

Hotel rules & regulations

1. Lodging services contracted shall be governed by mercantile law and the common place uses and practices of this city shall apply.
2. All guests must register in person. In the case of a group, registration shall be done by the representative of said group.
3. On the registration card, the guest shall stipulate the duration of the stay
4. Check-out is at 12 pm with a 60 minute tolerance.
5. The first day of lodging shall be considered complete if the room is taken before 5 am and vacated before or at 12 pm on the same day.
6. Check-in is at 3 pm and the check-out deadline is 12 pm. The guest shall have a tolerance of 60 minutes to vacate the room.
7. Any guest checking in without luggage must pay in advance.
8. The hotel does not accept personal checks or signature verifications.
9. It is the obligation of the guest to fully pay the amount of the bill generated as a result of the services used. The hotelier may demand payment in advance or the guest shall guarantee payment by signing a promissory note (voucher), drawn on a credit card accepted by the hotel, or the guest may pay the bill in cash. If the guest vacates the room after 1 pm on the day of departure, the hotel has the right to charge an extra day's lodging. In the event a guest fails to pay his/her bill, the hotel has the right to request the assistance of the public authorities and likewise has the right to hold said guest's luggage as collateral, pending payment of the bill.

- 10.** Luggage and other belongings brought into the hotel by the guest shall be considered the property of the person who registers at check-in and who is liable for payment of the lodging, additional services, and any other consumption. The hotel has the right to hold all of the abovementioned belongings in the event the guest fails to pay his/her bill.
- 11.** The following is expressly prohibited:

 - Any act which disturbs or bothers other guests (loud noises, fights or arguments, performing musicians brought in from outside, etc.)
 - No animals of any kind are allowed in the rooms or public areas.
 - Using irons, electric curlers, hair dryers or any other electrical appliances that are not part of the standard fittings or fixtures included in the room, due to the risk of fire.
 - In any way causing damage to the furnishings, fittings, or any hotel property through abuse or misuse.
 - Removal of or taking any object that is property of the hotel, such as radio-alarm clocks, hair dryers, TV remote control units, towels, etc.
- 12.** Under no circumstances may guests invite to their rooms persons who are not registered.
- 13.** It is the obligation of every guest to notify hotel staff of any contagious diseases, deaths, crimes or offenses on the hotel premises of which they are aware.
- 14.** The hotel promises to fully and opportunely abide by the terms of the lodging contract entered into with the guest.
- 15.** The hotel shall not be responsible for the theft or loss of guest property or valuables not deposited in the safes. All guests may make use of the safes in each room.
- 16.** If a guest is absent for more than 24 hours without prior notification to the hotel staff, the hotel has the right to consider the lodging contract as concluded and likewise has the right to hold the guest's luggage as collateral, pending payment.
- 17.** Fast-food delivery staff is not authorized to enter the hotel's premises and rooms. We'll gladly receive our guests orders and inform them of their arrival at the front desk.

- 18.** In our rooms, restaurants and bars, the hotel reserves the right of admission to any guest improperly dressed or displaying inappropriate behavior. In our restaurants and bars, dress code does not allow entry to anyone who is wet or not wearing a shirt.
- 19.** It is the guest's responsibility to check the prices, rates, and conditions of hotel services listed in the directory and in the areas where those services are provided.
- 20.** The hotel does not provide medical, taxi, or babysitting services. These services are directly provided by unaffiliated third parties and shall be directly contracted and paid for separately by the guest. The hotel is not liable for the provision of such services, nor for their quality or pricing.
- 21.** In accordance with Official Mexican Standards number NOM-07-TUR-vigente our hotel offers registered guests civil liability insurance coverage, which is valid for the duration of the guest's stay.
- 22.** The term "reservation or booking" is understood as being an agreement prior to the actual lodging contract entered into by the guest/client and the hotel. Such reservation or booking requires a deposit or advance payment of the price of the first night's lodging. In the event the aforesaid deposit is made through a bank or any other form of remittance and that no confirmation has yet been received by us, the hotel reserves the right to respect said booking only after receiving proof of said deposit/payment.
- 23.** Anyone wishing to cancel an individual reservation/booking has the right to a refund of the deposit paid once the hotel is informed of said cancellation 48 hours prior to the contracted check-in date, according to the season. If the person canceling the booking fails to notify the hotel within the aforesaid 48 hours and does not occupy the room on the contracted check-in date, the deposit shall be forfeited.
- 24.** All guests must abide by the rules & regulations of the gymnasium, parking lot, and pool posted in the corresponding areas.
- 25.** Minors are prohibited from entering all hotel bars.

- 26.** The guest and hotel agree that failure to abide by any of the obligations stipulated herein shall be grounds for cancellation whereby the affected party may terminate the lodging agreement and demand payment for any damages caused by the means established in applicable legislation and before the corresponding authorities
- 27.** Smoking is not permitted in the guest rooms and in areas indicated by the hotel. Should there be a violation of the General Law for Tobacco Control, the hotel shall directly charge the guest's room as indicated and agreed to by the guest at the moment of check-in.
- 28.** These rules & regulations are structured in strict compliance with the Federal Tourism Act and with the Rules & Regulations governing lodging establishments, campgrounds and RV parks; therefore, they are equally binding for the hotelier and for the guest.