



LONG-STAY RESERVATION POLICIES

1. An extended stay is considered to be one of **8 nights or more**.
2. An **advance payment of 30% of the total** is required to confirm the reservation.
3. Any interest generated by deposits or currency exchange fees shall be borne by the guest.
4. Children aged **6 and over** count toward the maximum capacity of the villa or room.
5. One **additional person per room** is permitted at a cost of **\$500 per night**. One child under 6 years of age is permitted at no additional cost, provided that there is **no additional person**.
6. Only **one additional person per room or villa** is permitted, at a cost of \$500 per night. This person must be declared during check-in; thereafter, additional persons will not be allowed access.
7. The **check-in hours are from 15:00 to 22:00** and **check-out is from 07:00 to 12:00**. These hours may vary depending on availability.
8. Upon arrival, the remaining balance for the stay must be paid in full.
9. We are a **smoke-free hotel**; smoking is prohibited in any area of the Resort's facilities.
10. In the event of an early departure for reasons beyond the control of Costa Madero Resort, **no credits or refunds of any kind will be granted**.
11. We shall not be held responsible for damage caused by weather conditions or special events, such as fires, floods, natural disasters, epidemics, or power failures. These situations will not be considered a breach on our part, and claims will not be accepted.
12. For any extension of the reservation, the originally agreed nightly rate will be honored. This does not apply during high season, when the rate may increase. The high-season rate will be determined by management, depending on the number of additional nights.
13. Visits before check-in are permitted with prior authorization from the front desk. Access will be limited to the room's capacity. This is for everyone's safety and to keep track of the number of people inside the hotel.
14. **Pets are not permitted**. We apologize for any inconvenience.
15. Once the reservation has been made and the reservation and cancellation policies have been accepted, the personal information provided will be treated with complete confidentiality and used solely for internal purposes to improve our services.

These policies are subject to change without prior notice.

CANCELLATION POLICIES FOR LONG STAYS

1. Cancellations made **more than 60 days before arrival** will receive a refund of **70% of the total**.
2. Cancellations made between **59 and 31 days before arrival** will receive a refund of **50% of**

the total.

3. Cancellations made **less than 30 days in advance** will not be eligible for a refund, and **changes to the reserved dates will not be permitted.**
4. Any fees generated by refunds shall be borne by the guest.
5. To make changes to the reservation:
6. a. Any change must be requested in writing, by email or WhatsApp, and will be subject to availability.
7. b. The request must be submitted at least **31 days in advance** of the arrival date.
8. c. A period of **one year to make the visit** will be granted, based on the original reservation date.
9. d. Only **one date change** will be permitted per reservation. After this change, no refund will be granted.
10. e. Any change will be subject to the Resort's availability and must comply with the rates applicable to the season (low, mid, or high).
11. f. The reservation must retain a number of nights **equal to or greater than that of the original reservation.** Otherwise, a penalty will be applied for the canceled nights.
12. In the event of flight disruptions, additional changes may be made by advancing or postponing the arrival by a maximum of **3 nights**, provided that the same number of nights reserved is maintained. These changes will be subject to availability.
13. In the event of a cancellation as described in section 5, or **failure to show up for the reservation**, the advance payment will be forfeited, will not be refundable, and no credits will be granted.
14. In the event of an early departure for reasons beyond the control of Costa Madero Resort, **no credits or refunds of any kind will be granted.**
15. In the event of an early departure, the room may not be occupied by persons other than the reservation holders. **Subletting it is strictly prohibited.**
16. No refunds or credits will be granted for causes beyond the control of Costa Madero Resort, such as weather conditions or special events, including fires, floods, natural disasters, epidemics, and power failures. These situations will not be considered a breach on our part, and claims will not be accepted.