

# Playa la Media Luna

H O T E L

## GENERAL INFORMATION 2016 / 2017

Thank you for your interest in Hotel Playa la Media Luna. Our commitment to providing you with the “away from home” comforts you have come to know is just a part of what you can expect. Each member of our staff will provide you with a relaxed, comfortable and personal service.

The following information will help us in your reservation process; please let us know if you have any question.

**The deposit to guarantee** the reservation can be done with the future guest credit card information (no Debit Cards please). We accept only VISA and Master Card. A deposit will be required to guarantee your reservation; this deposit will be charged on the credit card in pesos when the reservation is made, charges on the credit card will be made in pesos at the Hotel exchange rate of the day.

*Two nights deposit required for stays of less than 7 days High Season (Dec-24 to April-12)*

*One night deposit required for stays of less than 7 days Low Season (April-13 to Dec-19)*

**The balance due** for all reservations is at arrival to the hotel. Payment can be done in cash pesos and US Dollars at the exchange rate of the hotel (not the Bank exchange rate), payments can also be made with VISA and Master Card, we do not accept AMEX, Travelers checks or foreign checks.

**It is policy of the hotel** to not reserve rooms by floor or number, only by type of room (rustic, garden view, standard ocean view, king or king with Jacuzzi, apartments), if you have a special request we can take a note of it but we are unable to confirm it.

### RESERVATION PROCEDURE:

1. Request to hotel to hold the room for 24 hrs. Please reconfirm via email guest name, room type, arrival & departure dates.
2. Scan and Email immediately the following documents to the Hotel to make a deposit charge on the credit card, if documents are not received within the 24 hrs the reservation will be released.
  - AUTHORIZATION OF CHARGE IN CREDIT CARD (Page 3)
  - COPY OF PHOTO IDENTIFICATION OF HOLDER OF CREDIT CARD. (Passport or driver License) Enlarged to a full page, very clear copy).
3. Request written confirmation of stay from the hotel.

Thank you  
Reservations

# Playa la Media Luna

H O T E L

**ABOUT THE HOTEL:** Playa Media Luna is an intimate beach hotel, all decorated in soft colors with traditional Mexican style, a breakfast area with a small living room and T.V. area and wireless internet, pool bar and lounge area.

## Room Description:

- **Rustic Rocas rooms:** 3 rooms in the older section around the corner from the hotel, w/two dbl beds A/C, refrigerator, safe deposit box, terrace with garden view, *no breakfast included*.

- **Budget with garden view:** 2 small rooms with 1 queen bed each, A/C, refrigerator, TV, safe deposit box, coffee maker, garden view balcony with Mayan hammock, *no breakfast included*.

- **Standard with garden view:** 4 large rooms w/two queen beds each, A/C, refrigerator, microwave oven, coffee maker, TV, safe deposit box, continental breakfast included, garden view balcony with Mayan hammock. These rooms can be adjoining.

- **Standard with ocean view:** 9 rooms w/two dbl beds each, A/C, refrigerator, coffee maker, TV, safe deposit box, continental breakfast included, balcony with ocean view and Mayan hammock.

- **King Size rooms:** 7 rooms w/one king size bed A/C, refrigerator, coffee maker, TV, safe deposit box, continental breakfast included, terrace or balcony with ocean front view and Mayan hammock.

- **Apartments:** 2 Units separate and complete each with ocean front view on the ground floor. The 2 units can be adjoined, each with one of the two with air conditioned bedroom, living room and fully equipped kitchenette, ceiling fan, refrigerator, microwave oven, coffee maker, 4 burners oven stove, cable TV and safe deposit box. The beach front of the apartment has a comfortable living room with a sofa bed, chairs and dining area. Terrace with ocean front view and Mayan hammock. **Continental breakfast is not included. Maid services every other day.** Rate includes 3 guest.

- **King Size Suite With Jacuzzi:** 6 rooms w/one king size bed, A/C, refrigerator, coffee maker, safe deposit box, continental breakfast included, large terrace with balcony with outdoor bathtub, beach chairs & ocean front view. For your safety no children younger than 16 allowed.

