

**After you submit your request through this page one of our Agents will contact you to help you with any questions you may have and a Rental Lease with all our policies will be sent to you so you can complete your booking.**

### Cancellation policies

All holiday reservations, bookings and/or deposits are non-refundable. This includes Thanksgiving, Christmas, New Year's and Easter week.

Notice of cancellation must be made in writing to the booking agent. Charges depend on the length of time prior to departure date that we receive your cancellation.

Payments of either deposits or payments in full are refundable when applicable:

90 to 60 days prior to arrival the 70% of the amount paid will be refunded, we charge a 30% cancellation fee for administration expenses.

60 to 30 days prior to arrival - 50% of the amount paid.

Less than 30 days prior to arrival - 100% of the amount paid is non refundable.

There will be no refunds for unused services, and in no circumstances will the refund ever exceed the amount paid. Trip cancellation insurance is strongly recommended and can be obtained through your local travel agency.

In case of any travel cancellation for COVID or similar contingency you can change your travel dates, if you choose a higher season to travel the increase of rates will apply. You can only change your dates one time, in the case you cancel your booking after the change of dates no refund will apply.

In the event any property becomes unavailable due to circumstances beyond our control after a deposit is received, we will have the option of either moving the reservation to a similar property, or refunding the deposit in full.

### During your stay

Is very important that you check all the property when you arrive and in case you find something damaged or broken let us know immediately so we can take it out of the inventory or fix it as soon as possible, if something is broken or damaged and you don't report it on time it will be charged in your security deposit. Our concierge receives reports from 8 am to 8 pm Monday to Saturday by email or whatsapp and unless it is an emergency all will be taking care at labor hours Monday to Friday's, and Saturday from 9 am to 12 pm. Holidays and Sundays office and maintenance service is closed. Please help us to provide you the service you deserve during your stay, we will be on top of all your needs as long as you let us know the issues on time.

There will be no refunds for unused services, Trip cancellation insurance is strongly recommended and can be obtained through your local travel agency.

### IMPORTANT ELECTRICITY (HYDRO) POLICY

We provide an allowance of 21 kwh per day on weekly bookings from 1 to 26 nights

Electricity is not included on Monthly rentals from 28 nights and more and the cost per kw is 0,39 cents of dollar (5.60 pesos each).

The concierge will provide you a picture and the location of the meter so you can track your consumption.

THE ELECTRICITY TOTAL OR EXCEED MUST BE PAID IN CASH OR CREDIT CARD (5% FEE ADDITIONAL) AT CHECK OUT.

IS ALSO A MUST TO SHOW US YOUR ID AT CHECK IN WE NEED TO HAVE A PICTURE FOR OUR FILES. ALL YOUR PRIVATE INFORMATION IS PROTECTED AND WILL NOT BE SHARED.

We are not responsible for external service providers such as Water supply, electric company, gas company, pool cleaners, common áreas services and Internet and or Cable company may have technical problems that cause failures, in that case no refunds or free nights will be provided, we will do all in our hands to report the problem and have it solved if possible in less than 24 hours after get the report from guest.

**NO PARTY, LOUD MUSIC OR NOISE ARE ALLOWED AFTER 10 PM INSIDE THE CONDOS AND IN COMMON AREAS, PENALTIES (100 USD) CAN BE APPLIED. NO SMOKING IN THE CONDOS EITHER. NO EXTRA PEOPLE THAN REGISTERED AT CHECK IN CAN STAY OVERNIGHT IN THE PROPERTY.**

## **HOUSE MANUAL**

The concierge will send you an email a few days prior your arrival to provide you the check in instructions and map location, please check your spam to check if the email gets there

In the case that you arrive late at night after 8 pm the concierge will provide you the instructions to get in and leave the keys in a lock box.

## **IMPORTANT INFORMATION**

Please take good care of all the things in the property.

If somethings gets broken or damaged report it immediately with the Concierge

Do not sit on the furniture and beds with wet suits or suntan, the cleaning cost can be charged to your deposit. (100 USD)

If you have small kids that can have accidents in beds during night take provisions to protect the mattresses.

Please do not eat or drink on sofas or beds.

Please do not use towels as floor mats or to take the oil/suntan of skin. When you use the Air Conditioner please close the windows and doors to maintain a good temperature so the compressor does not overwork, the ideal temperature to avoid exceeding electricity is 24 or 25 degrees per equipment.

Do not smoke inside the units

Do not light candles or incense inside or without supervision

Please don't hang towels in the balconies most of the complex penalizes for that.

If you wash linens and towels please be aware to not wash them mixing colors and whites.

Ask the concierge where to put the garbage, do not put garbage outside doors, usually there are bins in the parking areas or outside the properties.

Thanks for helping us maintain our Property in the best condition.

We really appreciate your help to maintain the property in the best condition.

**Welcome to Playa del Carmen, our little paradise in the Riviera Maya.**