

GENERAL TERMS AND CONDITIONS

Hotel La Fuente

This document outlines the terms and conditions established by Hotel La Fuente upon making a reservation. By reading this document, the guest hereby accepts the following terms and conditions:

By booking at Hotel La Fuente, the guest agrees to the following points:

1. Reservation Policies

- All reservations are subject to availability.
- The confirmed rate will only be honored for the date the reservation was requested, under the selected conditions and room types.
- The hotel may request a guarantee via credit card or advanced payment.

2. Payment Policies

Reservations can be:

- **Paid** (guaranteed).
- **Unpaid** (non-guaranteed).

3. Cancellations and No-Shows

- **Paid Reservations:** May be canceled without charge at least **24 hours** prior to the arrival date. In case of cancellation after this period or failure to arrive (**No-Show**), a charge of 100% of the first night or the total stay will be applied, as applicable.
- **Unpaid Reservations:** Will be automatically canceled at **6:00 PM** on the arrival day if the guest has not arrived or guaranteed the reservation.

4. “Up to 60% Off” Promotions

Promotions are subject to the following terms:

- **4.1 Nature of the discount:** The advertised percentage represents a range from a minimum discount up to a maximum of **60%**, applicable only under specific conditions. Not all dates or room types qualify for this percentage.
- **4.2 Availability:** Subject to availability. Applies to selected rooms and specific dates (mainly Sundays or low occupancy periods). **Blackout dates may apply:** holidays, long weekends, special events, and high seasons.
- **4.3 Variable percentage:** The discount may vary based on the date, room type, and booking lead time. It may be less than 60%; said percentage is the maximum possible and is not generally guaranteed.
- **4.4 Basis of comparison:** The discount is calculated based on the **public rate (rack rate)**, including taxes.

- **4.5 Validity:** Limited-time promotion subject to change without prior notice.
- **4.6 Restrictions:** Does not apply in conjunction with other promotions (not cumulative), corporate agreements, groups, or previously confirmed reservations.
- **4.7 Mandatory Reservation:** The discount applies only at the time of booking; it does not apply to walk-ins without a prior reservation.
- **4.8 Permanent Availability:** The hotel does not guarantee daily availability of the maximum discount, honoring it only on the specific applicable days.
- **4.9 Inquiries:** Current discounts can be verified at the Hotel La Fuente front desk, by calling **844 450 9200**, on the website, or via the hotel's WhatsApp. The **Promotional Legal Notice** is published on the website.

“Up to 60% off on selected dates. Subject to availability.”

5. Group Reservations (5 rooms or more)

- **5.1 Guarantee:** The reservation is confirmed only upon a down payment of **50%** of the estimated total.
- **5.2 Down Payment:** Must be made within **5 calendar days** after the reservation confirmation; otherwise, the hotel may release the inventory.
- **5.3 Payment Methods:** Bank transfer, deposit, or credit card.
- **5.4 Adjustments:** A maximum reduction of **20%** of the room block is allowed if requested at least **30 days** in advance. Additional reductions or those made past the deadline will incur penalties.
- **5.5 Cancellations:**
 - More than 30 days: Refund of the down payment minus a 20% administrative fee.
 - 29 to 15 days: 50% charge.
 - Less than 14 days: 80% charge.
- **5.6 No-Show:** 100% charge of the total stay for guaranteed (paid) rooms.
- **5.7 Damages:** The group is responsible for any damage to the facilities. A credit card will be requested as a guarantee.
- **5.8 Conduct:** Inappropriate behavior (excessive noise, fighting, shouting, breaking objects, etc.) may result in service cancellation without a refund.
- **5.9 Final Payment:** Must be settled **15 days prior** to arrival.
- **5.10 Last-Minute Reservations:** Reservations made less than 15 days in advance require immediate full payment.

6. Guest Responsibility

The guest is responsible for the proper use of the facilities. The hotel may apply charges for damages or failure to comply with house rules.

7. Modifications

Hotel La Fuente reserves the right to modify these terms at any time without prior notice.

8. General Acceptance

By making a reservation, the guest declares that they have read and accepted these terms and conditions.