

Merida 62

M62



999 4542 048



repcion@bilt.mx

CANCELLATION POLICIES HOTEL MÉRIDA 62

We recommend that all requests for changes in your reservation or cancellation requests be made in writing, informed in writing via email to repcion@bilt.mx, WhatsApp or by calling our customer service at +52 999 4542 048 or mentioning your reservation number.

GLOSSARY

The hotel: Hotel Merida 62

Group: Group will be considered a reservation request for a minimum of three rooms or more.

from now on.

CHANGES AND CANCELLATIONS

In case of making a date change to your reservation (as long as the previously purchased rate allows it, and it is within the time allowed for such change). And it is within the time allowed for such change) may be subject to changes according to the availability of the may suffer modifications according to the availability of the same at the time of making the change.

Room type change: Room upgrade subject to availability.

The previously reserved rate may not be available.

In case of extending the stay, the previously confirmed rate may not be available.

Therefore, the rate to be confirmed for the extended nights will be the best available rate for that day. available rate for that day.

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

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The time mentioned for changes and cancellations is according to the local time zone of Mexico City (GTM-06).

Mexico City (GTM-06:00 Central Standard Time).

GENERAL CANCELLATION POLICIES.

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

B): Reservations cancelled 14 to 3 days prior to arrival date are subject to a charge of 2 nights.

C): Reservations cancelled 2 to 0 days prior to arrival date, no refunds apply. Likewise for early departures.

Policies for Christmas, New Year, Easter, Bank Holidays and/or any other holidays:

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

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

C): Cancellations made 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.

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NO SHOW charges will be applied directly to the credit card provided at the time of making the reservation.

In the case of a no-show, no refunds will be issued.

GROUP CANCELLATIONS

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 client and/or group acknowledge that any verbal agreement not documented in this contract 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;

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(d) Failure of the client to follow instructions, including, but not limited to, airport departure times, hotel check-in and check-out times;

(e) If we have to completely cancel your reservation, the hotel's liability 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 the event of any cancellation, at the discretion of the hotel, a 10% administrative fee of the total amount paid for the reservation may be retained.

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 originate 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.

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REFUND POLICIES

A refund will only be processed in cases 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 +52 999 4542 048 to verify the status of your refund.