



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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Dear Guest,

Thank you for your preference. While at Loto Tulum Apartments we will do everything to make you feel like at home, it is important to remember that your stay is in part self-sufficient.

Rates and policies are subject to change and vary during high season and for some special requests.

By making a reservation online or by phone, you are giving us consent to charge your given credit card for your villa-apartment as well as any cancellation fee and incidentals. Charges on your card will be reflected as Loto Tulum.

Your security is very important to us, so in case you lose your apartment keys we will have to change the door lock and a 100 USD charge will be applied to your account.

Please help us keep our prices low, if you go out please turn off the air conditioner, fan and tv and lights.

Check in time is 3:00 - 9pm. **Check out time is 11am** (We can store your luggage and you can pick it up at a later time). **IF YOU DON'T RETURN THE APARTMENT BY 11 AM, YOU WILL BE CHARGED AN EXTRA FEE OF 35 USD.**

Towels and linens are changed once a week or when a new guest occupies the apartment. If you need us to change them more often, there is a charge of 10 USD each time.

The pool hours are 9am to 9 pm. Please do not eat, drink or smoke while you are inside it.

All of our apartments are NON SMOKING. You can smoke in the open area in the garden.

If you use a bicycle, there is a deposit fee of 150 USD. If you don't return it, or return it with any damage, or return it with a damage in the lock or without the lock, you will lose your deposit.

The use of bicycles is at your own risk. While the bike is under your possession you are responsible for any damages or infractions caused with the bike by you or others including, but not limited to: personal injury to you or others, property damage and traffic tickets. Loto Tulum nor its' employees or owners are **NOT** responsible for any accident, damage to yourself, to other people, your property, the property of others, that might happen while you use our bicycles. The bicycles must be returned at the time of check out or before so you can get your deposit back, provided they are not damaged or anything on it is missing.

I agree that any incidentals, including but not limited to, packages, special requests and damages may be charged to my credit card.

Name _____ Signature _____ Date _____

Apartment _____ Email _____