**WIFI** only in the lobby area, Pictures of the rooms at <http://www.playamedialuna.com>. American Breakfast available only for groups upon request.

**BEACH & LOCATION:** We are on the Caribbean Sea side of the island featuring the "Half moon" shaped beach. We are located in the downtown area (the north side) of Isla Mujeres; a few minutes walk from north beach and shopping area. For your comfort and safety, this is a Non-Smoking hotel.

**PAYMENT REQUIREMENTS:** A two night deposit must be done when reservation is made for reservations of less than 7 days, for reservations of more than 7 days a 30% deposit is required. All money transactions and invoices must be made out to "**Playa la Media Luna S.A. de C.V.**"; three night stay minimum apply in some periods of the year.

## Options:

- *Deposit to our account*, all the following information must be included in the transaction request:

1) **VIA SWIFT** - BENEFICIARY BANK: BANCO HSBC MEXICO S.A. - BANK ROUTING CODE: BIMEMXMM

- BANK ADDRESS: AV. RUEDA MEDINA No. 3, ISLA MUJERES, Q.ROO, 77400, MEXICO.

- BENEFICIARY NAME: PLAYA LA MEDIALUNA S.A. DE C.V. - BENEFICIARY ACCOUNT NUMBER, CLABE: 021693070009821813

- BENEFICIARY ADDRESS: SECCION ROCAS PUNTA NORTE LOTES 9/10, ISLA MUJERES, Q.ROO, 77400, MEXICO.

Please fax copy of bank receipt to the hotel. (Wire in US Dollars)

- Use credit cards VISA or MasterCard. Rates will be charged in pesos at the exchange rate of the hotel. Subject to change without notice.

**CREDIT CARD:** VISA and MasterCard accepted.

## **CANCELLATION & EXTRA CHARGES POLICIES:**

- Cancellation and changes: to receive full refund and / or make dates changes in a reservation, written cancellation must reach hotel thirty days prior to arrival date in the Low season and sixty days prior to arrival in the High season. Changes will be done depending on the hotels availability and will not be accepted within the thirty days prior to arrival.
- Penalty for late cancellation: two night's payment.
- If guest cancels the stay at arrival date or while being at the hotel, one extra night of payment will be charged as penalty from the date of early departure.
- "No Show": The hotel will save the room for the guest only the first night of stay. If the guest does not arrive to the hotel on the arrival date the hotel will release the room the next day at 12 noon. The deposit for the reservation will not be not refundable.
- At arrival to the hotel, the guests will make a check in a Visa or MasterCard credit card for the amount of \$200 USD to guarantee the stay, additional services and damage in the room or common areas of the hotel. Without this voucher the guest will not be able to register to the hotel.

**FAMILY PLAN:** No charge for one child under five years of age when sharing room with adult. Two children under five years of age in the same room will be considered as one extra person.

# Playa la Media Luna

H O T E L

## AUTHORIZATION OF CREDIT CARD CHARGE

I AUTHORIZE HOTEL PLAYA LA MEDIA LUNA (Playa la Medialuna S.A. de C.V.) TO MAKE A CHARGE WITH MY CREDIT CARD NUMBER FOR HOTEL STAY, FOR THE FOLLOWING AMOUNT (All fields below are required)

The equivalent of two nights (high season)/ one night (low season) or 30% of my stay of stay per room, at Public Rate (Without discount) \$ \_\_\_\_\_ USD Dollars (+ 19 % tax) at the Hotel exchange rate on the date of charge.

The amount in letters of: \_\_\_\_\_

Room type: \_\_\_\_\_ Guest name: \_\_\_\_\_

Credit Card (check one only): VISA \_\_\_\_\_ MASTERCARD \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ EXP: \_\_\_\_\_ / \_\_\_\_\_

(Sorry, no Debit Cards for deposits).

