

General Regulation and Code of Conduct

1. It is each guest's responsibility to carefully read the General Regulation and Code of Conduct governing Casa Mava, since it carries legal validity and will be applied, without exception, to all those who stay in this hotel.
2. The internal General Regulation and Code of Conduct is a document which contains the main clauses of the accommodation contract celebrated between the Guest and the Hotel. Considering this, when the Guest signs the registration sheet, he or she commits to fully follow each rule and condition spelled out. The Guest also undertakes the consequences derived from his or her behavior.

General Terms

3. A Guest of Casa Mava is solely and exclusively the person or persons who is or are mentioned in the registration sheet or on the official website registration. No other person, except for those registered, will be able to spend the night in the room.
4. The Guest must declare the exact number of people who will make use of the room; and, given the case, he or she must pay the fee for any additional persons.
5. It is the Guest's responsibility to demand a receipt from the front desk every time a payment is made. This protects the client in case they need to prove they do not owe anything to Casa Mava.
6. All promotions and/or discounts are subject to availability and/or changes without prior notice.
7. All contract prices with public or private institutions are handled per room and not per person. This means that one sole discount is applied to the total cost of the room, regardless of the number of people staying in this room who might also have some kind of discount.
8. In addition, promotions or discounts can not be combined with one another or with other promotions or discounts.
9. Vouchers or coupons are not transferable and cannot be used simultaneously or exchanged for anything else, except for the sole service or product they were originally destined to. Furthermore, they are valid exclusively for the room, number of people and date indicated within them.
10. All quotes and contracts for events or room rental expire 15 days after the date when they were generated.
11. During the registration process, the Guest is required to provide some sort of official identification document, as requested. He or she will also need to provide a phone number and email where he or she can be contacted as needed.
12. Once the Guest is registered, the company's current Cancellation and Reimbursement Policies, available to all public in our website (www.casamava.com), apply.
13. For the Guest's own safety, if entrance keys were provided, he or she must leave their room keys at the front desk before leaving. In case of loss, the hotel will make the applicable charge corresponding to the change of the lock mechanism and three sets of keys. The amount will be determined by Casa Mava.
14. If, for any reason, the Guest requests a room change once the initial room has already been delivered, he or she will need to pay a fee. This fee does not apply when a booking error is attributable to Casa Mava. It does not apply either in case there is some sort of issue in the room that justifies the last minute change of room.
15. Room service is carried out exclusively from 9:00 hrs. to 16:00 hrs. If the Guest requests cleaning services outside of this schedule there will be an extra fee.
16. All objects from other departments, such as towels, blankets, restaurant plateware and others, must remain in the rooms. The Guest is 100% responsible for covering the cost of loss,

special cleaning, or even replacement of sheets, towels, duvets, or any other article from the room that is found stained with blood, ink, shoe polish, hair dye, etc. The amount to be paid will be determined by the hotel.

17. It is strictly forbidden to remove swimming pool towels, room towels, bed linens and any other hotel property outside of the hotel itself.
18. The Guest must, at all times, behave respectfully and be considerate towards other guests, keeping conversations at a moderate sound level to avoid disturbing others.
19. The Guest will abstain from using audio reproducing devices, speaking loudly, or carrying out any activities that might disturb other guests.
20. Guests who are accompanied by children must watch them at all times and ensure they do not disturb other guests with screaming, playing, or running, inside or outside of the rooms; this is especially true for the early hours of the morning and at night.
21. The Guest is responsible for covering any cost of repairs or replacement of any objects, furniture or hotel property that has been damaged, partially or fully by himself/herself, whether intentionally or accidentally. The total amount to be paid will be determined by Casa Mava.
22. Any malfunctions within the Guest's room must be reported immediately since, if this is not done, the Guest could be held responsible for the damage.
23. The Guest must also report immediately any missing towels, toilet paper or amenities found inside his or her room. Otherwise, it will be assumed that everything was in order when the Guest entered the room and he or she will be responsible for any missing objects when they check out.
24. Check out time is 12:00 hrs., with tolerance for one more hour, as long as the Front Desk has been notified and has granted authorization. Check in will be at 15:00 hrs. at the latest.
25. In case it is 14:00 hrs. and the Guest has not checked in with the front desk or has emptied the room, it will be assumed that the guest will remain for one more night. Therefore, the Guest will be responsible for paying the corresponding fee for that night, whether they stay or not.
26. However, if another reservation is already confirmed for that specific date, Casa Mava reserves the right to enter the guest room and pick up all of the Guest's belongings, keeping them in custody. In this way, the company will proceed to take over the room for sale.
27. All common areas, swimming pool facilities, gym and areas whose administration belongs to the hotel can be used by guests as long as the defined terms and conditions are met.
28. Casa Mava is not responsible for any kind of accident and/or lesion guests might incur during their stay.

Prohibitions and non-compliance consequences

29. The hotel reserves the right of admission. This includes people who are under the influence of alcohol or drugs, or any other characteristic that might present some kind of risk to other guests or hotel employees.
30. Bringing intoxicating substances into the room or hotel will render the Guest subject to being immediately reported to the corresponding authorities.
31. Guests who wish to bring alcoholic beverages to their room must have a hotel's personnel approval. Not abiding by this rule could, as a consequence, result in the cancellation of the accommodation contract without any rights to being reimbursed.
32. It is strictly forbidden to smoke inside or outside of the guest rooms, living room areas, lobby, gym, common areas, hotel hallways, except for the designated area for such activity, which, in this case, is the terrace. Not abiding by this rule will result in a fee established in accordance with the COEPRIST standards. COEPRIST is the organism in charge of this type of fee, in accordance with the LEY FEDERAL de SALUD (Federal Health Law).

