

## RESERVATION, CHANGE, AND CANCELLATION POLICIES - LODGING AND COMMON AREAS

- 1. PAYMENTS:** The following forms of payment are accepted: local currency (Mexican pesos MXP) and United States dollars (USD), cash deposit, electronic transfer and debit, credit and/or service cards Visa, MasterCard, American Express. In the case of remote credit card charges, it is necessary to send via e-mail: an authorization form signed by the cardholder, a photocopy of official identification (e.g., INE or passport); and a photocopy of both sides of the corresponding plastic. Additional charges from banking institutions not contemplated will be covered by the guest. In case of payment in USD, please consult the exchange rate of the day shown at the front desk of **Iturbide 500 Hostel**. In the case of wire transfers and bank deposits, the payment receipt must be sent by the guest via WhatsApp or email and must be reflected in the bank statement of **Iturbide 500 Hostel**, prior to check-in at the reception and access to the room on the first day of the reservation requested by the user or holder.
- 2. GUARANTEED RESERVATIONS:** All reservations that are partially or fully paid will be guaranteed. **Iturbide 500 Hostel** will not have them for sale to the public. Those reservations partially paid, must be paid in full at the time of check-in.
- 3. NON-GUARANTEED RESERVATIONS:** All immediate reservations not guaranteed by any prepayment or advance payment, will be respected by **Iturbide 500 Hostel** until 2 hrs after the reservation in case of private rooms and 12hrs in common dormitories from the date of the beginning of the reservation. After that time, the hostel reserves the right to dispose of it for sale to the public.



**4. CANCELLATIONS THROUGH A PLATFORM:** For reservations made through third parties such as independent agencies and external to Iturbide 500 Hostel or wholesale sales (e.g., Expedia, Booking, Airbnb, HostelWorld among others), cancellation policies are handled directly by each sales channel.

**5. CANCELLATIONS OF DIRECT RESERVATIONS:** Cancellation policies depend on the reserved dates of stay. In case of cancellation with less than one week in advance (7 days) or no-show (No-Show), 50% of the reception fee will be charged, thus understanding the advance previously paid by the guest. If canceled 7 days or more in advance, the guest has the option to reserve another date (according to availability), within the following 30 days, using the same deposit previously paid; if this benefit is not used during the following 30 days, the deposit will be charged, without the right to a refund. All cancellations must be requested in writing via email to [iturbide500hostal@gmail.com](mailto:iturbide500hostal@gmail.com) or by calling Iturbide 500 Hostal (+52) 444586-1825.

**6. CANCELLATIONS OF RESERVATIONS WITH PROMOTIONAL / PREFERENTIAL RATES:** Reservations with promotional rates have a full non-refundable cancellation policy.

**7. CHECK-IN: Iturbide 500 Hostal** is committed to delivering the room to the guest at 3:00 p.m. on the day the reservation/registration (check-in) begins. The delivery of the room by the guest on the last day of your reservation must be no later than eleven o'clock (11 a.m.) (check-out).

**8. EARLY CHECK-IN:** Available from twelve o'clock (12 p.m.) subject to availability and upon advance request. For check-in requests before noon (12 p.m.) full room rate is charged for one night. Subject to availability.





**9. LATE CHECK-IN:** Available from 11:00 p.m. (23:00h), upon advance request of the guest and with an extra cost of \$50 MXN over your reservation rate.

**10. LATE CHECK-OUT:** Available until twelve o'clock (12 p.m.). For check-out requests after eleven o'clock (11 a.m.) the full rate for one night will be charged. Subject to availability. The guest may request to remain in the hostel after check out until 3 p.m., this will have access only to the common areas.

**11. CHECK OUT:** The guest must check out at the front desk and must deliver the electronic access key, locker key, or room key as appropriate, before eleven o'clock (11 a.m.) in case delivering the room later will be charged the full rate for an extra night. You may request to remain in the hostel after check out until 3 p.m. and may only enter the common areas, the dormitories and dormitory restrooms are restricted.

