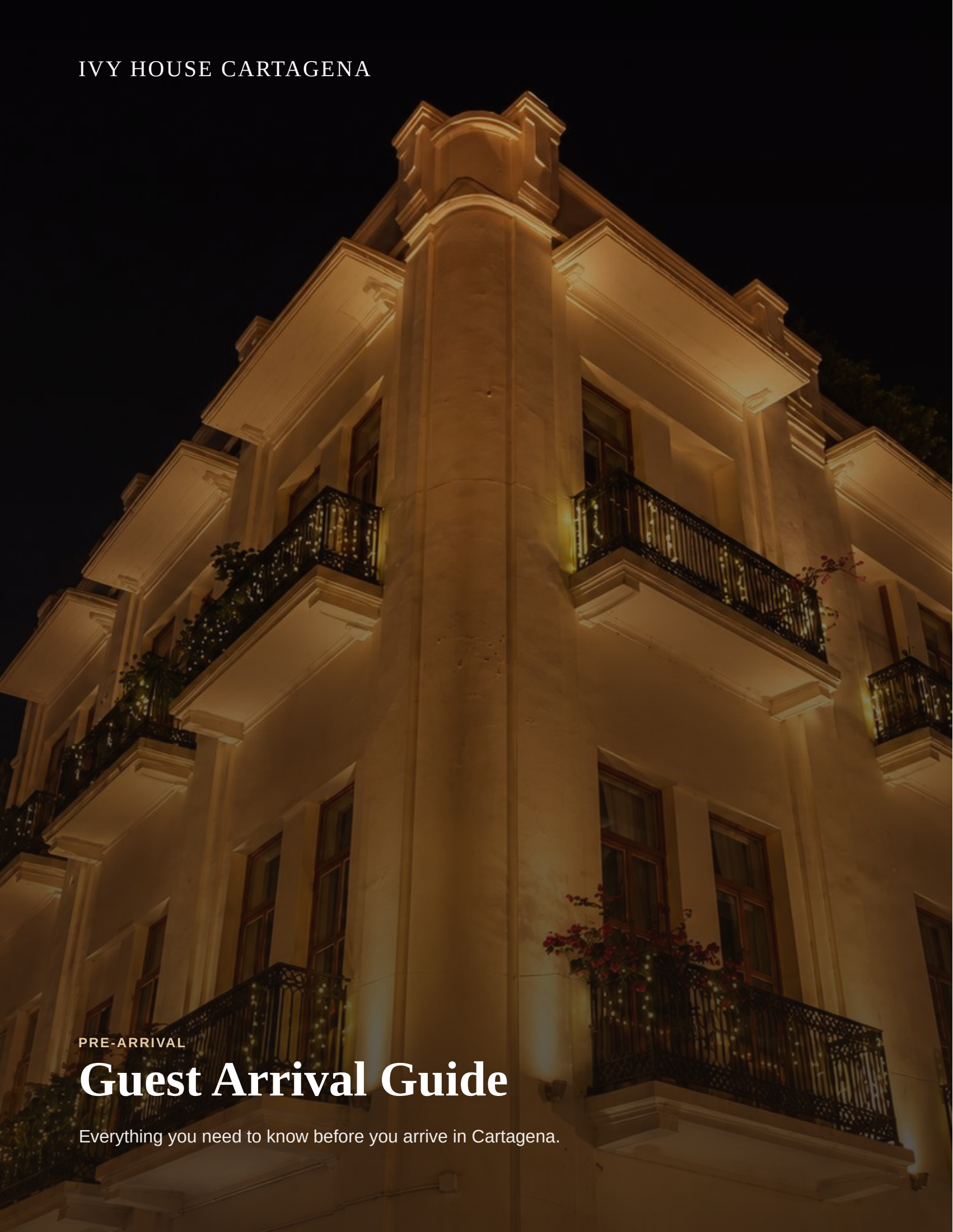




IVY HOUSE CARTAGENA

PRE-ARRIVAL

Guest Arrival Guide

Everything you need to know before you arrive in Cartagena.

WELCOME

Thank You for Choosing Ivy House

Located in the heart of Cartagena's Historic Center, Ivy House combines the privacy of a full-property villa with hotel-style support — daily housekeeping, 24-hour onsite assistance, and a private rooftop pool overlooking the city.

Bedrooms	12
Bathrooms	14 (12 ensuite)
Sleeps	Up to 26 guests
Pool	Private rooftop pool
Service	Butler & daily housekeeping
Breakfast	Continental, served daily
Location	Historic Center (Old City)



BEFORE YOU TRAVEL

Address & Getting Here

Ivy House Address

Cl. 35 #6-34, El Centro
Cartagena de Indias, Bolívar, Colombia

Landmark

Look for the large brown door with the lion door knocker, right beside Restaurant San Valentín.

