

- The hotel will make a check in with the bank issuing the credit card in the moment on which the reservation is generated. In case of not approved said check in, the reservation will be considered as "not guaranteed" and the hotel is not obliged to respect the stay of the same.
- You can only generate the guarantee with cards operated by the "visa" companies or "master card".

In case of deposits and / or bank transfers, it is obligatory that the guest notify the department of reservations immediately, through a mail electronic that includes the proof of scanned payment, so that the reservation be valid you should receive a mail from the hotel confirming your receipt. If it is not done, confirm with the hotel, because the reservation will be subject to availability.

- on same day reservations payment with deposit and / or transfer will not be accepted electronic, only direct charge as minimum from one night of stay to card credit debit.

**Change and cancellation policies:**

in cancellations / changes that are generated 48 hrs. Before, they will be carried out without any type of position.

- payment before the reservation, the hotel does not make rebols, it will only be generated a "balance to favor" (transferable), which will be valid in any other reservation within our margin of availability with 1 year of validity.

- in the event of no show, the first night will be charged as penalty.

Stays of more than 1 night, will be done the first, the other nights will be cancel automatically.

- for any change or cancellation of your reservation you should be requested to 5512-4344 / 5512-4284 / 5512-4324 providing your confirmation key (s) and name of the reservation.

**Sale policies:**

- in case the hotel can not provide the lodging service, the hotel for your own account, you will find appropriate alternatives to supply the service contracted, which is equal to the originally contributed benefits. The guest will be transported by the hotel's account to your new hotel.

**Privacy policies:**

- security is our highest priority to ensure the confidentiality of your personal information, which we keep safely in our database.

This includes information as your name, personal address, telephone number and email. The information that provides us is not shared with third parties people.

**Children's policies:**

- children of 5 years are considered up to 8 years old. Children from the age of 9 will be charged as an adult. 2 children under 9 years old make an adult.

**Extra person policies:**

- apply charge for extra person in the room. See rate at check time availability.