

Prepayment & Cancellation Policy **For Travel Agencies and Tour Operators**



Pre-Payment

A **pre-payment** is the amount required immediately once a reservation is confirmed.

Conditions

A guaranteed deposit for the amount of the first night is required to confirm the reservation.

Reservations will be canceled without notification if this pre-payment charge has not been received within 8 days of placing the reservation.

Once pre-payment is received, the remaining balances must be paid **30** days before arrival date. If the reservation is made less than 30 days before the arrival date, a full payment is required.

Cancellations and No Shows

- No shows or Cancellations received less than **15** days prior to the arrival date will not be reimbursed.

The reservation will be charged in full (100%).

Any reimbursements will be at the sole discretion of Hotel La Pacífica.

- For reservations that are eight nights or more, or for reservations of multiple rooms, cancellations received less than **30** days prior to the arrival date will not be reimbursed and will be charged in full (100%).

- Unused prepaid services (such as transfers and/or tours booked in advance) are non-refundable.

General Payment Procedures

If a reservation is made within **45** days, a credit card provided by the agency is required to secure the reservation. If this is paid by the guest's credit card, his or her authorization is required in writing.

In order to process the commission payment to the agency, we will need an invoice for the amount of the commission and the agency's mailing address and/or the Bank Account Information.

Travel Insurance

We strongly recommend that all travel agencies encourage guests to buy travel insurance.

Travel insurance will generally reimburse guests for last minute cancellations due to personal emergencies or injuries.

Empty Days "Holes" (very important, please read carefully)

Hotel La Pacífica will not book reservations that leave single nights or "holes" between reservations. If a hole occurs in any reservation, guests/agency will be required to pay for the rate of the room (single occupancy rate) until room is sold (whereby guest will then be reimbursed), if it not sold, no reimbursement will be issued.

SPECIAL POLICIES FOR HOLIDAY SEASON (Dec 15th thru Jan 5th)

Pre-payment charges will include the cost of the first night per room of reservation. The balance to Hotel La Pacífica is due **45** days prior to arrival of the guests. Minimum length of stay will apply for this season.