**12. LUGGAGE STORAGE:** Guests may request the safekeeping of their luggage at the time of check out with a collection time limit of 10 p.m. (22:00 hrs) on the same day of check out, in case of requiring to store your luggage for longer this will have a cost of \$ 100.00 MXN per day.

**13. ELECTRONIC KEY OF ACCESS:** Access to the facilities is by means of an electronic card, in case of loss or partial or total damage, **Iturbide 500 Hostal** reserves the right to charge a replacement fee of \$200.00 MXN.

**14. ROOM KEY AND/OR LOCKER:** In case of loss, or partial or total damage of your locker key or room key, **Iturbide 500 Hostal** reserves the right to charge a replacement fee of \$200.00 MXN.



## GENERAL SERVICE POLICIES AND TERMS OF USE

**15.** Guests must be a minimum of eighteen (18) years of age to be able to register at the Inn.

**16.** By official disposition, before check-in, **Iturbide 500 Hostel** will verify the guest's identity by means of a valid official document. All guests upon arrival, even if they come with a group, must register individually, using physical instruments, and must present the information and/or documents required for registration. The Hostel may refuse to provide accommodation in case of non-compliance with this requirement.

**17.** Accommodation in the common dormitories includes the use of the assigned bed and a locker corresponding to the bed number, for no reason other beds or lockers will be available.

**18.** All names of guests on the reservation must be registered at the front desk prior to their entry into the room.

**19.** Pets are only allowed (maximum 2) inside the private rooms once the requirements mentioned in the "Pet Friendly" regulations provided by **Iturbide 500 Hostel** in advance to the pet owner/owner are met.

**20.** **Iturbide 500 Hostel** reserves the right to charge guests who cause damage by any act (intentional or negligent) or their companions to the property. Any damage to the property of the Hostel is the responsibility of the guest registered for each particular room. In case of refusal to pay for damages, **Iturbide 500 Hostel** reserves the right to continue offering the lodging service and if applicable, the corresponding refund will be made to the guest for the unpaid rooms/nights paid for.





**21.** Any extension of stay will be quoted at the rates in effect at the time, subject to availability. The prevailing rates may differ from the original rates under which the rooms/stays were booked.

**22.** Invoicing shall be requested by the guest at the time of payment of his/her reservation, either upon check-in or in advance. The guest must provide the following information: tax receipt, use of CDFDi, and email, this information should be sent via email to [iturbide500hostal@gmail.com](mailto:iturbide500hostal@gmail.com) or via Whatsapp to (+52) 444586-1825. **Iturbide 500 Hostal** will not issue new invoices or modify them if it was not requested within the month in which the payment of the reservation was made.

**23. Iturbide 500 Hostal** reserves the right of admission and/or stay within the facilities of the establishment and/or offer their services in case of non-compliance with the following provisions:

- In case of non-compliance with the current regulations, the guest will be asked to leave the property without the right to reimbursement, in case the person refuses to vacate the property, the relevant authorities will be called.
- Motorized vehicles and/or bicycles are not accepted inside the rooms and common areas inside the Inn.
- Heavy tools and industrial equipment, among other items, are not accepted inside the rooms.
- By official regulation, smoking is prohibited in all areas within the property including rooms, corridors, common areas, and balconies.
- It is expressly forbidden that the entry, consumption, traffic, or sale of substances is prohibited by the Mexican General Health Law.



**24. Iturbide 500 Hostal**, rejects the sexual and/or labor exploitation of persons, therefore, in case of detecting a situation apparently related to these practices by the guest, the corresponding authorities will be informed immediately.

