

#### Cancellation Policy and No Shows

The cancellation policy varies according to the rate that is reserved. Please refer to the individual full rate descriptions given at reservation.

CANCELLATIONS AND DEVOLUTIONS - Except Holidays, New Year's & Carnaval Packages and when two or more rooms, please request if that applies:

- Reservations cancelled 10 days or more prior to the check-in date, 90% of total deposit will be refunded.
- Reservations cancelled from 5 to 10 days prior to the check-in date, 50% of total deposit will be refunded.
- There will be no refund for NO SHOW, early checkout or cancellation made less than 5 days prior to the check-in date, or now show.
- Reservation remarked 7 days or less prior to the check-in date, there will be a fee of one daily rate. The policy will become applicable from the payment date.

CANCELLATIONS AND DEVOLUTIONS - During New Year's & Carnaval Packages:

- Reservations cancelled 30 days or more prior to the check-in date, 90% of total deposit will be refunded.
  - Reservations cancelled up to 15 days prior to the check-in date, 50% of total deposit will be refunded.
  - There will be no refund for NO SHOW, early checkout or cancellation made less than 15 days prior to the check-in date.
- The policy will become applicable from the payment date.