

Reservation Policies

- The rates shown on the website are only valid on the day of your quote. The rates will apply for their respective charge, only in case of reserving the desired service, otherwise these rates may vary. A reservation is considered complete, when you have a confirmation email and the corresponding charge for the check-in has been applied.
- At the time of booking, you expressly confirm that you know and accept our reservation policies, payment policies, cancellation policies and policies of demarcation of responsibilities. All reservations are subject to availability at the time of processing your request. Availability can not be guaranteed until you have received your payment method and the hotel will check the validity, sufficiency of funds of your credit card by making a check in for the first night. In case of being a debit card, the total of the reservation must be charged. To make your reservation we have to check availability before we can confirm them. We ask you a maximum period of 24 hours for verification of availability and confirmation.
- In order to avoid setbacks, you must print your corresponding voucher and present it at the time you request your service. If you wish to change or cancel your reservation, please contact us as soon as possible in writing via internet with reception by email to info@lacasadelnaranjo.com mentioning your reservation. Any change of reservation is subject to availability and re-quotation of rates. We suggest you read our Cancellation Policies. For more information, please contact the reception mentioning your reservation date.

Payment Policies

- (INTERNET) Once you have sent us your reservation request, we will send you a confirmation of availability via email. Once the payment of the check in has been made, a confirmation email will be sent to you which will be your reservation receipt and in which the link of this page appears so that you are aware of these payment and payment policies. Cancellation. We work with all credit cards: American Express, VISA and Master Card. For more information please contact the reception.
- (PHONE) You will need to provide us with your credit card information to make your reservation, since the charge will be made at the time of making the reservation, otherwise the card provided will remain as a guarantee if applicable. of our cancellation policies.
- The rates published on our website are quoted in national currency (Mexican pesos).

Cancellation Policies

- Any request for cancellation must be informed in writing via e-mail to reception, mentioning your reservation request. Below we describe our general cancellation policies:
 - Reservations canceled 15 days or more before the arrival date are subject to a charge of 0% of the total amount of your reservation.
 - Reservations canceled 7 days before arrival date are subject to a charge for the total of your entire reservation.
 - Reservations in case of not arriving, will not be refunded. Similarly, refunds are not applied for early departures.

Disclaimer of Responsibilities

www.lacasadelnaranjo.com declares that:

- The photographs shown on its website are only representative and do not guarantee that upon arrival, everything will be exactly the same as described here.
- www.lacasadelnaranjo.com reserves the right to refuse any customer at any time.
- Any claim or written notice against www.lacasadelnaranjo.com must be received no later than fourteen (14) days after the departure date specified in the reservation.
- www.lacasadelnaranjo.com not assume responsibility for any claim, cost or expenses arising from personal injury or injury to third parties, accidents or death, loss or damage of personal belongings, loss of entertainment, anger, disappointment, anguish or frustration, either mental or physical, which results from what is mentioned below:
 - Acts or omissions of any other person that is not www.lacasadelnaranjo.com or its employees;
 - Illness, theft, labor disputes, mechanical failures, quarantine, governmental actions, change of itinerary, confusion or mistake of city and country, weather, or any other cause beyond the direct control of www.lacasadelnaranjo.com
 - The client fails to obtain the required documentation for his trip such as, but not limited to, passports, visas and certificates, in which case you will not be entitled to any refund;
 - Failure of the client to follow instructions including, but not limited to, departure times and date of entry and exit in hotels, policies.
 - Cancellation or change for any reason of the services offered. We reserve the right to cancel or change travel services at our discretion, but will try to replace them with comparable services. If we have to cancel your reservation completely, the responsibility of www.lacasadelnaranjo.com will be limited to the refund of all the money paid to www.lacasadelnaranjo.com or the accommodation in another hotel.
 - A full refund will not be honored in situations in which the trip has to be canceled, interrupted and / or postponed by www.lacasadelnaranjo.com for reasons beyond its control (causes of force majeure, such as, but not limited to) , weather, hurricane,

earthquakes, acts of terrorism, etc.) and in which the contractual obligations of www.lacasadelnaranjo.com with its suppliers do not allow it to obtain reimbursement of the amount paid. In any case, at the discretion of www.lacasadelnaranjo.com, 15% of the total amount paid for the reservation may be retained as administrative expense.