From Cartagena Airport

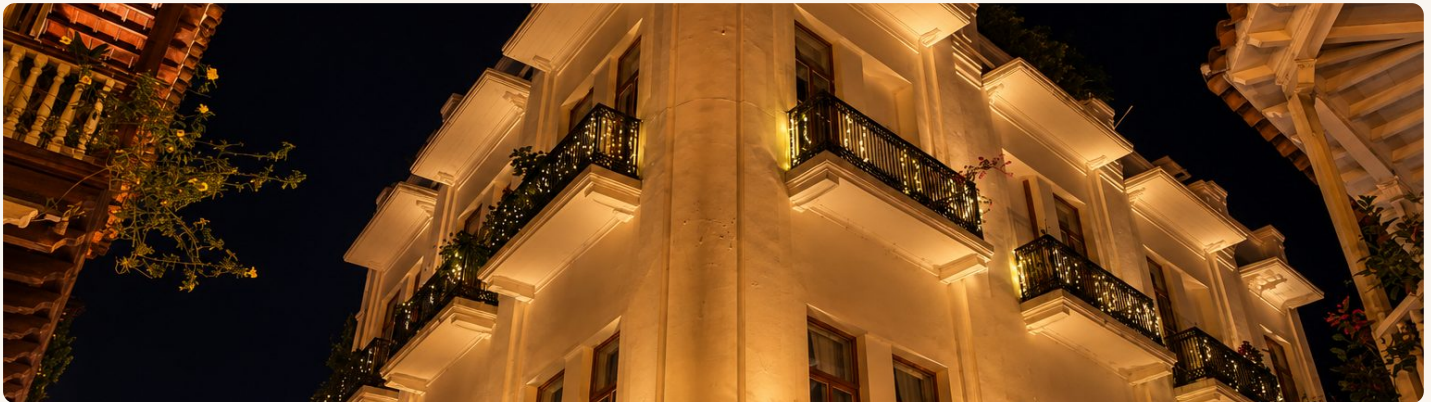
Distance: about 5 km · Travel time: 15–20 minutes by taxi. The Old City is fully walkable once you arrive — no transportation needed to reach restaurants, cafes, or nightlife.

Weather

Cartagena is warm and tropical year-round (26–34°C / 79–93°F) with humidity and warm evenings. Pack lightweight clothing, swimwear, sunscreen, and a hat — some upscale restaurants and nightlife venues have a smart-casual dress code in the evening.

Airport Transfers

For groups arriving together, private transportation can be arranged — message us on WhatsApp ahead of your trip to coordinate.



ARRIVAL

Check-In, Check-Out & Access

Check-In

3:00 p.m. Early arrivals may be able to store luggage if the villa isn't yet ready — ask us in advance.

Check-Out

11:00 a.m. Late departures can often be accommodated when availability allows — please ask ahead of time.

Getting In

Ring the doorbell and our onsite team will greet you and help with luggage. A digital keypad is also available as backup entry.

Room Security

Every bedroom has its own digital lock and an in-room safe for valuables — passports, cash, and jewelry.

Connectivity

High-speed Wi-Fi covers the entire property, including bedrooms, living areas, and the rooftop. Your network details are provided at check-in.

HOUSE GUIDELINES

A Few Things to Know

We want every guest to enjoy Ivy House comfortably — these guidelines keep the house, staff, and neighbors respected throughout your stay.

Noise

Please keep rooftop noise reasonable after 11:00 p.m.

Pool

No glass in or around the pool area. Please shower before using the pool.

Smoking

Not permitted indoors or in bedrooms. Allowed outdoors with an ashtray — hookahs are strictly forbidden.

Balconies

Please don't throw anything from balconies or rooftop areas.

Visitors

Only registered guests may stay overnight. Daytime visitors must be registered with the onsite team in advance.

Events

Unauthorized parties or events aren't permitted. Planning a gathering, DJ, or outside vendor? Talk to us in advance — approved events may carry extra fees.

GOOD TO KNOW

Frequently Asked Questions

Is breakfast included?

Yes — continental breakfast is served daily. Ask us in advance if you'd like a more extensive breakfast arranged.

Can we hire a chef?

Yes, with advance notice. Any outside chef or service provider needs approval before entering the property.

Is there parking?

Ivy House doesn't have onsite parking. Street parking and paid lots are available nearby — ask us for the closest option.

What if our group size changes?

Let us know in advance — additional guests may be accepted within capacity but must be pre-approved and may carry an extra guest fee.

Is there 24-hour support?

Yes. Our onsite team can help with access, house questions, amenities, and maintenance any time, day or night.

Something not working?

Let the onsite team know as soon as possible so we can resolve it quickly during your stay.

Questions Before You Arrive?

WhatsApp: [+57 320 531 8491](https://wa.me/573205318491)

Email: info@ivycartagena.com

Cl. 35 #6-34, El Centro, Cartagena de Indias, Bolívar