



PROPERTY RULES

PARKING:

- Mi Jardín, Troncones is not responsible for damages caused to the vehicle parked outside or at the hotel

RESTAURANT

- The restaurant kitchen is open from 2:00 p.m. to 09:00 p.m. (Everyday)
- Service at the restaurant ends between 10:00 p.m. and 11:00 p.m. Depending on occupation.
- Outside food and beverages are not allowed to enter the restaurant.
- The entry of guests' companions is only allowed in the restaurant, access to the Hotel area is not allowed.

ROOMS & BUNGALOWS

- In case the room is vacated after 12:00 hours, if you wish to extend your departure, request it to the management. (this will generate a cost)
Check in 2pm - check out 11:30am
- The cleaning of the rooms will be carried out in the morning from 9:00 a.m. to 2:00 p.m.
- The Guest must keep their valuables. Each room has a safe. In case of loss, the hotel is not responsible for lost or misplaced jewelry or any valuables left in the rooms or common areas.
- Each client is responsible for the damages and/or losses caused to himself, to other guests, workers, equipment and infrastructure of the Hotel (whites, electronics, furniture, structures, keys, etc.) being obliged to pay or corresponding compensation.
- The services (water, electricity, gas, etc.) provided by the Hotel must be used in accordance with the rules of good faith, without the waste or disproportionate use of the same being understood to be included in the price, help us to keep rates low and accessible as well as taking care of the environment
- Guests are asked not to move or alter the order of the furniture in the rooms, taking care of them properly; In the same way, every guest, when leaving the room, has the obligation to leave the windows, entrance doors, water faucets closed and turn off the lights.
- In no case, the number of people staying in each room may be greater than the capacity assigned by the hotel.
- Do not move or alter the order of the furniture in the assigned room.
- Running or jumping inside the rooms is not allowed.
- It is not allowed to use speakers for music in the rooms. We remind you that our location is focused on relax and peace of mind.



PROPERTY RULES

PUBLIC AREAS:

- Speakers are not allowed in common areas of the hotel and restaurant.
- The hotel is not responsible for any type of accident and/or event that the guest suffers within the hotel facilities such as falls, blows, animal bites, among others. The expenses that this accident or event originates will be borne by the guest, exempting the hotel from any legal responsibility.
- The consumption of toxic drugs, narcotics or psychotropic substances is prohibited, within any area of the hotel, this infraction will be reported immediately to the corresponding authorities.

POOL AREA: OPEN FROM 9:00 AM TO 6:30 PM

- The Hotel is not responsible for any type of accident and/or event that the guest suffers in the pool area such as falls, blows, animal bites, death by drowning, among others. The expenses that this accident or event originates will be borne by the guest, exempting the hotel from any legal responsibility.
- The use of swimming pools is exclusively with a bathing suit and any garment that has been designed for swimming.
- Running, jumping and diving in the pool is strictly forbidden.
- For babies who enter the pools, the use of special diapers is mandatory.
- The set aside of loungers is not allowed
- Consuming food and drinks in the pool area or inside them is strictly forbidden.
- The use of glass is prohibited, inside or around the pool.

CANCELATION POLICY

- Any cancelation between 30 and 15 days prior to arrival will be charged with a 25% penalty from the total amount of the reservation.
- Any cancelation between 14 and 1 day prior to arrival will be charged with a 50% penalty from the total amount of the reservation.

Smoking is not allowed inside the hotel and restaurant areas,
only in the parking lot or outside the hotel.

We appreciate your understanding

*Sincerely,
Mary & Jean Pascal Bochet
Management*