



HOLBOX-MÉXICO

HOTEL POLICIES

Deposit policies:

- Amount corresponding to 50% will be charged 10 days before the arrival.
This amount is not refundable
- Remaining amount will be paid on check-in.

Payment ways

- Charge to Credit or Debit Card with signed authorization of the guest.
- Bank deposits in CHASE or HSBC.
- AMEX credit cards are not allowed.

Taxes, Services and Resort Fees

- Rates in USD.
- Rates include taxes: 16% VAT, 3% lodging.
- Resort fee with VAT of \$ 17.40 USD Per night per room will be added to your account and charged on check in.
- Environmental taxes of \$ 1.65 USD Per night per room will be added to your account and charged on check in.
- A la carte American breakfast is included in rate.
- Conversion of room rates to Mexican Peso: it is used the exchange rate published by the Ministry of Finance and Public Credit, SAT. For the initial charge of deposit, the exchange rate of that day will be used. For the collection of the remaining amount, the exchange rate of the check-in day will be used.

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

Change of dates:

- Changes of date 10 days prior arrival: no penalty.
- Changes of date with less than 20 days prior arrival: 50% of the reservation will be charged and left as credit for the new date.

Cancellation policy:

If the reservation is canceled in full or partially:

From January 7th, 2021 to January 7th 2022:

- Until 10 days prior arrival = no penalty.
- Less than 10 days prior arrival to no show = penalty 50% of total stay.

Early check-out and No Show:

- Total charge of the stay.

Extra People policies:

- Rates for double occupation, additional person \$ 70 usd per night.
- Maximum 3 adults per room.
- Children under 6 years old in room with adults do not pay.
- Children between 6 and 12 years old in room with adults \$ 30 USD per night.