**25.** In case of requesting the use of the parking lot recommended by Iturbide 500 Hostal, it will have a cost of \$150 MXN per day to be paid directly to the pension where the car data (make, model, color, license plate number) must be entered on the registration card directly at the pension facilities with address: Calle Vicente Guerrero 425, col. Centro, with which we have an agreement. In case of theft or partial or total damage to the vehicle, Iturbide 500 Hostal is not responsible. This hostel is open from 10:00 am to 10:00 pm. In case of arrivals outside these hours, the Hostal staff must be notified in advance in order to grant access or exit from the parking lot.

**26.** Any external service (e.g., delivery of food, medicines, etc.) contracted by the guest will be the responsibility of the guest. Iturbide 500 Hostal is not involved in any way in these situations for payment issues, and claims, among others. Personnel outside the hostel (third parties) is prohibited from entering the hostel facilities.

**27.** The guest assumes the obligation to pay for the lodging services and consumptions made by him or his companions during his stay, whether they are paid upon arrival when required, or at the latest upon departure. The rates for these services are posted at the reception desk.

**28.** For the safekeeping of medicines that require refrigeration/preservation temperature, the guest must sign a letter of responsibility that exempts the Inn from any responsibility in case of any failure of the equipment where it is kept. This service has no additional cost and the Inn is not obliged to provide it. Subject to availability.





**29.** In case of requiring storage service/consignment for various items before, during, or after the guest's stay, the guest must sign a letter of responsibility, in which the guest releases **Iturbide 500 Hostel** and its staff in charge from any liability in case of damage or partial or total loss. This service is subject to the availability of space within the hostel facilities. Iturbide 500 Hostel reserves the right to admit or accept the guest's request for storage and/or safekeeping purposes.

**30.** In case the guest is absent for more than 24hrs. Without prior notice to the administration of the hostel, it may terminate the contract without liability, if the guarantee of payment, given by the guest upon arrival does not cover the amount owed to the hostel, the hostel will proceed to collect and retain the belongings of the guest and his companions.

**31.** It is not allowed access to people who are not staying at the Hostel. In case the guest wants to receive a visit, a "Day Pass" must be paid for and must be registered at the front desk with an official ID, this will only have access to common areas and may not access the rooms, bedrooms, and common bathrooms, the cost of the "Day Pass" is \$150.00MXN, the schedule for such visit is from 10 a.m. to 10:00 p.m.

**32.** The bath towels that are in the rooms that have been rented by the guest, are for exclusive use within the facilities of the hostel and may not be removed from the same for external use. Partial or total damages will have a cost of \$200MXN.

**33.** Both the guest and his/her companions agree to comply with the regulations, policies, and conditions detailed in this document at the time of making a reservation, payment of service, and/or check-in.



**34.** A minor up to 3 years old may stay in the same room or bed at no additional cost, it is understood that he/she may only use the bed occupied by the guest. It is forbidden to use beds that are not assigned to the guest.

**35.** In the case of groups, it is necessary to have strict control of the same since we are a tourist and rest hostel. It is of utmost importance to communicate to each of the members of the group before their arrival, that it is forbidden to smoke inside the facilities, as well as to make noise both in common areas of the hostel and in the rooms after twenty-two hours (10 p.m.). Please note that failure to comply with these specifications or any other stipulated in the internal regulations of the hostel will result in the immediate eviction of the entire group or the guest who incurs any of these offenses, without the right to any refund.

**36.** Smoking inside any of the rooms will result in a fine of \$700.00 MXN.

**37.** It is strictly forbidden to bring food and/or beverages purchased outside or inside the hostel to the rooms, or to be moved within the facilities to places where their consumption or entry is not allowed. Food consumption and storage are allowed only in the kitchen area.

**38.** This membership agreement, including reservation policies and terms of use, is subject to change without notice. Such modifications will be published by the corresponding means.

Any other provision not considered in this document before any incident, the Administration of **Iturbide 500 Hostel** reserves the right to decide the measures to be taken, seeking order and safety for all our guests and staff. **Iturbide 500 Hostel** reserves the right of admission/registration/entry to the property for breach of contract.

San Luis Potosi, San Luis Potosi, Mexico on March 01, 2023

