

## **1. RESERVATION**

For the reservation of accommodation services quote may be requested by telephone, via mail **RESERVAS@HOTELCABECERACOUNTRY.COM** or personally in the establishment and for the booking of events is You can request by e-mail **COMERCIAL@HOTELCABECERACOUNTRY.COM** or by other means mentioned above, the team of the hotel will take contact details and inform the customer about the services provided in the establishment and value of the service that you want to purchase.

The rooms after concerted quote reserves have a period of up to 72 hours to be confirmed, past this time are released the rooms, in the case of events it should be confirmed as maximum 24 hours later, the generation of the quote, passed this time the service is released.

To confirm the booking is required a down payment that may be paid by cash, debit card or credit or consignment, in order to proceed with the legalization of the reserve and the generation of the receipt of advance payment.

**Note:** For allocations Bank certification of **JAYMAR SAS-head Country Hotel**, will be sent to the e-mail provided by the user, to report the value of the advance payment, requesting user the sent copy scanned the appropriation.

## **2. CANCELLATION**

For cancellation of reservation or confirmed events, must inform with a minimum time of 48 hours before the agreed date of admission to the respective post for reservations: **RESERVAS@HOTELCABECERACOUNTRY.COM** and events **COMERCIAL@HOTELCABECERACOUNTRY.COM**, thus avoiding the generation of the charge for NO SHOW (no-show).

**Note:** If reservation for accommodation in advance and due to circumstances beyond the customer, cannot be entering facilities, defer the reserve in accordance with the new date stipulated by the customer without charging any penalty and keeping the features of the initial reservation.

### **2.1. NO SHOW (non-arrival)**

**JAYMAR SAS - Hotel Cabecera Country**, establishes that the term show is not applied to reservations which the agreed day of arrival does not attend the user of the service of lodging or event and have not done prior cancellation by the user at the time set (48 hours before the date (to set arrival), which is why the payment corresponding to the first night of accommodation or the value of the event will be held.

In incidental cases, will be assessed by management the case and issued criteria, will not proceed to collection of no-show full, if not will be fee of 20% of the value of the rate of the first night and be the money back through a deposit national, within the time stipulated by the management.

### 3. RETURNS

**JAYMAR SAS - Hotel Cabecera Country**, set for return of the deposit will be held in the following way:

- The user must make a settlement letter requesting the return of the money and stating the reason for which could not be the cancellation of the reservation, specifying the account number the money shall be deposited to which and attaching the corresponding bank certification.
- The return will take place in a span of 8 to 15 business days after the request.
- If the user performed prepayment of nights and in any case you must perform **check-out** before the reserve provisions, will be refund discounting of the credit balance, 10% of bank charges.

**Note:** Should be made the reservation through third parties such as agencies or virtual platforms clauses will vary in accordance with the conditions laid down by the above named.