

## CANCELLATION, DATE CHANGE, AND PAYMENT POLICIES FOR RESERVATIONS

### General Conditions for All Seasons and Number of Reserved Rooms

To confirm the reservation, full payment is required at least 90 days in advance of the check-in date. This payment The definition of dates for the **Low, Regular, and Special Seasons** is made annually and can be found in the respective rate tables published on our website.

Changes requested during the stay at the Hotel that result in a reduction in the number of nights will not be refunded. We do not accept reservations that break National Holidays periods (including their bridges).

Carnival packages can be from Friday to Tuesday or Wednesday & from Saturday to Wednesday or Thursday.

The minimum Experience available for the Carnival period is 5D/4N.

The minimum Experience available for the End of Year period is 4D/3N.

### Reservations up to 5 Rooms:

#### **Low Season (see table above with list of dates):**

Cancellations or changes requested up to 15 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested less than 15 days from the check-in date will be charged 100% of the reservation amount.

Changes to reservations with a deadline of less than 15 days will be analyzed on a case-by-case basis, subject to the rules applied in the cancellation policy.

#### **Regular Season (see table above with list of dates):**

Cancellations or changes requested up to 30 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested less than 30 days from the check-in date will be charged 100% of the reservation amount.

Changes to reservations with a term of less than 30 days will be analyzed on a case-by-case basis and are subject to the rules applied in the cancellation policy.

#### **Special Season (see table above with list of dates):**

Cancellations or changes requested up to 60 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested less than 60 days from the check-in date will be charged 100% of the reservation amount.

Changes to reservations with a term of less than 60 days will be analyzed on a case-by-case basis and are subject to the rules applied in the cancellation policy.

### Reservations of 6 to 10 Rooms:

#### **Low Season:**

Cancellations or changes requested up to 60 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested between 59 and 30 days from check-in will be charged 30% of the reservation

Cancellations or changes requested less than 30 days before check-in will be charged 100% of the reservation amount.

Changes to reservations with a term of less than 30 days will be analyzed on a case-by-case basis and are subject to the rules applied in the cancellation policy.

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### **Regular Season:**

Cancellations or changes requested up to 90 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested between 89 and 60 days from check-in will be charged 30% of the reservation

Cancellations or changes requested less than 60 days before check-in will be charged 100% of the reservation amount.

Changes to reservations with a term of less than 60 days will be analyzed on a case-by-case basis and are subject to the rules applied in the cancellation policy.

### **Special Season:**

Cancellations or changes requested up to 90 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested between 89 and 60 days from check-in will be charged 30% of the reservation

Cancellations or changes requested less than 60 days before check-in will be charged 100% of the reservation amount.

Changes to reservations with a term of less than 60 days will be analyzed on a case-by-case basis and are subject to the rules applied in the cancellation policy.

### **Reservations over 10 Rooms:**

#### **For all Seasons:**

Cancellations or changes requested up to 120 days in advance of check-in will not incur any charges. Only bank fees will be deducted, if applicable.

Cancellations or changes requested between 119 and 90 days from check-in will be charged 30% of the reservation

Cancellations or changes requested less than 90 days before check-in will be charged 100% of the reservation amount.

Changes to reservations with a term of less than 90 days will be analyzed on a case-by-case basis and are subject to the rules applied in the cancellation policy.