

**\*\*Cancellation and Rescheduling Policy\*\***

**\*\*Reservation:\*\***

- To confirm your booking, a 50% initial payment of the total reservation cost is required.

**\*\*Balance Payment:\*\***

- The remaining 50% balance must be paid 60 days prior to the arrival date.

**\*\*Refunds:\*\***

- If you choose to cancel your reservation with at least 60 days' notice before the arrival date, a full refund will be provided. Government taxes are subject to a 21% commission.

- After the 60-day period before the arrival date, no monetary refunds will be applicable. The initial deposit will be retained as a cancellation penalty.

**\*\*Cancellation Within 60 Days:\*\***

- Cancellations made within 60 days of the arrival date will result in the forfeiture of the initial deposit as a cancellation penalty. No monetary refunds will be provided for the remaining balance if it has already been paid.

**\*\*Date Changes:\*\***

- Date changes requested at least 60 days prior to the arrival date will be accommodated subject to availability. No penalties will apply for such changes.

- Date changes requested within 60 days of the arrival date will be subject to a fee equal to 20% of the total reservation cost. Additionally, the new dates are subject to availability and potential rate changes.

- Only one date change is allowed per reservation. Further changes will be treated as a cancellation and a new booking.

**\*\*Early Departure:\*\***

- No refunds will be provided for early departures once the stay has commenced.

**\*\*No-Show Policy:\*\***

- In case of a no-show, the entire reservation cost will be retained as a penalty.

**\*\*Force Majeure:\*\***

- In the event of unforeseen circumstances such as natural disasters, government travel restrictions, or other force majeure events, date changes will be allowed without penalty. Refunds may be considered on a case-by-case basis.

**\*\*Contact Information:\*\***

- For any changes or cancellations, please contact our reservation team at +52 9981 9194 02. All requests must be submitted in writing.

We strive to provide the best possible experience for our guests and appreciate your understanding and cooperation with these policies