

Coqui Coqui Terms and Conditions

Reservations

Coqui Coqui requires a 50% non-refundable deposit to secure the reservation. Paying a deposit confirms you have read the information below and agree to Coqui Coqui's Terms and Conditions.

If you do not agree to our Terms and Conditions please contact us before making a deposit.

The remaining balance of the hotel reservation is due prior to upon arrival.

Cancellation Policy

Deposits are non-refundable. Once your reservation has been confirmed, no refunds can be made.

All changes to your reservation must be made contacting us directly by phone (+52 998 112 54 28) or email (info@coquicoqui.com) with a minimum of 30 days prior to your arrival. All changes are subject to availability.

If there is no room availability, a credit will be issued. This credit is valid for one year from cancellation date.

Credits can only be used for Hotel Reservations (not hotel services) and can be used by friends or family provided we have written authorization from you.

Cancellations or reductions of the reservation made less than 30 days prior to the reservation arrival date, will result in full deposit being forfeited.

There are no refunds or credits for early checkouts.

There will be no refunds or credits issued for Holiday Reservations, which include U.S. Thanksgiving, Christmas, New Years, and Easter.

We do not issue refunds for flight cancellations, due to any circumstances.

There are no refunds issued due to bad weather or hurricanes; including any inconvenience or complication caused by a hurricane's direct hit, near miss, or significant threat of a hurricane strike. Hurricanes are by nature unpredictable and an act of God.

Change Fees

There will be a \$50.00 US dollar change fee for any changes made to a reservation after the deposit has been made, with the exception of extending the reservation.

Very Important Information

Coqui Coqui do accept Master Card, Visa and American Express. The system we have installed is wireless and, as with phone and internet service along the coast, can drop out from time to time.

Hotel room balance should be paid the day before check out. This will allow you time to go into Tulum to use one of the ATM machines with out effecting the time you have allowed to meet flight schedules, should the system be down

Additional Information

Check-in is at 3pm. Check Out is at 12pm. We can store your luggage should you arrive/depart outside these hours.

Reception is open until 5pm. Please notify us if you are scheduled to arrive after 5pm.

In the event of a traveler becoming ill during a vacation, or having to cut their vacation short, all hospital and medical expenses are the traveler's responsibility and said traveler(s) shall not be entitled to any refund either total or partial. Coqui Coqui and its employees shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever resulting from events beyond our or a supplier's reasonable control, including but not limited to acts of God, flight cancellations or changes, strikes, labor disputes, lockouts, threats or acts of terrorism, acts of war or declared war, hurricanes or weather conditions.

In the event that a Tropical Storm or Hurricane warning is 'issued' for the Riviera Maya and Coqui Coqui has to 'close', a credit (equal to your paid deposit if you have not checked in) or equal to the unused balance of your paid reservation if you have already checked in, will be issued. This credit will be valid for up to one year starting from the confirmed cancellation date.