

TERMS AND CONDITIONS

All charges will be applied in local currency (Mexican Pesos MXN), the rates confirmed in US Dollars (USD) will be charged according to the exchange rate valid at Stadia Suites Mexico City Santa Fe at the moment of the payment.

Payment Methods

- Credit / Debit Cards:
 - MasterCard
 - Visa
 - American Express
- Bank deposit – Wire Transfer:
 - Please ask for the instructions at reservaciones@stadiasuites.com
- Credit Card authorization form:
 - Please ask for the instructions at reservaciones@stadiasuites.com
- Online payment thru safe (Applicable only for Visa and MasterCard)
 - Please ask for the instructions at reservaciones@stadiasuites.com

Cancellation Policy

Cancellations or Modifications confirmed after the established time according to the accepted policy in your booking detail will be applied a one-night penalty.

Flexible:

Must be made before 18:00hrs. (local time) on the same day of the arrival, to avoid a one-night penalty.

Moderate:

Must be made 24 hours prior to arrival date and before 15:00hrs. (local time), to avoid a one-night penalty.

Strict:

We are not allowed to modify or cancel the booking since it has been confirmed. Any change of dates, name, or room type must have a penalty.

*Local Time in Mexico City.

For Long Stay booking modifications or cancellations, please contact us at reservaciones@stadiasuites.com to verify the specific booking conditions.

Check-In – Check-Out

Our official Check-In time is 15:00 hours.

- If the guest needs the Suite before 08:00 hours, you must book one night earlier than your arrival date.
- If the guest needs the Suite between 08:00 and 12:00 hours (noon) we must apply an additional fee of 50% of the 1st night rate booked.
- If the guest needs the Suite after 12:00 hours, we can provide it only if at that moment we have Suites available and ready to use without additional fees. We cannot assure the Suite before 15:00 hours because of the cleaning process.

Our official Check-Out time is 13:00 hours.

- Following the provisions of the NOM-010-TUR-2001 standard, 50 minutes of tolerance are granted to leave after the established time, without penalty.
- If the guest needs the Suite after 13:50 until 18:00 hours) we must apply an additional fee of 50% of the 1st night rate booked.
- If the guest departs after 18:00 hours, we must charge an additional night fee.

We cannot assure the Early Check-In and/or Late-Check out with or without additional fee, because we depend on the availability at the requesting time.

Early Departure

If the guest needs Check-Out before the confirmed date, it has to be notified within 24 hours before the real departure date at Front Desk área before 15:00 hours to avoid any penalty.

- One night penalty for short stay.
- For Long Stay bookings, please contact reservaciones@stadiasuites.com to verify the specific booking conditions.

Additional person

In no case may the number of people staying in each suite be greater than that confirmed in the reservation, and according to the maximum capacity of each suite, otherwise it is considered an extra adult person.

Niños mayores de 11 años 0 meses serán considerados como persona adulta.

- Children older than 11 years 0 months will be considered as an adult.
- If the number of guest in a room, exceeds the maximum capacity set by Stadía Suites México City Santa Fe, a charge of \$700.00 MXN per person (tax included) to the guest's bill.

Pets

01 to 10 nights – Fee per night, per pet.

- Dog: \$250.00 MXN (taxes included).
- Cat: \$400.00 MXN (taxes included).

10 to 30 nights – Fee per stay, per pet.

- Dog: \$2,500.00 MXN (taxes included).
- Cat: \$4,000.00 MXN (taxes included).

More than 30 nights – Fee per month per pet.

- Dog: \$2,500.00 MXN (taxes included).
- Cat: \$4,000.00 MXN (taxes included).

100% smoke-free hotel in interior spaces

In compliance with Mexican law, all of our rooms are Smoke Free. If you choose to smoke in your Suite, a penalty of \$3,000.00 MXN (including tax) will be charged to your account, per case. If you break the rule after 3 times, we are going to ask the payment and your early departure immediately.

We appreciate your booking and we want your next stay to be very pleasant, in case of any questions or comments, don't hesitate to contact us by email reservaciones@stadiasuites.com or at the telephone numbers 800 444 9999 / +5255 5004 2000

Sincerely

STADÍA SUITES MEXICO CITY SANTA FE