

## *Terms and Conditions*

1. Casa Nalum is committed to having the property in complete order for your visit, as well as properly attending you throughout your stay.
2. Casa Nalum is responsible for the Staff salaries. In case the Client needs more attending personnel the Client will be responsible for this additional cost and payment.
3. The minimum stay at Casa Nalum is for a period of 4 nights.
4. The Client will deposit 50% of the total rental amount in US dollars at the time of reservation confirmation, otherwise the dates will not be reserved. The remainder (50%) will be due no later than two weeks before the clients arrival. If the reminder 50% has not arrived by this period, this will be considered as full cancellation.
5. CANCELLATION & REFUNDS:  
25% non-refundable charge on any cancellation.  
50% non-refundable charge if Client cancels 90 to 30 days prior the arrival date.  
75% non-refundable charge if Client cancels 30 days or less prior to arrival date.
6. In case that the Client needs to change or postpone the dates or reduce the number of nights of stay of his/her reservation, the un-used portion of the reservation will be credited to the Client for his/her use within the next twelve months following the date of cancellation, subject to the availability of Casa Nalum.  
  
At Christmas, New Year and Holy Week, if the Client cancels for, or during this period any deposits and payments will not be reimbursable for any other date.
7. Casa Nalum is not responsible, and will assume no fault or cost associated with:  
  
Any complaint, damage, expenditure or any other financial loss, either related to a person or property that has been the result of a wound, accident, death, delay, alteration of dates or inconvenience, by any cause, including problems related to delays or cancellation of airlines, or due to inclement weather.
8. Casa Nalum is not responsible for the well being of any children who stay or visit at the Casa Nalum with respect to any accident or other occurrence that may happen to them. Parents and guardians of said children are solely responsible for their safety and well being.
9. Casa Nalum is not responsible for any damage caused by any natural disasters including, but not limited to, tremors, earthquakes, hurricanes, floods, and landslides.
10. The Client will not be permitted to sublease Casa Nalum for any reason.
11. The Client will not make any negotiation, reservation or cancellation with any member of the Staff.
12. Changes to the dining menus are to be supplied to the Staff 24 hours in advance, unless alternative arrangements are agreed with the Staff.
13. Casa Nalum does not allow pets.

14. In case the Client requires laundry services, the Client will have to specify to the Staff the proper care of any delicate garments. Casa Nalum is not responsible for any damage to the Client's wardrobe.
15. SECURITY DEPOSIT. The Client will be responsible for any losses or damage caused to the property. To this end a US dollar 1,000 (one thousand) security deposit is required and needs to be paid by two weeks before the arrival date. This security deposit will be refunded at departure upon a satisfactory inspection of the property and contents.
16. The rental of Casa Nalum includes transfers to and from airport, three meals a day, 1 alcoholic drink per person per day plus 2 bottles of wine per day, a complimentary massage for all adults, a set of Aveda beauty products, a full day excursion in the Mayan canals, and all the equipment the house has to offer (snorkeling, sailing, cinema, etc.) Tips to the staff are discretionary upon the Client satisfaction (recommended \$600 US dollars per week for the whole Staff, given at the end of their stay).
17. Check-in time is after 15:00. Check-out time is before 12:00
18. Casa Nalum would appreciate if the Client could leave their comments & experiences regarding their stay in the Casa Nalum Guest Book.

**The Client signature**