



## Hotel policies information:

### Deposit policies:

- Required the 30% of the total amount as deposit at the moment of the reservation.
- The resting 70% of the total of the reservation will be charged at the check-in.

*\*50% will be applied in High season.*

### Payment ways

- Charge to Credit or Debit Card with signed authorization of the guest.
- Bank deposits in CHASE or HSBC.

*\*When you make your reservation to CasaSandra Hotel Boutique (HOLBOX PARAISO S.A. de C.V.) and pay with your credit or debit card your reservation will be guaranteed at the time the payment is completed.*

### Taxes, Services and Resort Fees

Values in US dollars

- Rates include taxes, 16% VAT, 3% lodging.
- Resort fee of \$15 USD Per night per room will be added to your account and charged at the time of check out.
- American Buffet Breakfast is included in your rate.
- Conversion of room rates to Mexican Peso: the exchange rate published by the Ministry of Finance and Public Credit, SAT. For the initial charge of the advance, the exchange rate of the day on which said advance will be taken into account will be taken into account. For the collection of the rest of the reservation the exchange rate of the check-in day is used.

### Policies for change of date, cancellations and early check-out

### **Change of dates by keeping the same number of room nights**

- Changes of date 30 days prior arrival: no penalty.
- Changes of date with less than 30 days prior arrival day: 1-night penalty

### **Cancellation policy:**

If the reservation is canceled in full, partially, or the dates are modified:

### **Christmas and New Year:**

- Within 40 days prior arrival day = no penalty.
- From 39 to 20 days prior to arrival day = penalty of 30% total stay (min 1-night penalty).
- 19 days prior arrival to no show = penalty 100% total stay.

### **From the 7<sup>th</sup> of January to the 15<sup>th</sup> of December 2018**

- Within 20 days prior arrival day = no penalty.
- From 19 to 11 days prior to arrival day = penalty of 30% total stay (min 1-night penalty).
- From 10 days prior arrival to no show = penalty 100% total stay.

**Early check-out and No Show:**  
Total charge of the stay.

### Extra People

- Rates in double or single occupancy, additional person \$ 70 USD.
- 3 adults per room maximum.
- Children under 6 years in room with adults do not pay.
- Children between 6 and 12 years in room with adults \$ 30 USD.
- Available cribs without extra charge.