Confidential numbers printed in the back of the credit card \_\_\_\_\_

Name of the Bank where the credit card belongs \_\_\_\_\_

Name of the beholder of the Credit Card: \_\_\_\_\_

Signature on the Credit Card: \_\_\_\_\_

Client Address: \_\_\_\_\_

City, State, Country, Zip code \_\_\_\_\_

Phone & Fax numbers: \_\_\_\_\_

Fly Arrival Time in Cancun \_\_\_\_\_

Date of Today: \_\_\_\_\_

DAY -- MONTH -- YEAR

Date of Arrival: \_\_\_\_\_

DAY -- MONTH -- YEAR

Date of Departure: \_\_\_\_\_

DAY -- MONTH -- YEAR

Email Address: \_\_\_\_\_

Hotel services (whale shark, golf cart, etc): \_\_\_\_\_

### **CANCELLATION POLICY:**

- Cancellation and changes: to receive full refund and / or make dates changes in a reservation, written cancellation must reach hotel thirty days prior to arrival date in the Low season and sixty days prior to arrival in the High season. Changes will be done depending on the hotels availability and will not be accepted within the thirty days prior to arrival.
- Penalty for late cancellation and "no show": two night's payment.
- If guest cancels the stay at arrival date or while being at the hotel, one extra night of payment will be charged as penalty from the date of early departure.
- "No Show": The hotel will save the room for the guest only the first night of stay. If the guest does not arrive to the hotel on the arrival date, the hotel will release the room the next day at 12 noon. The deposit for the reservation will not be not refundable.
- The balance due for the reservations is to be done at arrival to the hotel in cash pesos at the exchange rate of the hotel (not Bank) or USD dollars, payments with credit card at the hotel and bank transfers do not have the discount.

**PLEASE EMAIL: - AUTHORIZATION OF CHARGE IN CREDIT CARD.**

- COPY OF PHOTO IDENTIFICATION OF HOLDER OF CREDIT CARD( Passport or driver License Enlarged to a full page, very clear copy).

# Playa la Media Luna

H O T E L

## PUBLIC RATES:

19% TAX NOT INCLUDED

### HIGH SEASON 2016 / 2017 TEMPORADA ALTA

*Valid from Dec. 24, to January 5 / Valida de Dic. 24, a Enero 5*

	Rack Rates USD
Rustic rocas rooms -----	\$ 65.00 usd
Budget 1 queen bed garden view -----	\$ 95.00 usd *
Standard 2 queen beds garden view -----	\$ 135.00 usd *
Standard 2 dbl beds ocean view -----	\$ 150.00 usd *
King rooms 1 king size bed ocean view -----	\$ 160.00 usd *
Suite + Jacuzzi terrace -----	\$ 180.00 usd *
Bungalow with kitchenette (3 pax) -----	\$ 200.00 usd *
Extra person -----	\$ 20.00 usd *

*Valid from January 6 to April 12 / Valida de Enero 6 a April 12*

	Rack Rates USD
Rustic rocas rooms -----	\$ 55.00 usd
Budget 1 queen bed garden view -----	\$ 85.00 usd *
Standard 2 queen beds garden view -----	\$ 110.00 usd *
Standard 2 dbl beds ocean view -----	\$ 125.00 usd *
King rooms 1 king size bed ocean view -----	\$ 140.00 usd *
Suite + Jacuzzi 1 king size bed ocean view -----	\$ 160.00 usd *
Extra person -----	\$ 20.00 usd *

*Valid from February 01 to 28*

Apartment with kitchenette (3 pax) -----	\$ 185.00 usd *
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*Valid from January 06 to 31 / March 01 to April 12*

Apartment with kitchenette (3 pax) -----	\$ 170.00 usd *
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### LOW SEASON 2015 / 2016 TEMPORADA BAJA

*Valid from April 13 to December 23 / Valida de Abril 13 a Diciembre 23*

	Rack Rates USD
Rustic rocas rooms -----	\$ 40.00 usd
Budget 1 queen bed garden view -----	\$ 75.00 usd *
Standard 2 queen beds garden view -----	\$ 90.00 usd *
Standard 2 dbl beds ocean view -----	\$ 105.00 usd *
King rooms 1 king size bed ocean view -----	\$ 120.00 usd *
Suite + Jacuzzi 1 king size bed ocean view -----	\$ 140.00 usd *
Apartment with kitchenette (3 pax) -----	\$ 150.00 usd *
Extra person -----	\$ 20.00 usd *

Rates in U.S. Dollars, 16 % Federal & 3 % State tax NOT INCLUDED.

