



CANCELLATION POLICIES HOTEL POSADA DEL CENTRO – OAXACA

We recommend that any request for changes to your reservation or cancellation be communicated in writing via email to repcion@posadadelcentro.mx , WhatsApp, or by calling customer service at +52 951 199 8781, mentioning your reservation number.

GLOSSARY

The hotel: Hotel Posada del Centro – Oaxaca

Group: A group reservation is considered for a minimum of three rooms and beyond.

CHANGES AND CANCELLATIONS

In case of changing the date of your reservation (provided that the previously purchased rate allows it and is within the allowed time for such a change), it may be modified based on availability at the time of 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 confirmed for extended nights will be the best available rate for that day.

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

The mentioned time for making changes and cancellations is in accordance with the local time zone of Mexico City (GMT-06:00 Central Standard Time).

GENERAL CANCELLATION POLICIES:

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

B): Reservations canceled 14 to 3 days before the arrival date are subject to a charge of 2 nights.

C): Reservations canceled from 2 to 0 days before the arrival date, and early departures are non-refundable.

Policies for Christmas, New Year, Holy Week, Holidays, or any other festive day:





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

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

C): Reservations canceled from 14 to 0 days before the arrival date, or in case of no-show, will not be refunded. Similarly, no refunds apply for early departures.

NO SHOW

In case 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.

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

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

GROUP CANCELLATION

To cancel a group reservation, there is a maximum period of 30 days before the arrival date for a 60% refund of the deposit.

The Hotel does not accept extension or full refund once these deadlines have passed. There are no 100% refunds.

The customer and/or group acknowledge that any verbal agreement not outlined in this document is not valid.

DISCLAIMER OF RESPONSIBILITY

The hotel declares that: Any claim or written notification against the hotel must be received no later than ten (10) days after the return from your trip.

The hotel will not assume responsibility for any claims, costs, or expenses arising from personal injuries or injuries to third parties, accidents or 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 anyone 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) Customer's failure 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;





(d) Customer's failure to follow instructions including, but not limited to, airport departure times, hotel check-in and check-out times;

(e) If we have to cancel your reservation entirely, the hotel's liability will be limited to refunding all money paid to the hotel solely 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, hurricanes, earthquakes, acts of terrorism, etc.).

In any cancellation case, at the hotel's discretion, 10% of the total amount paid for the reservation may be retained as an administrative fee.

ERROR IN PRICE WHEN BOOKING THROUGH THE INTERNET PAGE

Despite the close communication established by the Internet page with the providers listed here, there is a possibility that the validity of some prices has expired or comes from information incorrectly provided by such providers with which our database is fed. Nevertheless, the Internet page takes the precaution of verifying the rates that apply to each reservation. If the correct price is lower than the quoted amount, the Internet page 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 for not agreeing to the price increase, expressly disclaiming the Internet page and its providers of any responsibility or payment of compensation for inconveniences caused by such cancellation.

REFUND POLICIES

A refund will only be processed when it comes to errors attributable to the Hotel under the following conditions:

- NO CASH REFUNDS WILL BE MADE.
- Refunds may take 5 to 15 days to be reflected in the customer's statement.

If not, please contact the following number +52 951 199 8781 to verify the status of your refund.

