

RESERVATION, CANCELLATION, AND GENERAL TERMS & CONDITIONS

1. Introduction

We are an exclusive eco-lodge located in Cacique, Colón, Panama, designed to offer a luxury experience in harmony with nature. Our hotel is situated in a privileged and secluded setting with unparalleled Caribbean views, providing direct beach access and an atmosphere of tranquility, privacy, and sophistication.

Our concept is primarily focused on adults, with every detail carefully designed to guarantee a unique, relaxing, and personalized experience.

2. Reservation Policies

To confirm a reservation, a deposit equivalent to 50% of the total stay amount is required.

Payment may be made via:

- Credit card
- Bank transfer or bank deposit (proof of payment must be sent within 5 days)

If payment confirmation is not received within the established timeframe, the reservation will be automatically canceled.

Confirmed reservations guarantee the availability of the selected room within the agreed dates.

3. Cancellation and Rescheduling Policies

Understanding that unforeseen circumstances may arise, our hotel maintains a clear and balanced policy:

- Payments made are non-refundable.
- In the event of cancellation by the guest, the amount paid will not be lost; instead, it may be used as credit to reschedule the stay.
- The hotel offers the possibility to reschedule the reservation without penalty, subject to availability, within a period of up to 6 months from the original date.

This policy allows us to maintain the hotel's operational planning while also providing flexibility for our guests to enjoy their experience on a new date.

4. Occupancy Policy

Our hotel is designed primarily as an adults-oriented space; however, exceptions are permitted under the following conditions:

- Children under 10 years old: no additional charge applies (provided they do not require an extra bed)
- Children over 10 years old: an additional charge of \$100 per night applies

Rooms are designed for double occupancy.

Not all rooms can accommodate an extra bed; therefore, this service is subject to availability and must be coordinated with the hotel in advance.

5. Pet Policy

We are a pet-friendly hotel, and pets are welcome. However, an additional fee will apply, determined according to the pet's weight and size. A maximum of two pets per room is allowed.

Conditions:

- Pets must remain supervised at all times
- Pets must respect the tranquility of other guests
- Owners are responsible for any damage or additional cleaning required
- Pets are not allowed to sleep on beds or sofas inside the rooms

6. Consumption and Use of Facilities Policy

In order to maintain the quality of our services and the overall hotel experience:

- Outside food and beverages are not permitted on the premises
- All consumption must take place within the hotel facilities (restaurant, bar, or beach club)
- Smoking is not permitted inside the rooms; designated smoking areas are available

In the event that a guest brings in:

- Coolers
- Beverages
- Outside food

The hotel reserves the right to apply an additional charge, which will be determined according to:

- Cooler size
- Contents
- Quantity

These measures ensure the hotel's operational sustainability and service standards.

7. Taxes

- Accommodation and alcoholic beverages: 10% ITBMS
- Food (restaurant): 7% ITBMS

These taxes will be added to the total bill.

8. Dietary Restrictions and Special Diets

Our hotel does not maintain a permanent standard menu for specific dietary requirements.

However, if a guest has:

- Food allergies
- Vegetarian or vegan diets
- Any other dietary restriction

We kindly ask that this information be communicated in advance.

This will allow our kitchen team to prepare and offer suitable options while maintaining a personalized and high-quality service.

9. Final Considerations

We appreciate your understanding and cooperation.

These policies have been designed to maintain a balance between service excellence, the hotel's operational sustainability, and an exceptional experience for every guest.

For any inquiries or assistance, our team will always be available through our communication channels.