



Loto Tulum

Calle 7 Sur entre Calle 10 Sur y Calle 8 Sur  
Manzana 731, lote 3, Colonia La Veleta  
Tulum, Quintana Roo, Mexico, 77760

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## Billing and Cancellations Policy

### Reservation:

- The client pays 30% when they make the reservation and the remaining 70% when they arrive at the establishment.

### In case of cancellation,

- If the client makes the reservation more than 30 days before their arrival:
  - If the client cancels within 24 hours after they make the reservation, the 30% will be refunded, so they pay a total of 0% of the reservation.
  - If the client cancels after 24 hours after they make the reservation and more than 30 days before their arrival, the 30% is not refunded, so they pay a total of 30% of the reservation.
  - If the client cancels between 30 and 7 days before the arrival, they will be charged an additional 20%. They pay 50% of the reservation.
  - If the client cancels later than 7 days before their arrival, they pay the remaining 70%, for a total of 100% of the reservation.
- If the client makes the reservation 8 to 30 days before their arrival:
  - If the client cancels 8 days or more before their arrival, the 30% is not refundable and will be charged another 20% of the reservation, for a total of 50% of the reservation.
  - If the client cancels later than 7 days before their arrival, they pay the remaining 70%, for a total of 100% of the reservation.
- If the client makes the reservation less than 7 days before their arrival:
  - If the client cancels they will pay the remaining 70%, for a total of 100% of the reservation.

Note: Arrivals are based on 3PM of check in date