

GENERAL POLICIES

By proceeding with the reservation you accept and agree with Fuego Lodge (The hotel) that the reservation if accepted by us, shall be on the terms and conditions as follows:

RATES AND DEPOSITS

- The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/or departure dates.
- Rates quoted are in US Dollars.
- Rate is for the amount of guests stipulated within the reservation. If the unit's capacity could receive any more guests, a USD 25 + tax per night fee will be charged for each additional guest.
- Children 10 years old and older are allowed in this property and will be counted and charged as an adult. Please contact the hotel for more information.
- In the event you complete a booking based on a rate that has been incorrectly posted, the Hotel reserves the right to correct the rate or cancel the reservation at its discretion, and will contact you directly in order to do so.

ELIGIBLE AGE FOR CHECK-IN and related policies

- You must be at least 21 years of age to check-in and register for a room.
- Parties, meetings and/or visitors are not allowed at this property.
- Quiet time starts at 10pm, Swimming Pool hours are from 9am until 9pm, everyday.
- Pets are not welcomed at the lodge.

CHECK-IN AND CHECK-OUT TIME

- Check-in time runs from 2pm until 8pm, check-out is required by 11am.
- A valid government-issued identification or passport is required at check-in.

EARLY ARRIVAL AND LATE DEPARTURE

- Should you arrive at the hotel prior to the normal check-in time, you are advised to approach the office for assistance in storing your luggage until check-in is available.
- Late check-outs are available on request subject to room availability and occupancy level.
- Please check with the Hotel's Staff at least 24 hours prior to your departure on availability for late check-out. A half-day room charge may be incurred for late check-out between 11 and 1pm, and a full day room charge may be incurred for late check-out after 1pm.

PAYMENTS

- A valid credit card is required to start holding your reservation. The Hotel accepts Visa and Mastercard but no American Express.
- The Credit Card you provided will not be charged at the moment of the reservation but a deposit may be required in order to confirm your stay based on our cancellation policies.
- For questions or availability of other payment arrangements, please contact the hotel for more information.
- Exchange rates are applicable at time of reservation, but are subject to currency fluctuations and billing will be at the prevailing exchange rate upon completion of your stay.

CANCELLATION POLICY

Green Seasons

Reservations canceled at least 1 week before the check-in time will not incur an extra charge when happening during the months of May, June, September, October and between November 1st-14th.

If the reservation is canceled within 1 week from check-in the fee will be for an amount equal to 1 night + taxes.

HIGH Season (July & August)

Reservations canceled at least 2 weeks before the check-in time will not incur an extra charge when happening during the months of July and August.

If the reservation is canceled within 2 weeks from check-in the fee will be equal to 50% of the reservation's grand total + taxes.

HIGH Season (Jan. 10th - April 30th - Excluding Easter dates* - Nov. 15th - Dec. 19th)

Reservations canceled at least 2 months before the check-in time will not incur an extra charge when happening between January 10th and April 30th (excluding Easter dates) and between November 15th December 19th.

If the reservation is canceled within 2 months from check-in the fee will be equal to 50% of the reservation's grand total + taxes.

PEAK Seasons (Dec. 20th - Jan. 9th - Easter dates*)

Reservations canceled at least 6 months before the check-in time will not incur an extra charge when happening between December 20th and January 9th or for Easter Holidays Period (see dates below).

If the reservation is canceled within 6 months from check-in the fee will be equal to 50% of the reservation's grand total + taxes.

*Easter Holidays Periods

2023 - March 30th - April 9th

2024 - March 20th - 30th

In the event of no-show, the stipulated fee detailed before within the Cancellation Policies will be charged to your credit/debit card provided at the time of reservation.

GENERAL PROVISIONS

- By proceeding with the reservation, you further agree and acknowledge that if the reservation is accepted by the Hotel, your stay subsequently shall be subject to the Hotel's standard terms and conditions of stay.
- The Hotel shall be entitled to vary, amend and/or otherwise change these terms and conditions at any time without prior notice.