

HOTEL POLICIES

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.
- Not allowed AMEX credit card.

*When you make your reservation to CasaSandra Hotel Boutique (EL TALLER MARINO 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

- 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.
- Environmental taxes of \$ 1.5 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.
- Values in US dollars. 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 considered. 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, New Year and Holy Week:

- 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 7th of January to the 15th 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 policies:

- Children under 6 years in room with adults do not pay.

- Children between 6 and 12 years in room with adults \$ 30 USD.

- From 12 years onward, additional charge of \$ 70 USD for extra pax.

***Available cribs without extra charge.**

Ser Casasandra

HOLBOX-MÉXICO