

GENERAL CONDITIONS

Hotel check in are from 2 pm and in the **Apartments** will be from 5 pm.

At the **Hotel**, when you check-in, you will be asked for a credit card as a guarantee for the payment of extras such as telephone, bar drinks, buffet, etc. In the same way, any damage caused in the room during the stay will be charged to the customer's account and charged to the card provided according to the authorization signed in the check in.

In the case of the **Apartments**, during the low season, the check in and check out time is from 08:00 to 12:00 and from 17:00 to 21:00, except from June 14, 2019 to September 14, 2019 there will be 24 hours' reception. Outside these hours an additional supplement of 30.00 euros will be charge. In the **apartments**, a deposit of 150 € will be requested for any damage caused to the stay. Do not leave the **apartment** in normal conditions cleaning departure carries a cleaning fee of € 60.00 per stay.

The restaurant services (cafeteria and buffet) are open during the high season, from June 15 to September 15.

Reception service 24 hours from June 1st. to September 30th.

RESERVATION CONDITION:

General reservation policy:

The final price of the reservation has taxes included. The reservation is guaranteed until 18:00 hours. If you are going to arrive later, you must notify the **establishment** directly. At the time of check-in, your reservation will be reviewed by the reception staff and you will be asked to pay the total amount pending the reservation. In case of making an early departure, the **establishment** reserves the right to pay the difference for days not enjoyed if there was no prior justification. In any case it will depend on the **establishment** to make this return or not.

When the reservation has half board or full board, the first service will always be dinner.

In case of no-show, with a suitable reservation, the **establishment** reserves the right to charge the first day.

Non-refundable reservation policy:

The final price of the reservation has taxes included. This fee requires full payment of the reservation at the time of booking. The reservation cannot be modified in name, date or canceled.

Reservation policy for other offers or rates:

Any other reservation made with offers or specific rates, other than those indicated above will be subject to the particular conditions indicated in each of them.

CANCELLATION POLICY:

General cancellation policy:

Free cancellation up to 48 hours before 12:00 hours of the customer's day of entry. Canceling 48 hours before the entry or not showing up, the establishment reserves the right to charge the first day.

Cancellation policy NON-REFUNDABLE:

100% cancellation fees if canceled or not presented.

Other cancellation policies:

In case of having a rate or offer with different policies, these will be indicated at the time of booking

MODIFICATION AND CANCELLATION POLICY:

The reservation can only be modified by contacting the establishment via email to reservas@hotelmexicovera.com or by phone at +34 950 132 061. The establishment will notify in writing the acceptance of the modification or cancellation.

The cancellation can be made either by contacting the establishment directly or through www.hotelmexicovera.es in the section "View / cancel reservations" located in the lower right part of the website. You will need the reservation code and the pin, you received in the confirmation email.

It is also possible to cancel your reservation by clicking on "manage reservation" in the email you received when you made it.

In the cancellation moment, the establishment reserves the right to apply the costs indicated in the cancellation policy that is indicated in your reservation.

ADVANCE RETURN POLICY:

In the event that an amount has been requested as a down payment or advance for your reservation, it will be returned to you in the same way that you deliver it, as long as you comply with the cancellation conditions that were established at the time of making the reservation.

In case of non-refundable reservations, the cancellation policy indicates that the reservation cannot be canceled or modified and your expenses will always be 100%.

In the event of force majeure, it will be the establishment that decides whether to return the amounts delivered, and always after justification of the interested party.