

Reservation Policy

1. information from a credit card is required to secure your reservation, once the reservation is guaranteed receive a confirmation letter containing details of your reservation, we suggest you take a moment to peruse the information, if you have any questions or comments please contact us immediately by the same e-mail received.
2. The total of your room must be paid upon arrival. Hacienda Cantalagua accept cash (Mexican pesos) and credit and debit card (Visa, MasterCard and American Express). No checks are accepted. If you wish, you can pay the balance by bank transfer before arrival, please contact the confirmation email received to obtain the details of the bank account and the instructions for the transfer or reservoir. These can be made up to three days before your arrival, please confirm your payment by sending a copy of your deposit slip via email.
3. During the New Year's Eve (December 28 to January 3), a minimum stay of 3 nights is required.
4. During the Easter and long weekends a minimum stay of two nights is required.
5. Finance Cantalagua no pets.
6. The check in is at 15:00 hrs. and check out at 12:00 hrs.
7. Valet Parking \$ 75.00 per room per night.
8. Spring fee Fee \$ 100.00 per room per night.
9. Extra person occupying the same room \$ 850.00 (maximum occupancy 4 people between adults and minors)
10. Minor complimentary 12 years old. (Maximum occupancy 4 people between adults and minors)
11. Children from age 13 are considered and charged as adult.

Cancellation policy

1. When you confirm your reservation with your credit card, you accept the terms of our cancellation policy.
2. Any change of date or cancellation may do so free of charge 48 hours. in advance. In case of cancellation or received less than 48 hrs and marked contrast, a charge equal to the first night according to the cancellation stipulated price will apply. Any changes will be subject to availability.
3. Full consideration of Finance booking Cantalagua be charged in case of early departure information regarding your original reservation.
4. Reservation in the period (December 22, 2015 to January 1, 2016) will have to be settled in full, it was taken as a reference for the payment the day of your reservation.
5. Any refund will be made exclusively to Hacienda Cantalagua and suggests it be subject to taxes and / or commissions that may occur, they will be issued no later than 60 days.
6. We can not make any refund in case of cancellation and / or loss of your flight. Therefore we invite you to purchase travel insurance to protect you in case of cancellation and / or missed flights.
7. No refunds will be made or any kind of credit will be issued because of bad weather, storms, including any inconvenience or complication that could arise from the direct impact on the area. We invite you to purchase travel insurance to protect you from these drawbacks.