Rates subject to change without notice. Daily Complimentary continental breakfast for Suites, King & Std rooms.

Sección Rocas, lotes 9 /10, Punta Norte, Isla Mujeres, Q. Roo, 77400, México. Tel. (998) 877-0759, Fax: (998) 877-1124.

E-mail: [reserv@playamedialuna.com](mailto:reserv@playamedialuna.com), Web Site: <http://www.playamedialuna.com>

# *Playa la Media Luna*

H O T E L

## **DIRECTIONS TO COME TO ISLA MUJERES FROM CANCUN AIRPORT:**

**1.-** For your comfort, the reservation staff will be pleased to help you arranging your transportation from Cancun Airport to the ferry port, This is Low cost option, cheaper than a taxi, private service, non- stops direct transfer to get the ferry boat.

\$65.- US (one Way)

\$130.- US (round trip)

To arrange this services only let us know your full flight information via email and we will send your confirmation.

Our DRIVER WILL DROP YOU AT THE DOCK OF THE FAST EXPRESS BOATS WHICH ARE 60 FEET AIR CONDITIONING ALUMINUM BOATS.

**2.-** “GRAN PUERTO CANCUN” DOCK “FAST EXPRESS BOATS”

**RUN EVERY 30 MINUTES FROM 5:30 AM TO 12:00 AM**, YOU PAY THE TICKETS AT THEIR OFFICE BEFORE GETTING ON THE BOAT (14.- US PER PERSON Round Trip).

**3.-** WHEN YOU GET TO THE DOCK IN ISLA MUJERES YOU WILL FIND THE **TAXI OFFICE RIGHT NEXT TO THE DOCK**, PLEASE TAKE A TAXI AND TELL THE DRIVER YOU WANT TO GO TO HOTEL PLAYA LA MEDIA LUNA (HALFMOON BEACH HOTEL) WHICH IS LOCATED BEHIND THE CONVENTION CENTER IN DOWNTOWN (ABOUT 12 BLOCKS AWAY FROM THE DOCK). (TAXI APROX. \$5. - US)

WHEN YOU GET TO THE HOTEL TELL THE RECEPTIONIST YOUR NAME AND HE WILL REGISTER YOU AT THE HOTEL.

WE HOPE THIS IS CLEAR FOR YOU, IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT 011-52-998-877-0759.

REGARDS,

RESERVATIONS

## HOTEL SERVICES

For your comfort, the reservation and front desk staff will help you organize these services prior to your arrival:

\* Whale Shark tours: Shared trip \$125. USD per person (4 hrs), swim with the whale sharks, seasonal only May 15 to Sept 15.

\* Sport fishing trips: from \$499. Usd + tax, private trip ( Based on 4 guest, 4 hrs) Snapper, grouper, mackerel, trigger fish, etc. Atlantic sailfish deep sea fishing 6 hours \$700 usd + tax. Beautiful boats, professional crew refreshments, bait and equipment included, [www.keen-m.com](http://www.keen-m.com).

