

GENERAL POLICIES:

By proceeding with the reservation you accept and agree with Fuego Lodge 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 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 hotel.

CHECK-IN AND CHECK-OUT TIME

- Check-in from 2pm until 7pm
Check-out is at 11am.
- A valid government-issued identification or passport is required at check-in.

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.
- 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- May, June, September, October and November 1-14

Any cancellation made at least 14 days before check-in: 100% refund

Any cancellation made between 7 and 14 days before check-in: 50% refund.

Any cancellation made less than 7 days before check-in: no refund.

HIGH Season- July, August

Any cancellation made at least 30 days before check-in: 100% refund

Any cancellation made between 30 and 14 days before check-in: 50% refund.

Any cancellation made less than 14 days before check-in: no refund.

HIGH Season- Jan 10 till Apr 30 (Excluding Easter dates*) and Nov 15 till Dec 19

Any cancellation made at least 60 days before check-in: 100% refund

Any cancellation made between 60 and 14 days before check-in: 50% refund.

Any cancellation made less than 14 days before check-in: no refund.

PEAK Seasons- Dec 20 till Jan 9 and Easter dates

Any cancellation made at least 60 days before check-in: 100% refund

Any cancellation made between 60 and 30 days before check-in: 50% refund.

Any cancellation made less than 30 days before check-in: no refund.

****Easter Holidays Periods***

2024 - March 20-30

2025- April 10-20

****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.