

## **BOOKINGS AND POLICIES: RESERVATION INFORMATION**

For up-to-the-minute availability, last minute cancellations, and reservations call:  
+1 (646)634-7206 USA

Our reservation office is open Monday through Saturday 9am – 6pm EST. Please give us a call, and we are happy to answer your questions! Our office is closed on Sundays and holidays, however, there may be some exceptions.

If you wish to make a reservation, you may book hotel rooms online at [www.CasaCenote.com](http://www.CasaCenote.com)

Or send us an email providing this information:

1. Your arrival and departure dates
2. The unit type you wish to reserve; Standard or Suite
3. The number of guests in your party

We will email confirmation and payment instructions to you.

- We accept American Express, Visa, MasterCard, and Discover. Secure online payment available.
- All reservations must be paid for in full before checking in.
- A 50% deposit is due within 24 hours of confirming your reservation. If not paid, your booking will be released.
- The balance is due 30 days prior to your arrival date and will be automatically charged to your credit card on file.
- All rooms guaranteed on the beachfront with balcony or patio.

## **CANCELLATION POLICIES**

REFUNDS: There are NO REFUNDS due to missed or delayed flights, inclement weather or hurricanes, including any inconvenience or complication caused by a hurricane's direct hit, near miss, or significant threat of a hurricane strike. Clients are encouraged to purchase travel insurance to protect their vacation investment.

Cancellations made will be credited for a future stay. Credit for future stays can be used up to 1 year, (12 months) from originally scheduled arrival. Cancellations made less than 24 hours after booking can qualify for a refund.

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## **• TERMS & CONDITIONS**

- \*Check in is 3PM
- \*Check out is 12PM.
- \*Any adjustments due to flight delays, traffic, etc please call, message or email Teysha Popescu (+1 646-634-7206) or Gary Phillips (+52-984-115-6996) immediately.
- Services Provided: I understand and agree that TEYSHA INTERNATIONAL RENTALS, L.T.D. is acting as a booking agent in accepting reservations and/or bookings for services and/or accommodations which are supplied by CASA CENOTE HOTEL.

- Indemnification & Release of Liability: I acknowledge that TEYSHA INTERNATIONAL RENTALS, L.T.D. & CASA CENOTE HOTEL is not liable for any injury, loss or damages caused to me, my guests or invitees, or any of my or their personal property that is or may be caused by any accident, event, fire, theft, or other casualty or cause during the rental period.
- Force Majeure: I understand and agree that TEYSHA INTERNATIONAL RENTALS L.T.D.& CASA CENOTE HOTEL will not be liable for disruption of travel, bookings, or reservations caused by factors beyond and outside its control, including, but not limited to inclement weather, including tropical storms and hurricanes, Acts of God, political or social unrest, monetary crisis, labor problems, mechanical or construction difficulties, local laws, diseases, war, terrorist activities or novel conditions.
- 4. Legal Disputes: This agreement is made pursuant to, and shall be governed by, New York State law. If any term or provision of this
- agreement is found to be void or invalid, such term or provision will be severed, and all other terms and provisions shall remain valid and binding.
- 5. Eco-Friendly: Please take into consideration the environment when you are staying with us at Casa Cenote. In order to protect our planet we highly suggest you re-use what towels/sheets you are able to as to not waste water.
- 6. Capacity: There is a MAXIMUM capacity of 3 people in our standard units and 4 people in our lofts. Failure to comply with our policy may be subject to fees. \*Some exceptions may be available based upon owners' discretion. Additional persons (2+) in our Ocean Front Rooms over 10 years old will result in an additional charge of \$20/night.
- 7. Lost or Stolen Property: Please use common sense to protect your belongings. We are not responsible for items left behind or stolen.

## **CONTACT INFORMATION**

(USA) +1 646-634-7206

(MX) +52-984-115-6996

Reservations@CasaCenote.com

TeyshaIntlRentals@gmail.com