\* Golf Carts: **All Day 9:AM to 5:PM \$55.- USD & 24 Hours \$65. USD**

\* Mopeds: (Scooters) 9:Am to 5:Pm: \$35. USD & 24 Hours \$45. USD

\* Massages: in your room terrace or pool area rates from \$50. to \$90. USD

\* Tours to Chichen Itza and Tulum: \$120. USD per person (all day)

\* Tour to Contoy Island: \$90. USD per person (meals/drinks included, all day)

\* Snorkelling tours: \$45. USD visiting the nurse sharks and Musa underwater museum (Meals/ included, 4 Hrs)

\* Swim with the Dolphins: From \$99. USD to \$199. USD

\* Tour around The Island in Taxi: \$25. USD (per hour, max 4 passengers)

\* Private Transportation from Cancun airport to the Ferry port: Van \$65. USD Round trip (**SPECIAL**) \$120. USD

**SPECIALS are valid only if reservation is made prior to arrival date guaranteed with credit card Visa or MasterCard.  
Appointments and special arrangements can be done when the reservation is confirmed.  
Discounts and Prices are subject to change without notice, please inquire current rates.**

## INFORMACION GENERAL

Le agradecemos su interés en Hotel Playa la Media Luna. Nuestro compromiso es ofrecerle las comodidades a las que usted está acostumbrado en su hogar. Cada uno de los miembros de nuestra empresa le otorgará un servicio personalizado de relajamiento y comodidad.

La siguiente información nos ayudara y guiara en su proceso de reservación, le agradeceremos nos haga saber si cuenta con alguna duda o pregunta.

Un depósito es necesario para garantizar la reservación, este depósito será cobrado en la tarjeta de crédito en pesos cuando la reservación es confirmada, los cargos serán hechos en pesos, al tipo de cambio del DIA del hotel. Aceptamos VISA y Master Card.

Temporada alta dos noches de depósito.

Temporada baja una noche de depósito.

Los saldos pendientes de las reservaciones serán saldados a la llegada al hotel del huésped. Los pagos pueden ser hechos en efectivo pesos al tipo de cambio del hotel (no al del Banco), dólares norteamericanos, cheques de viajero en dólares americanos y en tarjeta de crédito.

Los pagos en tarjeta de crédito a la llegada al hotel tendrán un cargo extra del 10%. Los depósitos por reservaciones no tendrán el cargo extra.

Es política del hotel el no reservar habitaciones por piso o número de habitación, solamente serán reservadas por tipo de habitación (Rocas rústicas, Standard, Bungalows, King y King con Jacuzzi), si usted tiene una solicitud especial, trataremos de ayudarle pero no podremos confirmarle.

## PROCEDIMIENTO DE RESERVACION:

1. Por favor reconfirme via e-mail nombre del huésped, tipo de habitación, fechas de llegada y salida.
2. Envíe via email al Hotel los siguientes documentos:
  - Autorización de Cargo a la tarjeta de Crédito.
  - Copia de identificación con fotografía.
3. Solicite confirmación por escrito al hotel.

Muchas gracias!  
Reservaciones



# Playa la Media Luna

H O T E L

**HOTEL:** Gracias por su interés en Hotel Playa la Media Luna. Lo siguiente es la información y descripción del hotel y sus servicios. Por favor déjenos saber si necesita alguna información adicional y con gusto le contestaremos.

El hotel cuenta con 18 habitaciones decoradas en colores suaves en tradicional estilo mexicano, un desayunador en el área del lobby con sala de televisión, alberca con asoleadero y área de camastros con vista al mar.

**Rocas rusticos:** 3 habitaciones muy rusticas que se encuentran a 100 mts de la recepción y áreas generales del hotel, en la sección Antigua. Las habitaciones cuentan con 2 camas matrimoniales, A/C, Refrigerador, Caja de Seguridad, Terraza con vista al jardín. Estas habitaciones no incluyen desayuno continental y no cuentan con vista al mar.

**Budget - economicos:** 2 hab con una cama queen, A/C, refrigerador, TV, caja de seguridad, cafetera, balcón con vista al jardín con hamaca. *No incluye desayuno continental.*

**Standard con vista al jardín:** 4 hab con dos camas dobles, A/C, refrigerador, horno de microondas, TV., caja de seguridad, cafetera, desayuno continental, balcón con vista al jardín y hamaca. Estas habitaciones pueden ser usadas adjuntas, cuentan con puertas intermedias. *No incluye desayuno continental.*

**Standard con vista al mar:** 9 hab con dos camas dobles, A/C, refrigerador, TV., caja de seguridad, cafetera, desayuno continental, terraza o balcón con vista de frente al mar y hamaca.

