

## **CANCELLATION AND PAYMENT POLICIES**

### **Cancellation and Payment Policy for December 15<sup>th</sup> until January 31<sup>st</sup> + EASTER WEEK:**

There is NO REFUND if cancellation is made 30 days or less prior to the reservation arrival date. Payment will be forfeited if guest(s) arrive after the specified date of the reservation or depart prior to the final day of the reservation. Please keep in mind that we require a deposit equal to 100% of the room reservation amount that will be charge to your credit card 30 days or less before your arrival date. This deposit is non-refundable and non-transferable under any circumstances, including medical issues, deaths, or other emergencies. We recommend you buy Travel insurance to cover all of those possible situations.

We will try to contact you when the cancellation period begins to confirm that you are still coming. In the even that we cannot confirm the reservation with you we reserve the right to cancel the reservation. We will automatically cancel any reservation for which we do not receive either a valid credit card or if the transaction is declined.

For the comfort and health of our guest, Hotel Mar Rey is a smoke free environment Should you choose to smoke in your room, a \$250 cleaning charge will be applied to your bill upon check out.

**Cancellation and Payment Policy for February, March, April, July, August, November and the first 15 days of December:** There is NO REFUND if cancellation is made 15 days or less prior to the reservation arrival date. Payment will be forfeited if guest(s) arrive after the specified date of the reservation or depart prior to the final day of the reservation. Please keep in mind that we require a deposit equal to 100% of the room reservation amount that will be charge to your credit card 15 days or less before your arrival date. This deposit is non-refundable and non-transferable under any circumstances, including medical issues, deaths, or other emergencies. We recommend you buy Travel insurance to cover all of those possible situations.

We will try to contact you when the cancellation period begins to confirm that you are still coming. In the even that we cannot confirm the reservation with you we reserve the right to cancel the reservation. We will automatically cancel any reservation for which we do not receive either a valid credit card or if the transaction is declined.

For the comfort and health of our guest, Hotel Mar Rey is a smoke free environment Should you choose to smoke in your room, a \$250 cleaning charge will be applied to your bill upon check out.

**Cancellation and Payment Policy for May, June, September and October:** There is NO REFUND if cancellation is made 02 days or less prior to the reservation arrival date. Payment will be forfeited if guest(s) arrive after the specified date of the reservation or depart prior to the final day of the reservation. Please keep in mind that we require a deposit equal to 100% of the room reservation amount that will be charge to your credit card 02 days or less

before your arrival date. This deposit is non-refundable and non-transferable under any circumstances, including medical issues, deaths, or other emergencies. We recommend you buy Travel insurance to cover all of those possible situations.

We will try to contact you when the cancellation period begins to confirm that you are still coming. In the even that we cannot confirm the reservation with you we reserve the right to cancel the reservation. We will automatically cancel any reservation for which we do not receive either a valid credit card or if the transaction is declined.

For the comfort and health of our guest, Hotel Mar Rey is a smoke free environment. Should you choose to smoke in your room, a \$250 cleaning charge will be applied to your bill upon check out.

All reservations, modifications or cancellations must be made in writing and sent via email to: [hotelmarrey@gmail.com](mailto:hotelmarrey@gmail.com) or by our WhatsApp (506) 8663-5858. A reservation, modification or cancellation is NOT CONFIRMED until you have received a written confirmation from our Front Desk team.

**---Check-In Time is 3:00 pm and Check-Out time is 11:00 am---**