



SUITES 259
Tu hogar mientras viajas



CANCELLATION POLICIES HOTEL SUITES 259

We recommend that any request for changes to your reservation or cancellation be communicated in writing via email to info@suites259.com, WhatsApp, or by calling customer service at +52 55 5908 9455, mentioning your reservation number.

GLOSSARY

The hotel: HOTEL SUITES 259

Group: A group will be considered a reservation request for three rooms or more.

CHANGES AND CANCELLATIONS

In the event of a date change to your reservation (provided the previously purchased rate allows it and is within the allowed time for such changes), it may be subject to modifications based on availability at the time of the change.

Room type change: Room upgrade subject to availability.

The previously reserved rate may not be available.

In the case of extending the stay, the previously confirmed rate may not be available. Therefore, the rate confirmed for the extended nights will be the best available rate for that day.

In the case of early departure from the confirmed dates, the hotel reserves the right to charge for the remaining unused nights.

The time mentioned for making changes and cancellations is in accordance with the local time zone of Mexico City (GMT-06:00 Central Standard Time).

GENERAL CANCELLATION POLICIES.

A): Reservations canceled 15 days or more before the arrival date are subject to a 10% charge of the total amount of your reservation.

B): Reservations canceled from 14 to 3 days before the arrival date are subject to a charge of 2 nights.

C): Reservations canceled from 2 to 0 days before the arrival date are not eligible for refunds, and the same applies to early departures.

Policies for Christmas, New Year, Holy Week, Holidays, and/or any other festive day:

A): Reservations canceled 31 days or more before the arrival date are subject to a 20% charge of the total amount of your reservation.



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B): Reservations canceled from 30 to 15 days before the arrival date are subject to a charge of 3 nights.

C): Reservations canceled from 14 to 0 days before the arrival date, or in case of a no-show, will not be refunded. Similarly, no refunds apply for early departures.

NO SHOW

In the event that the guest does not show up at the time of check-in, the hotel reserves the right to charge the corresponding NO SHOW fee and cancel the reservation. NO SHOW charges will be applied directly to the credit card provided at the time of making the reservation. If the guest does not arrive, no refunds will be issued.

GROUP CANCELLATION

To cancel a group reservation, there is a maximum period of 30 days before the arrival date for the return of 60% of your deposit. The Hotel does NOT accept extensions or refunds once these deadlines have passed. There are no 100% refunds.

The customer and/or group accept that any verbal agreement not signed in this document is not valid.

DISCLAIMER OF RESPONSIBILITIES

The hotel declares that: Any claim or written notice against the hotel must be received no later than ten (10) days after the return of your trip. The hotel will not assume responsibility for any claims, costs, or expenses arising from personal injuries to the client or third parties, accidents, death, loss, or damage to personal belongings, loss of enjoyment, anger, disappointment, distress, or frustration, whether mental or physical, resulting from the following:

- (a) Acts or omissions of any person other than the hotel or its employees;
- (b) Illness, theft, labor disputes, mechanical failures, quarantine, government actions, weather, or any other cause beyond the direct control of the hotel;
- (c) Failure of the client to obtain the required documentation for their trip, such as, but not limited to, passports, visas, and certificates, in which case you will not be entitled to any refund;
- (d) Failure of the client to follow instructions, including, but not limited to, airport departure times, hotel check-in and check-out times;



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(e) If we have to completely cancel your reservation, the hotel's responsibility will be limited to the refund of all money paid to the hotel only for the canceled reservation;

(f) A full refund will not be honored in situations where the reservation has to be canceled, interrupted, and/or postponed by the hotel for reasons beyond its control (force majeure, such as, but not limited to, weather, hurricane, earthquakes, acts of terrorism, etc.).

In any case of cancellation, at the discretion of the hotel, a 10% of the total amount paid for the reservation may be retained as an administrative expense.

ERROR IN PRICE WHEN BOOKING THROUGH THE WEBSITE

Despite the close communication established by the website with the providers listed here, there is a possibility that the validity of some prices may have expired or may come from information erroneously provided by such providers with which our database is fed. Nevertheless, the website takes the precaution of verifying the rates that apply to each reservation. In the event that the correct price is lower than the quoted amount, the website will apply the lower amount. If the correct price is higher than the quoted amount, the reservations department will promptly contact you, informing you of the correct amount or registering the cancellation of the reservation at your request due to disagreement with the price increase. The website and its providers expressly disclaim any responsibility or payment of compensation for inconveniences caused by such cancellation.

REFUND POLICIES

Refunds will only be processed in the case of errors attributable to the hotel under the following conditions:

- NO CASH REFUNDS WILL BE ISSUED.
- Refunds may take 5 to 15 days to be reflected in the customer's account statement.

If this is not the case, please contact the following number +52 55 5908 9455 to verify the status of your refund.