**King Size con vista al mar:** 7 hab. con una cama King size, A/C, refrigerador, TV., caja de seguridad, cafetera, desayuno continental, terraza o balcón con vista de frente al mar y hamaca.

**Apartamentos:** 2 unidades por separado y completo cada una de ellas con vista frontal al mar. Cocina completamente equipada con refrigerador, horno microondas, cafetera, estufa con 4 quemadores, A/C, ventilador de techo, televisión por cable y caja de seguridad. La sala del frente cuenta con un cómodo sofá cama y comedor. Terraza con vista al mar y hamaca. *No incluye desayuno continental.* La tarifa basada en ocupación triple, a partir del cuarto huésped contará como persona extra. Los dos departamentos pueden usarse adjuntos, cuentan con puerta intermedia.

**Suites c/ Jacuzzi:** 6 hab. con una cama King size, televisión con servicio de cablevisión, equipo de DVD, A/C, refrigerador, caja de seguridad, desayuno continental, espaciosa terraza y balcón con tina al aire libre, sillas de playa y vista de frente al mar. Por su seguridad solamente se aceptan jóvenes de mayor de 16 años de edad.

- WI-FI en área de recepción. Desayuno americano disponible solo para grupos.

**PLAYA:** Nos encontramos con vista de frente al mar caribe, en la playa de la Media Luna, muy cerca de las transparentes aguas de la playa protegida por el arrecife y reconocida en todo el mundo, Playa Norte. La perfecta localización del hotel le permite disfrutar la constante brisa del mar caribe en la terraza de su cuarto. Una caminata de dos minutos le llevará a la Playa Norte o al centro de la Isla.

**LOCALIZACION:** Estamos localizados en el área del centro (lado norte) de Isla Mujeres. Al este tenemos la vista al mar caribe de la isla en la que se encuentra la muy conocida playa con forma de Media Luna.

**REQUISITOS DE PAGO:** Los cheques, transacciones monetarias y facturas deben ser hechos a nombre de "Playa la Medialuna S.A. de C.V."; tres noches mínimas de estancia aplican en algunas temporadas del año. Opciones:

- Depósito a Banco Internacional HSBC, Cuenta en Pesos 4014890271 & cuenta en dólares 7000982181.
- Envíe (solamente por correo certificado) o cheques certificados a la dirección del hotel (no aceptamos "money orders" o cheques personales). Por favor envíe por fax una copia del cheque antes de mandarlo por correo.
- Use su número de tarjeta de crédito. Los cargos serán hechos al tipo de cambio del día del hotel.

## **POLITICA DE CANCELACION Y CARGOS EXTRA:**

- La cancelación de la reservación por escrito debe llegar al hotel sesenta días antes de la fecha de llegada del cliente en temporada alta, y treinta días antes en temporada baja-.
- El cargo por cancelación tardía: dos noches de pago.
- Si el huésped cancela su estancia el día de llegada o mientras se encuentra hospedado en el hotel, se le cobrará una noche de estancia extra a partir de la noche de salida temprana.
- “No show”: El hotel se compromete a guardar la habitación del cliente la primera noche de estancia, en caso de que el huésped no llegue al hotel en la fecha de llegada de la reservación (“no show”), el hotel liberará la habitación a las 12 del día siguiente; el depósito no es reembolsable en caso de “no show”.
- A la llegada al hotel, el huésped dejará un Depósito con su tarjeta de crédito de \$200. USD Visa o Mastercard firmado para garantizar el uso de servicios adicionales durante su estancia y daños hechos en la habitación o áreas comunes del hotel. Sin el Depósito del huésped no se podrá realizar el registro al hotel.

