

Coqui Coqui Residences & Spa

Terms & Conditions

Deposit Policy:

All Reservations require a 50% Credit Card Deposit of the entire stay due at time of booking.

Reservations Policy:

High Season: 3 nights minimum guaranteed.

Low Season: 1 night minimum guaranteed.

Holiday Season: 7 nights minimum guaranteed.

Check In Time 3 p.m. - Check Out Time 12 p.m.

Early Checkout is available.

Late Checkout at extra cost of 60 USD subject to availability.

Self- Parking is available.

Cancellation Policy:

Reservations must be cancelled **48 hours** prior to arrival to avoid a penalty of the non-refundable deposit.

Holiday Season (Thanksgiving, Easter, Christmas and New Years) reservations must be cancelled with **30 days** notice to avoid a penalty of the non-refundable deposit.

The cancellation notice must be received in writing at: **info@coquicoqui.com**

In case of refund of your deposit, Taxes (Q.Roo 14% - Yucatan 19%) and Credit Card Commission won't be applied.

The refund will be done within the next **15 days** of the cancellation notice.

We do not issue refunds for flight cancellations, due to any circumstances.

Hurricane Policy:

There are no refunds issued due to bad weather or hurricanes; including any inconvenience or complication caused by a hurricane's direct hit, near miss, or significant threat of a hurricane strike. Hurricanes are by nature unpredictable and an act of God.

In the event that a Tropical Storm or Hurricane warning is issued for the Riviera Maya and Coqui Coqui has to evacuate, a credit (equal to your paid deposit if you have not checked in) or equal to the unused balance of your paid reservation if you have already checked in, will be issued. This credit will be valid for up to one year starting from the confirmed cancellation date.