

Reservation policies

Check-in and check-out

On the day of arrival, rooms are available from 15:00 hrs, and check-out time is until 12:00 hrs. For late departures, a fee of 50% of the front desk rate applies until 15:00 hrs, and the full night's rate will be charged after that time, subject to availability.

Reservation guarantee

Your reservation is guaranteed with a one-night payment via deposit, bank transfer, payment link, authorization letter, or credit card. Credit cards and authorization letters will be verified prior to arrival; if declined, you will have 12 hours from notification to update your information. Without a response within this period, the reservation will be canceled and the room released for sale.

Cancellation policy

For penalty-free changes or cancellations on individual bookings, requests must be made at least 48 hours prior to the official check-in time (15:00 hrs GTM-6) on the day of arrival; otherwise, the first night's charge will apply.

* For group and wedding reservations, specific restrictions, conditions, and cancellation deadlines apply as stipulated in the contract and agreed upon with the coordinator. *

No-show

In case of a no-show on the scheduled date, the first night will be charged, and the reservation will be canceled starting at 12:00 hrs the following day.

No pets policy

As our facilities are not equipped to accommodate pets, we reserve the right of admission, with the exception of duly accredited service or guide dogs.

It will be a pleasure to welcome you and make your stay an unforgettable experience. Please do not hesitate to contact us if you require any information about the hotel, the city, or its points of interest.