**PLAN FAMILIAR:** Sin cargos para un niño menor de cinco años al compartir la habitación con adultos. Dos niños menores de 5 años de edad son considerados como una persona extra.

**TARJETAS DE CREDITO:** VISA y Mastercard.

# Playa la Media Luna

H O T E L

## **AUTHORIZACION DE CARGO A TARJETA DE CREDITO**

AUTORIZO AL HOTEL PLAYA LA MEDIA LUNA (Playa la Medialuna S.A. de C.V.) A REALIZAR UN CARGO POR HOSPEDAJE POR LA CANTIDAD SIGUIENTE:

EL EQUIVALENTE EN PESOS DE DOS NOCHES (Temp. Alta) / UNA NOCHE (Temp. Baja) DE ESTANCIA POR CADA HABITACION EN TARIFA PUBLICA (Sin descuento) \$ \_\_\_\_\_ USD DOLARES, AL TIPO DE CAMBIO DEL HOTEL EN LA FECHA DEL CARGO.

CANTIDAD CON LETRAS: \_\_\_\_\_

TIPO DE HABITACION: \_\_\_\_\_ NO. DE PERSONAS EN HABITACION: \_\_\_\_\_

Tarjeta de Credito (marcar solo una): VISA \_\_\_\_\_ MASTERCARD \_\_\_\_\_

NUMERO DE TARJETA : \_\_\_\_\_ EXP:./ \_\_\_\_\_

NUMEROS CONFIDENCIALES EN REVERSO DE TARJETA \_\_\_\_\_

NOMBRE DEL BANCO AL QUE PERTENECE LA TARJETA \_\_\_\_\_

A NOMBRE DE: \_\_\_\_\_

DIRECCIÓN, CIUDAD, EDO. PAIS: \_\_\_\_\_

FIRMA QUE APARECE EN LA TARJETA: \_\_\_\_\_

FECHA DE HOY: \_\_\_\_\_

DIA -- MES -- AÑO

FECHA DE LLEGADA AL HOTEL: \_\_\_\_\_

DIA -- MES -- AÑO

FECHA DE SALIDA DEL HOTEL: \_\_\_\_\_

DIA -- MES -- AÑO

EMAIL \_\_\_\_\_

SERVICIOS ADICIONALES DEL HOTEL(Tib. Ballena, fishing, carrito golf, etc): \_\_\_\_\_

### **POLITICA DE CANCELACION:**

- Cancelacion: Para recibir reembolso del deposito y hacer cambios en fechas de reservación la cancelación por escrito debe llegar al hotel sesenta dias en temporada alta y treinta dias en temporada baja antes de la fecha de llegada del cliente.
- El cargo por "no show" y/o cancelación tardia:dos noches de pago.
- Si el huésped cancela su estancia el dia de llegada o mientras se encuentra hospedado en el hotel, se le cobrara una noche de estancia extra a partir de la noche de salida temprana.
- "No show": El hotel se compromete a guardar la habitación del cliente la primera noche de estancia, en caso de que el huésped no llegue al hotel en la fecha de llegada de la reservación ("no show"), el hotel liberara la habitación a las 12 del dia siguiente; el deposito no es reembolsable en caso de "no show".
- El saldo del pago de las reservaciones es para ser saldado a la llegada del cliente al hotel, en efectivo pesos al tipo de cambio del hotel (no al del Banco), dólares. Los pagos con tarjeta de crédito o transferencias bancarias no estan sujetos al descuento.

### ***Envie por Email***

**AUTORIZACION DE CARGO Y COPIA DE IDENTIFICACION (Pasaporte o Lic. De Manejar) CON FOTO**

Sección Rocas, lotes 9 / 10, Punta Norte, Isla Mujeres, Q. Roo, 77400, México.Tel. 52 (998) 877-0759, Fax: 52 (998) 877-1124.

E-mail: [reserv@playamedialuna.com](mailto:reserv@playamedialuna.com), Web Site: <http://www.playamedialuna.com>