



A UNIQUE
COLLECTION
OF LUXURY
RESORTS IN MEXICO

EXTREME WEATHER POLICY 2018

CABO SAN LUCAS

As we are entering another hurricane season, below is the policy for our hotel clients approved by Rubén Martínez.

Extreme weather policy will be in effect once the U.S. National Weather Service has issued an official Extreme Weather warning for the destination or the U.S. gateway clients are travelling from/to. This policy also applies if clients are unable to travel due to airport closure or airline delays.

IN HOUSE GUESTS DEPARTING EARLY: Guests who choose to depart early from the destination will not be billed for the unused nights.

GUESTS SCHEDULED BUT UNABLE TO DEPART: Guests who are unable to depart due to airport closures will be offered distressed rates to be defined and to be paid directly at the hotel. Should guests need to be evacuated to shelters, these nights will be offered on a complimentary basis.

GUESTS SCHEDULED BUT UNABLE TO ARRIVE: Guests who are unable to arrive due to cancellation of flights or airport closure will be able to arrive on a later date with the following options:

- (1) Arrive on first available flights after the storm and simply take the same number of nights confirmed at the same rate (based on room availability), or stay until their original departure dates, being charged only for used nights.
- (2) Cancel without penalty.

GUESTS CHOOSING TO RESCHEDULE AT THE SAME RESORT: Hotel will honor the current rates within the same Calendar year based on availability. Holiday black outs will apply and can vary by resort.

GUESTS CHOOSING A DIFFERENT DESTINATION (if applicable): Guests can choose to enjoy their holiday at other resorts within the brand that are not adversely affected by weather at the time of travel. Whenever possible, these rooms will be protected at your originally confirmed rate subject to availability.

