KPT

GUIDE · MEDELLÍN · NOVEMBER 2026

Arriving in Medellín with peace of mind.

A practical security guide for executives, families and visitors: simple habits, decisions made in advance, and who to call.

KPT SECURITY PROTECTION · MEDELLÍN, ANTIOQUIA

How to use this guide

Medellín is a city you enjoy naturally once your routines are thought through in advance. This guide is not meant to alarm: it gathers habits that people who live here apply without effort, and that are worth having in writing when you arrive. Read it before the trip, share it with your family or your team, and keep the last page with the contact numbers.

This is general guidance. It does not replace an assessment of your particular situation or the advice of an authorised provider.

1. Before you travel

- **Documents.** Digital copies of passport, visa, medical insurance and bookings in a folder shared with someone you trust. Carry a printed copy of your passport; the original stays in the safe at your accommodation.
- **Insurance.** Confirm that your policy covers medical assistance and evacuation in Colombia and note the 24-hour assistance number.
- **Shared itinerary.** Flights, accommodation and meetings with times, shared with your office or family. Agree on a daily point of contact.
- **Phone.** Activate roaming or buy a local SIM on arrival (Claro, Movistar, Tigo or WOM, with your passport). Save the emergency contacts on the last page before you land.
- **Airport transfer.** Book it in advance: a known driver, the hotel's service or an app. Avoid deciding in the arrivals hall.

2. Arrival: José María Córdova airport

The international airport is in Rionegro, in the Oriente Antioqueño (the eastern highlands), about 45–60 minutes from Medellín. There are two main routes: Las Palmas, with views over the valley, and the Túnel de Oriente, more direct. Your driver will choose according to the time and the traffic.

- Wait for your driver inside the terminal and confirm name and plate before getting in.
- If you use an app, do so from the designated area and check the plate on screen.
- Keep your hand luggage with you; documents and devices do not go in the boot.
- The altitude change and the mild climate (around 22 °C) are felt quickly: hydrate and keep the first afternoon to rest.

3. Getting around the city

- **Transport.** Use apps or trusted drivers; for short distances, the Medellín Metro is clean, punctual and safe in daytime. Taxis are requested through an app or the hotel, not hailed in the street at night.
- **Your phone.** The local rule is "no dar papaya" (don't make yourself an easy target): avoid using your phone while walking in public, especially at night or in unfamiliar areas. Check it inside a shop or the vehicle.
- **What shows.** Watches, jewellery and conspicuous bags are for private settings. Discretion is the city's best security habit.

- **Routines.** Vary times and routes where possible, especially on repeated journeys between home, office and school.
- **Payments.** Cards and app payments work almost everywhere; carry little cash and withdraw it from ATMs inside shopping centres or banks, in daylight.
- **Nightlife.** El Poblado, Laureles and Provenza are best enjoyed in a group with transport home agreed in advance. Do not accept drinks from strangers or leave yours unattended.

4. Home

- **Gated communities.** Much of Medellín's housing is in buildings and estates with a concierge (portería). Learn the visitor and delivery protocol and always use it; the portería works best when residents back it.
- **Domestic staff and suppliers.** Hire through verifiable references and with documents in order. Agree hours and access in writing.
- **Keys and access.** Keep a record of who holds keys, remotes and codes; change them when you move in.
- **Country houses in the Oriente.** Llanogrande, El Retiro and the surrounding area are regular weekend destinations. Confirm in advance who opens, who looks after the property during the week and how to arrive after dark.
- **Deliveries.** Receive them at the concierge or at the door, not inside the home.

5. Family and children

- Agree with the school who may collect the children and keep the list up to date.
- Teach them the name of the building or estate, a contact number and the rule of never leaving with strangers.
- For outings, set a meeting point and keep phones charged with location sharing on.

6. Digital life

- Turn on two-step verification for email, banking and messaging, and use a strong screen lock.
- Be wary of calls or messages asking for codes, passwords or urgent payments, even if they mention your bank or your name.
- Avoid public Wi-Fi for banking; use mobile data.
- Post trips and locations on social media afterwards, not during.

7. Health

- Medellín has high-standard private clinics. Identify the one closest to your accommodation and save its address.
- For emergencies, call 123 (Colombia's single national emergency number). If your insurance includes assistance, call that line too.
- Bring your medication with the prescription; chain pharmacies open late.

8. If you hire private security

In Colombia, private security services (guarding, escort, monitoring, security advisory and consulting) may only be provided under a licence from the Superintendencia de Vigilancia y Seguridad Privada. Before hiring any

provider, ask for its legal name, NIT and licence number, and verify them at **www.supervigilancia.gov.co**. A serious provider hands them over without being asked twice.

WHAT TO ASK

- Which modalities does your licence cover and until when is it valid?
- Who will be my point of contact and how is the plan documented?
- How are assigned staff vetted and what training do they have?
- What happens to my information when the service ends?

Useful contacts

123	Colombia's single national emergency number (police, ambulance, fire)
+57 311 660 8508	KPT Security Protection · WhatsApp · Monday to Saturday, 7:00 to 19:00 · introductions and institutional information
Your insurer	Write the 24-hour assistance line here: _____
Your clinic	Name and address: _____
Daily contact	Name and phone: _____

ABOUT KPT

KPT Security Protection is a protection company at the formation stage in Medellín. It does not yet hold a Supervigilancia licence and therefore does not provide or offer private security services. This guide is free, informational content; it is not a commercial offer or security advice.

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