



PROCEDURE TO MAKE A RESERVATION

We kindly request that you follow the following procedure carefully to offer you better service for the reservation confirmation for participants of the "Amdetur Congress 2024" event, which will be held at Vidanta Nuevo Nayarit/Vallarta from June 3rd to June 6th, 2024.

TYPE OF UNIT WITH SPECIAL QUOTED RATE:

The Grand Mayan Máster Room- Run of the House¹

1 King size bed or 2 Queen size beds (subject to availability)

1 Full bathroom

Capacity: 2 adults

Single/Double Occupancy Rate: \$3,363.80 MXN per night, taxes included, plus additional charges.

Suite 1 bedroom, The Grand Mayan

1 King size bed

1 Full bathroom

Kitchen

Living room

Private terrace with plunge pool

Capacity: 2 adults

Single/Double Occupancy Rate: \$4,372.94 MXN per night, taxes included, plus additional charges.

Additional Charges:

- **BELLBOYS:** \$75.00 MXN per person per stay.
- **HOUSEKEEPING:** \$85.00 MXN per room per night.

Schedule and Customer Service Numbers

To make a reservation, please contact the reservations department from Monday to Friday from 9:00 am to 5:00 pm and Saturdays from 9:00 am to 3:00 pm at the following phone number: +52 322 176 1912.

When calling, it's very important to inform the agent that the reservation is for the "**CONGRESO AMDETUR 2024**" event from **June 3rd to June 6th, 2024** (rate applies 3 days before and 3 days after the group block, subject to availability). This will make it easier to identify guests and offer them the blocked spaces. You will be given instructions for payment of your reservation. Reservations must be paid at the time of booking over the phone.

Once payment has been validated, the agent will send you a voucher confirming the details of your reservation, which you must present at the time of check-in, along with the payment receipt that guaranteed the reservation.

CHANGES AND CANCELLATIONS

According to the group's reservation policy, to change the name on a confirmed reservation, you must send an email requesting the change of the titular or accompanying guest's name. Name changes will be accepted up to 7 days before the guest's arrival.

To make any changes or cancellations to a confirmed reservation, it must be done at least 7 days before the arrival date to apply for a refund or corresponding change to the reservation. Outside of this period, no refunds will be processed. If the client does not cancel within the established dates, no refund will be issued. Early departure does not qualify for a refund.

According to the No-Show policy for the group, if any member of the group does not check-in on the scheduled arrival day according to their reservation, no refund will be issued, and a penalty will be charged for the total stay.

The block will only be honored until **May 6th, 2024, or until inventory is exhausted**. After that date, the block will be canceled, and availability and the same rate are not guaranteed.

Note: Hotel check-in is from 3:00 pm and check-out is at 12:00 pm. Please check according to the contract. Airport-hotel and hotel-airport transportation is not included.

Run of the House Room with partial view of the sea, golf course, interior of the development, or garden, and bed type are subject to availability.