



Dear guest

welcome to Be Tulum

WE WORK HARD TO OFFER A COMFORTABLE, SAFE AND ENJOYABLE EXPERIENCE FOR ALL OF OUR GUESTS. YOU CAN HELP US BY KEEPING IN MIND THE FOLLOWING:

NON SMOKING POLICY

For the benefit of everyone, smoking is no longer permitted in any of our guest rooms, please help us to keep all the rooms with a smoke free ambiance. Evidence of violation of our smoke-free policy will result in a \$600 USD charge.

WITHOUT DRONES AND PROFESSIONAL CAMERAS

/ Because we take care of the privacy of our guests, the use of professional cameras, drones and audiovisual production inside the property, is not allowed.

LOST ITEMS

/ The Hotel is not responsible for lost items, damages or theft of cash, jewelry or other valuables left outside the safe. Please use in room safety box, provided free of charge to secure your items. We suggest that you double-check the deposit box in your room upon your departure from the Hotel.

/ The cost per stolen, lost or damage of a regular bicycle is \$250 USD and for an electric bicycle \$600 USD. The cost per key or lock lost is \$20 USD each, which will be charged to the guest room. This amount will be charged to the room in pesos and calculated according to the current exchange rate of the day.

PARKING

/ The Hotel takes no responsibility for any damage or loss of your vehicle in the car parking lot.
/ The Hotel is not responsible for any fines imposed on cars parked improperly or cars parked in non-permitted areas.

EXTERNAL GUESTS

/ Visitors are not allowed after 11:00 pm unless they're accompanied by a Hotel Guest and will be considered as an extra person sleeping in the room. An extra charge of \$165 USD + tax (per person, per night) even if using existing beds. The maximum capacity per room is 3 people.

RESERVATIONS

/ Check-in is from 3:00 p.m. Check-out is until 12 noon.

/ All rates are based on double occupancy, in case of an extra person sleeping in the room there is an extra charge of \$165 USD + tax (per night) even if using existing beds.

/ All departures after 12 pm will be considered as late departure and an additional cost of \$80 USD per hour will be applied to the guest's hotel bill.

If the departure is after 6:00 pm an extra night will be charged. Late check-out is subject to availability, please contact our front desk staff to verify the availability.

/ No refunds or credits are given for early departures.

/ The charges generated by income/extras will be expressed in Mexican pesos (local currency). In case of being paid with US dollar/euros, the exchange rate will be calculated according to the current exchange rate of the day.

/ Special requests such as guest room location, floor, etc. are subject to availability.

/ We only accept children from the age of 13 and older, who will be charged with the adult rate.

/ The reservations in beds or beach furniture is not allowed, in case of leaving objects on it, these will be removed by the Prevention department.

/ A credit card is required at check-in for additional room charges or for incidentals. The hold will be released upon check-out.

ROOMS

/ Help us keep our carbon footprint low, we are working for no more plastic trash produced. Each registered guest is given 2 keys at their check-in. Guests are required to hand over their keys at Reception upon departure. The cost per key lost is \$3 USD. Any additional key has an extra charge of \$5 USD. This amount will be used towards our continuous efforts to maintain our carbon footprint standards.

/ Help us keep a noise-free and relaxed atmosphere. The use of the speaker is only permitted inside the area of the room and is forbidden to take it outside or to use it in any other space outside the room. The wireless speaker will only be given by request on-site, it's required to sign a voucher as a deposit; \$500 USD for regular categories and \$1,000 USD for the premier suite and premier jungle suite. The speaker is due to be returned upon check out without damage. In case of loss or damage, the amount stated on the voucher will be charged to the room in pesos and calculated according to the current exchange rate of the day.

/ Help us keep our staff safe, following our covid protocols. Any damaged or stained linens or objects inside the room caused by the guest, the guest is due to cover the cost of such item to the Hotel upon departure.

OTHERS

/ If you have any suggestions on the Hotel's services or if you have any technical problems in your room, please inform us at your earliest convenience. In case of late notice for any complaints you might have when the Hotel has no chance to react, those situations will not be considered a reason for a discount on the accommodation rate.

/ Disturbing other guests is not allowed. The hotel reserves the right to refuse further hospitality to the guest who disturbs other guests or who in any way disrespects House Rules.

/ We reserve the right not to allow any bag, parcel, or another item to be brought into the Hotel, and to deal with any unattended object in such a way as we consider appropriate.

/ For any damage caused by the guest to the Hotel's property, the guest is due to cover the cost of damage to the Hotel. Respect for our guests and employees is imperative.

/ The music style to listen to in common areas is only what the Hotel provides.

/ Wi-Fi internet is free and available in the entire Hotel. Password is provided at the Reception and Concierge.

/ In case of introducing bottles from outside the establishment, a charge of \$ 150 USD.

/ All food and drinks are subject to a 15% service charge.

/ We have turtle nesting at the hotel; therefore, pets are not allowed.

THE FOLLOWING ACTIVITIES AND/ OR PRODUCTS ARE NOT ALLOWED IN HOTEL AREA:

- External food or beverages, the hotel reserves the right to remove these items.
- Pets • Speakers • Inflatables (any kind)
- Nudity or topless is not allowed on the premises of the Hotel

/ The Hotel will have no responsibility for the noise or music generated by nearby hotels and people. Those situations will not be considered as reasons for a discount on accommodations or any other kind of compensation.

/ We may from time to time, without prior notice and without refund or compensation, restrict the number of people having access to the Hotel. We may also close the Hotel or any part of it temporarily due to capacity, inclement weather or special events, to ensure safety, security or order, or if we consider that the circumstances require it.

/ We reserve the right to deny admission or to require a person already admitted to leave the Hotel without refund or compensation due to the failure to comply with any of these rules, for unsafe, illegal or offensive behavior, to ensure safety, security or order, or if we consider that the circumstances require it.

WE TRULY APPRECIATE YOUR SUPPORT AND UNDERSTANDING TO HELP US AND OUR GUEST TO HAVE A COMFORTABLE, SAFE AND ENJOYABLE EXPERIENCE

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