33. Regardless of the fee established by COEPRIST, the Guest will also be responsible for an additional charge to cover laundry and dry-cleaning services of curtains, blankets, duvets, etc. which will be established by the hotel.
34. If the Guest does not comply with any of the rules established in this document, the company reserves the right to terminate the accommodation contract. In this case, the Guest loses his or her right to any kind of reimbursement.
35. The hotel has security cameras inside and outside of its facilities. All material generated by such cameras will be turned over to authorities if needed.
36. The Guest who wishes to temporarily leave the hotel but keep in their possession the key to their room must cover, in advance, the room rental amount for all the time they will be absent. Once this period is over and if the Guest does not make a new payment, the accommodation service will be rescinded and the hotel will be able to make use of public force to demand the room clearance and carry it out, being allowed to withhold luggage and personal belongings as guarantee.
37. It is strictly forbidden for guest to:
 - a. Make annoying noise, provoke altercations, bring musicians or animals, and, in general, carry out any act that might disturb other guests or make them uncomfortable;
 - b. Use the guest rooms to carry out gambling forbidden by regulation;
 - c. Celebrate gatherings with the intention of provoking altercations to public order or disobey current regulation or laws;
 - d. Use power outlets or devices installed in the room for any other means than they are destined for;
 - e. Damage furniture, decorations or objects in the rooms and hotel by using them for means other than they are destined for;
 - f. Carry out any acts that result in damages or detriment to the hotel or other guest; anything that goes against proper social behavior. The hotel reserves the right to terminate the accommodation service when a guest carries out any of the prohibitions established in this internal regulation, removing any right the Guest has to make reductions in their bill for the concepts of accommodation or services received. The Guest remains obliged to pay for any compensation for damages or detriment caused by their own behavior.

Luggage and Personal Objects

38. Casa Maca is not responsible, under any circumstances, for the loss of valuables or cash within the Guest's room. Any cash or valuables must be left at the Front Desk for safe keeping.
39. Once it is check out time, guests will be able to request for their luggage to be safeguarded, without any extra charges, by signing the corresponding form. Guests must pick up all their belongings by 22:00 hrs. Once past this time, an extra charge will be applied per day; this fee will be determined by the hotel. By the seventh day, the hotel will recycle or destroy any objects that have not been claimed.
40. In case the Guest wishes to leave any valuables within their luggage, they must report it to the Front Desk at the drop off moment. The hotel is not responsible for losses, theft or damages to the guest's luggage while it is being safeguarded. The hotel is not responsible either for any cash within the luggage.
41. The hotel is not responsible for objects forgotten in the public areas of the hotel, nor for anything forgotten within the rooms once check out is performed.
42. Guests must return the key and air conditioning control for their room upon check out. The fee for their damage or loss will be established by the hotel.

43. The Guest commits to returning any objects loaned in the same conditions they were received. Otherwise the Guest commits to paying for their repair or replacement. The total amount will be established by the hotel
44. The front desk agents do not have information about any objects forgotten by the guests right after their check out was performed. Therefore, guests who call in to ask about forgotten objects must wait until Housekeeping has performed their end-of-shift report.
45. Guests have 30 natural days after their check out to claim any forgotten objects within the hotel facilities. After this period, objects will be transferred to the recycling area or will be destroyed.
46. The hotel does not provide courier services to send objects forgotten within the facilities. Therefore, any forgotten object claimed by the client will remain in our storage room for a maximum of 30 natural days, during which the guest will need to figure out a way to physically claim it.

Pets

47. Casa Mava does not accept any kind of pets.
48. Entering the facilities with a pet will be taken as non-compliance of the internal regulation and can cause a suspension or termination of the accommodation contract where the guest will lose his or her right to any kind of reimbursement paid for the total of their stay.

Laundry

49. Casa Mava does not offer laundry services to its guests.
50. In case a laundry service is needed, this will have an additional cost and will only be carried out depending on the hotel's availability.
51. In case laundry service is performed, the hotel is not responsible for any items that might be damaged due to the requirement of special dry-cleaning treatment.
52. Casa Mava is not responsible for the discoloration or natural wear and tear that clothes suffer while being cleaned.
53. Delivery of clean clothes will be 24 hrs. after this was delivered at the Front Desk.
54. The charge for this service will be based on the weight of the total amount of clothes, measured in kilograms.
55. In case of partial or total loss of clothes, where this is attributable to Casa Mava, the compensation of the item will be determined by the hotel and will not, in any case, exceed four times the fee paid for the laundry services.

Parking Lot

56. There are two parking spots for guests. In case these are occupied, the Guest will be responsible for parking their vehicle or transportation means where they see fit, as long as they do not obstruct any of the following Casa Mava areas:
 - a. Loading area and luggage drop-off entrance
 - b. Main entrance
 - c. Entrance for other guests' vehicles
57. Casa Mava is not responsible for partial or total theft to guest vehicles nor any damages that the aforementioned vehicles might suffer or partial or total losses within or outside of its parking lot.