

CANCELLATION POLICIES



ISLA MUJERES REALTY

****Reservation:****

- To confirm your booking, a 50% initial payment of the total reservation cost is required.

****Balance Payment:****

- The remaining 50% balance must be paid 60 days prior to the arrival date.

****Refunds:****

- If you choose to cancel your reservation with at least 60 days' notice before the arrival date, a refund will be issued. Please note that the total amount you paid includes a 21% government tax, which is non-refundable.

- This tax is automatically collected and paid directly to the Mexican government. Therefore, in case of cancellation, the refund will only apply to the nightly rate paid, minus the 21% tax, as this amount cannot be recovered under any circumstance.

****Cancellation Within 60 Days:****

- Cancellations made within 60 days of the arrival date will result in the forfeiture of the initial deposit as a cancellation penalty. No monetary refunds will be provided for the remaining balance if it has already been paid.

****Date Changes:****

- Date changes requested at least 60 days prior to the arrival date will be accommodated subject to availability. No penalties will apply for such changes.
- Date changes requested within 60 days of the arrival date will be subject to a fee equal to 21% of the total reservation cost. Additionally, the new dates are subject to availability and potential rate changes.
- Only one date change is allowed per reservation. Further changes will be treated as a cancellation and a new booking.

****Early Departure:****

- No refunds will be provided for early departures once the stay has commenced.

****No-Show Policy:****

- In case of a no-show, the entire reservation cost will be retained as a penalty.

****DAMAGE DEPOSIT:****

A damage deposit of \$1000 USD is required, which must be provided in cash upon arrival. This deposit will be returned in the same currency at checkout after the house has been inspected.

****Force Majeure:****

- In the event of unforeseen circumstances such as natural disasters, government travel restrictions, or other force majeure events, date changes will be allowed without penalty. Refunds may be considered on a case-by-case basis.

****Contact Information:****

- For any changes or cancellations, please contact our reservation team at +52 9981 9194 02.