

Pre-Payment and Cancellation Policies

High Season

6 Jan. - 30 Apr.
15 Jun. - 25 Ago.
1 Nov. - 14 Dec.

Pre-Payment

A credit card is required as a guarantee for the total amount of the reservation. The total will be charged 60 days before the arrival date.

Cancellations

- If there is a "no-show" 100% of the total of the reservation will be charged
- If a reservation is cancelled 60 days or less prior to the arrival date, 100% of the reservation will be charged.
- Cancellation policies may apply if a reservation is modified 60 days or less prior to the arrival date.

** In the case that we are able to sell the rooms, an 80% reimbursement will be made.

Green Season

1 May - 14 Jun.
26 Ago. - 31 Oct.

Pre-Payment

A credit card is required as a guarantee for the total amount of the reservation. The total will be charged 30 days before the arrival date.

Cancellations

- If there is a "no-show" 100% of the total of the reservation will be charged
- If a reservation is cancelled 30 days or less prior to the arrival date, 100% of the reservation will be charged.
- Cancellation policies may apply if a reservation is modified 30 days or less prior to the arrival date.

** In the case that we are able to sell the rooms, an 80% reimbursement will be made.

Holiday Season

15 Dec. - 5 Jan.

Pre-Payment

A pre-payment for the total amount of the reservation must be done 90 days prior to the arrival date.

Cancellations

- If there is a "no-show" 100% of the total of the reservation will be charged
- If a reservation is cancelled between 90 and 60 days or less prior to the arrival date, 50% of the reservation will be charged.
- If a reservation is cancelled between 59 and 30 days or less prior to the arrival date, 100% of the reservation will be charged.

Arenas Del Mar

Beachfront & Rainforest Resort

- Cancellation policies may apply if a reservation is modified 90 days or less prior to the arrival date.

** In the case that we are able to sell the rooms, an 80% reimbursement will be made.

Due to the high demand we experience during this season, when accepting reservations we assign our rooms in a way such to eliminate one-night openings. We cannot accept a reservation that leaves us with a single night standing by itself, and therefore, apply a special policy, which we call 'Offering You an Extra Night' in case this situation is presented.

Children

- Children under 6 years old are free of charge, sharing the room with an adult. Full breakfast is included but other incidentals should be paid at normal price.
- Children 6 years and older pay full rate for room and meals.



Operated by Cayuga Sustainable Hospitality

