



Reservation, Cancellation, Modification & No-Show Policies

Mantra Hotel Boutique

RESERVATION POLICY

The following provisions regulate the conditions applicable to reservations, cancellations, date modifications, no-shows, late arrivals, and early departures at Mantra Hotel Boutique.

Guests are responsible for verifying that all information contained in their reservation confirmation is accurate, including stay dates, room category, number of guests, selected rate, and general characteristics of the reserved accommodation.

Guests are encouraged to carefully review this information upon receiving their confirmation. Should any inconsistency be detected, the hotel must be notified as soon as possible in order to make adjustments within the permitted timeframes.

These policies apply to all reservations made at Mantra Hotel Boutique, regardless of the booking channel used, including:

- Direct reservations made via telephone, WhatsApp, email, or the hotel's official website
- Reservations made through external digital platforms or booking engines
- Walk-in reservations made directly at the hotel

Once the payment deposit has been received, the reservation is considered confirmed and the room will be blocked for the selected dates.

Once check-in has been completed, partial cancellations or refunds for unused nights will not be granted, except in cases contemplated under the Extraordinary Circumstances section.

Guest Registration

All individuals staying at the hotel must register at the front desk upon check-in.

The hotel may request a valid official identification document in order to complete the registration process.



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Only registered guests will be permitted to use the reserved accommodations and guest-designated hotel facilities.

Room Occupancy

Each room category has a maximum occupancy established by the hotel.

The number of guests registered in the reservation must match the number of individuals staying in the room.

Should additional unregistered guests be presented, the hotel reserves the right to apply additional charges or limit access according to the maximum occupancy permitted for each room category.

CANCELLATION POLICY

Direct Reservations

(Telephone, WhatsApp, Email, Official Website & Walk-ins)

Reservations made directly with Mantra Hotel Boutique may be canceled without penalty under the following conditions:

- **Low season:** up to 7 days prior to the check-in date
- **High season:** up to 14 days prior to the check-in date

Cancellations made outside these timeframes will result in the forfeiture of the deposit paid.

In the event of a **No-Show** (when the guest does not arrive on the scheduled arrival date without prior notice), the deposit will be non-refundable and the reservation will be automatically canceled.

Pricing & Refund Policy

Rates at Mantra Hotel Boutique are dynamic and may vary depending on factors such as demand, occupancy, seasonality, booking lead time, and commercial conditions across different sales channels.

Additionally, certain platforms or intermediaries may offer promotions, benefits, or preferred conditions to specific users, which may result in variations in displayed rates.

Therefore, rates are subject to change without prior notice until the reservation has been formally confirmed.



Refund Policy

In the event of a cancellation within the permitted timeframe where a refund applies, the corresponding payment gateway processing fees used during the transaction will be deducted.

These fees correspond to 3% of the paid amount plus MXN \$3.00 for domestic transactions.

These processing fees are non-refundable, as they correspond to external processing costs beyond the hotel's control.

Consequently, the refunded amount will reflect the deduction of these charges.

Stay Guarantee

At check-in, the hotel may request a valid credit/debit card or security deposit to cover potential incidentals, additional services, or charges resulting from damages during the stay.

Reservations Through Digital Platforms

Reservations made through external digital platforms are subject to the cancellation and modification conditions selected by the guest at the time of booking within each respective platform.

This includes platforms such as:

- Booking.com
- Expedia
- Airbnb
- Google Hotels
- Other external digital platforms or booking engines outside the hotel's official website

In these cases, any cancellation or modification request must be managed according to the terms and conditions established by the corresponding platform.



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DATE MODIFICATION POLICY

Direct Reservations

Requests to modify reservation dates must be made with the following notice:

- **Low season:** at least 7 days prior to check-in
- **High season:** at least 14 days prior to check-in

All modifications are subject to availability.

Any date modification generates a new quotation according to the rate in effect at the time of the change request. Any applicable rate difference must be paid prior to confirming the modification.

Reservations Made Through OTAs or Digital Platforms

For reservations made through digital platforms, date changes must be managed according to the modification policies established by each platform.

Late Arrivals After Check-in Date

When a guest notifies the hotel that they will not arrive on the scheduled check-in date but wishes to maintain the remainder of the stay, the first night will be considered used and non-refundable.

Subsequent nights will remain active according to the original reservation.

No-Show Policy

A reservation will be considered a **No-Show** when the guest fails to arrive on the scheduled arrival date and has not provided notice within the applicable timeframe.

For direct reservations, the deposit paid will be non-refundable.

For reservations made through digital platforms, the corresponding charge will apply according to the policy contracted within the respective platform.

The reserved room will be released the day following the missed check-in date.



Early Departures

Once check-in has been completed, refunds will not be granted for unused nights.

Early departures do not generate refunds or compensation, except as established under the Extraordinary Circumstances section.

Extraordinary Circumstances

This provision shall apply exclusively when there is an official declaration issued by a competent authority that legally or physically prevents the guest from staying in Puerto Escondido.

Events That May Be Considered

- Officially declared public health emergencies
- Mandatory government restrictions such as evacuations or lockdowns
- Armed conflicts or severe civil disturbances
- Extreme and unforeseeable weather events

Events That Do Not Apply

The following are not considered extraordinary circumstances:

- Personal issues
- Transportation cancellations from the point of origin or road blockages
- Non-mandatory travel advisories
- Predictable seasonal weather conditions

When an extraordinary circumstance applies, the hotel may evaluate the case and, when appropriate, issue a certificate or voucher for a future stay, subject to conditions determined by management.

General Conditions of the Voucher

- Valid for 1 calendar year from the original reservation date
- Non-transferable
- Not redeemable for cash
- Subject to availability and blackout dates
- Applicable only to the original number of guests and reserved nights

Requests related to extraordinary circumstances must be reviewed directly with hotel management.



Contact Information

Telephone

- +52 954 129 29 95
- +52 954 688 48 81

Email

- info@mantrahotelboutique.com
- info@mantrahotel.mx

Chargeback Policy

In the event that a guest requests a cancellation or refund directly through their banking institution or payment provider (chargeback), the hotel reserves the right to present the corresponding documentation supporting the reservation, including reservation confirmation, proof of payment, accepted policies, and stay records.

Completion of a reservation and corresponding payment implies acceptance of the hotel's current policies.

Acceptance of Policies

By making a reservation, submitting payment, or completing the guest registration process, the guest confirms having read and accepted the hotel's current policies.

Policy Interpretation

Any situation not expressly contemplated within these policies shall be evaluated by hotel management according to operational criteria and availability.

Final Provisions

- Valid for 1 calendar year from the original reservation date
- Non-transferable
- Not redeemable for cash
- Subject to availability and possible blackout dates
- If used on dates different from the original reservation or in a different room category, a rate difference may apply and must be covered by the guest



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- Applicable only to the original number of guests and reserved nights

Confirmation of a reservation through any booking channel implies acknowledgment and acceptance of the conditions established within these policies.

Mantra Hotel Boutique reserves the right to update these policies whenever necessary in order to maintain clarity within its operational processes.