

HOTEL RULES AND POLICIES

Check in time: 3:00 pm to 8:00 pm. If the guests need to arrive before or after the stipulated time, the guest should inform, one day prior to the check in date and via email, the tentative arrival time.

If the guest decides to finish their stay before the check out date, the hotel will charge the complete stay. If the guest does not make the check out at the stipulated time, the guests will be charged one extra night without the right to use the room and hotel facilities.

Late check out is subject to availability and the guest should ask the hotel one night before the check out date

HEALTH AND SECURITY

To maintain the health and security of our guests and staff, we require that any guests that presents symptoms of any contagious disease should notify administration.

LOSS OR DAMAGE

We respectfully remind you that the hotel is not responsible for damage or loss of any item or valuables brought into the hotel, public areas, or your car.

NO SMOKE POLICY

Please note that HUN HOTEL is strictly a non-smoking hotel, this includes all the rooms and outdoors. In the event you or any member of your party decide to smoke in the hotel we reserve the right to charge you \$500 USD.

CHILDREN

Children are welcome at HUN HOTEL. Children are responsibility of their parents and must always be accompanied by an adult. If a person under 18 years old arrives to the hotel, they will not be permitted to stay unless accompanied by an adult.

POOL AND COMMON AREAS

We require our guests to follow the safety rules and procedures indicated on the pool area. The main pool and private pools are open from 9:00 am to 7:00 pm. The hotel only allows food and beverage consumption that provided by the hotel itself.

DIETARY REQUIREMENTS

Please advise the hotel of any special dietary requirements or allergies.

THE HAND

The Hand is an iconic area of HUN HOTEL, but we require you to follow the safety procedures. The hotel is not responsible for any accident, damage, injury or loss, of any item or person.

Guests with the following conditions are prohibited in THE HAND:

- Kids without adult supervision
- Heart trouble, high blood pressure
- Fear of heights
- Recent Surgery
- Pregnant
- Or any physical condition that could risk their integrity

THE HAND is open from 7:00 am to 7:00 pm.

CANCELLATION POLICY AND NO SHOWS

Our flexible cancelation policy allows you to cancel your stay by 12:00 noon 72 hours prior to your arrival, by email to the following address: hun.tulum.hotel@gmail.com If you fail to cancel at 12:00 noon 72 hours before arrival the hotel will charge the cost of the first night, this policy applies to NO SHOWS

CHANGES OR CANCELATION BY THE HOTEL

In the unlikely event that the hotel must change or cancel your reservation, the hotel reserves the right to do so and will provide you a full refund for your reservation.

PARKING

We provide a free parking; the hotel will not be responsible for theft or damage to any vehicle or content. The parking spaces will be distributed in a first come first serve basis and are subject to availability.

HOTEL EVENTS

Please be aware that at certain times throughout the year the hotel may host special events, weddings, and private parties. Please contact the hotel directly in advance of your stay for further information.

GUEST BEHAVIOR

We always request guest to conduct kindly and with respect with the staff members and with other guests in the hotel. We respectfully ask guests do not disturb the comfort and enjoyment of other guests.

The hotel considers inappropriate/unacceptable a behavior that includes but is not limited to: inappropriate level of noise after 10:00 pm, drunken, offensive or rude behavior with staff and other guests.

The HUN HOTEL reserves the right to refuse accommodation or services or remove guests from the hotel that present an inappropriate conduct, where in this case the HOTEL have no obligation to refund you for your accommodation, other services or any other loss or expense incurred. You will be held liable for any damage or loss caused by any member of your party. Full payment for any such damage or loss must be paid prior to your departure. If you fail to make the payment, you will be responsible for meeting any claims and legal costs in result of your actions. The hotel doesn't allow the use of its facilities for illegal acts, as an example but not limited to; gambling, public disorder or any other illegal act that

PETS

Hotel HUN reserves the right of not allowing pets in the property.

OTHER SERVICES

The hotel does not provide medical service, tourist guide or nanny service, the hotel could kindly help their guests with information regarding additional services. The hotel would not be responsible of any service provided outside the hotel facilities.