



Policies for Changes and Cancellation of Reservations

Any change to your reservation must be requested by calling from Mexico to 984 278.76.07, with a minimum of 72 hours' notice before your arrival at the hotel, providing your confirmation key(s).

For reservations made for the entire stay, cancellations will not be applied. Therefore, a charge will be made to the credit card used to guarantee the reservation under the concept of "No Show," which corresponds to the cost of the stay plus taxes for each room (hereinafter, the "No Show" charge).

Regardless of the number of nights reserved, if the change is not made within the aforementioned timeframe, or if the guest does not arrive on the check-in date, the "No Show" charge will be applied.

All reservations must be paid for or guaranteed with a credit card in the guest's name or through a deposit equal to the total amount to be paid for the stay. If the reservation is not guaranteed, the hotel is not obligated to honor the reservation.

The hotel will charge the credit card issuer once the reservation is received and always before the guest's arrival. If the charge is not processed, the reservation will be considered not guaranteed and the hotel will not be obligated to honor the stay.

The credit card provided when making the reservation will also serve as a guarantee for damages or purchases at the hotel. Therefore, upon check-in, the guest must provide the corresponding payment method. For credit or debit card payments, the cardholder must present an official photo ID.

If the guest does not pay at check-in or does not comply with the above, it will be considered a no-show and will result in the "No Show" charge as described in the following point.

For any reservation where the guest does not arrive at the hotel on the established date and time for check-in, the stay will be automatically canceled.