

CANCELLATION AND CHANGE POLICIES

For changes or cancellations, you may make them before the arrival date without penalty according to the season. After this date, the hotel will charge the corresponding No Show fee equivalent to the season in which the arrival date is.

- **Low Season:** Cancellation 24 hours prior to arrival without charge, otherwise a penalty of 1 night's stay applies.
- **High Season:** Cancellation 7 days prior to arrival free of charge, otherwise a penalty of the total stay applies (rest of the Holy Week, Easter, long weekends, holidays Christmas and Winter* (January 5 to March 31*)).
- **Premium Season:** Cancellation 15 days prior to arrival free of charge, otherwise a penalty of the total amount of the stay applies (New Year, Holy Thursday and Good Friday and Holy Saturday).

****The above policies do not apply to non-refundable rates.***

TERMS AND CONDITIONS

- If your reservation is guaranteed according to the above mentioned, if there is any difference, it will be paid upon arrival at the hotel.
- On your arrival we will request the opening of credit for a total of \$1,500.00 mxn pesos, Minimum (one thousand five hundred pesos mxn) for extra charges during your stay. This can be done by credit card or cash deposit.
- Special assignment requests (type of bed, high floor, adjoining rooms, etc.) are subject to availability at the time of arrival at the hotel.
- Check-in time 15:00 hrs //Check-out time 11: 00 hrs
- In case of No Show, penalty according to season.
- Early departures for various reasons such as death and / or illness of family members, problems on the way or displeasure towards the hotel, etc. will apply the full charge of the stay.
- Refund Policy: In case of any refund agreed upon by both parties, you must send us an email to reservaciones@hotelesmio.com, requesting the amount of the refund, as well as a copy of the bank statement clearly indicating the account number, password, name of the owner, RFC and Homoclave. The reimbursement takes approximately 40 working days.

Sincerely

Reservation Department Mio Hotels